

9.2 Processing a Deceased Student Record

Purpose: Use this document as a reference for processing a deceased student record.

Audience: College Staff responsible for maintaining student records.

! You must have at least one of these local college managed security roles:

- ZD CC Service Indicate Student
- ZZ CC Service Indicators
- ZD CC Super user
- ZZ CC Service Indicators

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Step 1 - Assign Service Indicator

i **Service Indicators** can be assigned to prevent all enrollment activity except drops. Access to the pages used is limited and assigned by the local ctcLink security administrator. For example, users who have been granted the role [ZZ CC Service Indicate Student](#) would be given access to "placement" and "release" of Service Indicators but cannot perform that work until they have been granted [SACR Security to the relevant Service Indicator codes](#).

Navigation: NavBar > Navigator > Campus Community > Service Indicators > Person > Manage Service Indicators

1. Assign the "RDC" Deceased Service Indicator.
 - [9.2 Entering Service Indicator Data](#)
 - [9.2 Viewing and Entering Service Indicator Data \(Fluid\)](#)
 - [9.2 Viewing Service Indicator Information](#)

Records
Add Service Indicator
New Window | Help | Person

Manage Service Indicators

Display
Effect
All
Institution
Tacoma CC
Refresh

+ Add Service Indicator

Service Indicator Summary

| Code | Code Description | Reason Description | Institution | Start Term | End Term | End Term Description | Start Date |
|------|------------------|--------------------|-------------|------------|----------|----------------------|------------|
| RDC | Deceased | Deceased | WA220 | | | | 05/07/2021 |

+ Add Service Indicator

- Once the Service Indicator is applied, "DECEASED" will display on PeopleSoft pages (e.g., Add/Update a Person, Student Program/ Plan, Student Services Center).

Student Homepage
Add/Update a Person

Biographical Details
Addresses
Regional
Personal

2013
DECEASED
Names

Person Information

Date of Birth 10/15/1970
Birth Information
Campus ID

Biographical History

Effective Date 10/17/2019
Marital Status Unknown
Sex Female
Legal Definition of Sex
As of 10/17/2019

National ID

Country USA
National ID Type Social Security Number
National ID XXX-XX-XXXX
Primary
Add

Contact Information

Addresses

Address Type Home
Effective Date 10/17/2019
Status Active
Country USA
Address

Phone

Type
Phone
Ext
Country
Preferred
Add

Email

Email Type Home
Email Address noreply@sbctc.edu
Preferred
Add

Save
Return to Search
Notify
Refresh

Add
Update/Display
Include History
Correct History

The screenshot displays the 'Student Services Center' interface for a deceased student. At the top, the header includes 'Student Homepage' and 'Student Services Center'. Below this, the student's ID is '201' and their status is 'DECEASED'. The main navigation bar includes 'Student Center', 'General Info', 'Admissions', 'Transfer Credit', 'Academics', 'Finances', and 'Financial Aid'. The 'Student Center' tab is active, showing a 'Student Message Center' and a 'Message Center' link. The 'Academics' section is expanded, showing links for 'My Class Schedule', 'Shopping Cart', and 'My Planner'. A message box states 'You are not enrolled in classes'. The 'Finances' section is also expanded, showing links for 'My Account', 'Account Inquiry', and 'Financial Aid'. A message box states 'You have no outstanding charges at this time.' The right sidebar contains a 'Search for Classes' button and sections for 'No Holds', 'To Do List' (No To Do's), 'Milestones' (No Milestones), 'Enrollment Dates' (Open Enrollment Dates), and 'Advisor' (Program Advisor, None Assigned).

Step 2 - Update Student Program/ Plan

! You must have at least one of these local college managed security roles:

- ZC SR Student Program
- ZD SR Student Program
- ZZ SR Student Program
- ZZ Student Program Limited

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

i Updating a deceased student's program/ plan with a "**DISC**" Program Action and "**DEAT**" Action Reason will set the Status to "**Deceased**." The **Status** will report to the National Student Clearinghouse (NSC).

Navigation: NavBar > Navigator > Records and Enrollment > Career and Program Information > Student Program/Plan

1. The **Student Program/Plan** search page displays.

2. Enter the **ID** of the deceased student.
3. Select **Search**.
4. A student may return multiple program rows in the Search.

Student Program/Plan

Find an Existing Value Add a New Value

Search Criteria

Empl ID begins with 2013

Academic Career = Undergraduate

Student Career Nbr =

Campus ID begins with

National ID begins with

Last Name begins with

First Name begins with

☒ Include History ☐ Correct History ☐ Case Sensitive

Search Clear Basic Search Save Search Criteria

5. The **Student Program** tab displays.
6. **Add a New Row** [+] icon at the top right of the page.

Student Program/Plan

Student Program Student Plan Student Sub-Plan Student Attributes Student Degrees

Kalani Rought 201386905 DECEASED

Academic Career Undergraduate Career Requirement Term Student Career Nbr 0

Student Details 1 of 2 View All

Status Active in Program

*Effective Date 10/18/2019

*Program Action MATR Matriculation

Action Reason

*Academic Institution WA220 Tacoma CC

*Academic Program ACADM Academic

*Admit Term 2201 2020 WINTR

Requirement Term 2201 2020 WINTR

Expected Graduation Term

Effective Sequence 2

Action Date 10/18/2019

Joint Program Approval ☐

Admissions

☒ From Application

Application Nbr 00132131

7. Select the Program Action "**DISC.**"
8. Select the Action Reason "**DEAT.**"

9. Select **Save**.

The screenshot shows the 'Student Program/Plan' form. The 'Status' is set to 'Deceased'. The 'Effective Date' is 05/07/2021. The 'Program Action' is 'DISC' (Discontinuation) and the 'Action Reason' is 'DEAT' (Death). The 'Academic Institution' is 'WA220' (Tacoma CC). The 'Academic Program' is 'ACADM' (Academic). The 'Admit Term' is '2201' (2020 WINT). The 'Requirement Term' is '2201' (2020 WINT). The 'Expected Graduation Term' is empty. The 'Last Updated On' is 05/08/2021 12:00:01AM by CTC_TMARTIN. The 'Effective Sequence' is 1. The 'Action Date' is 05/07/2021. The 'Joint Program Approval' checkbox is unchecked. The 'Admissions' section shows 'From Application' with 'Application Nbr' 00132131 and 'Application Program Nbr' 0. The 'Campus' is 'MAIN' (Main) and the 'Academic Load' is 'Full-Time'. The 'Save' button is highlighted with a red box.

10. Status = **Deceased**.

11. Repeat the process for each Student Career Nbr as needed.

12. Process complete.

Step 3 - Update Deceased Student's Mailing and Electronic Address

! You must have at least one of these local college managed security roles:

- ZC CC Personal Information
- ZD CC Personal Information
- ZZ CC Pers Info NID Update
- ZZ CC Personal Information

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

i Depending on your college's business process, you can update the student's mailing and electronic address to your college's address and email to ensure no communication is sent to the student.

Update Deceased Student's Mailing Address

Navigation: NavBar > Navigator > Campus Community > Personal Information > Biographical > Addresses/Phones > Addresses

1. The **Addresses** search page displays.
2. Enter **ID** of deceased student.
3. Select **Search**.

< Student Program **Addresses**

Addresses

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

ID begins with ▼ 2013{

Campus ID begins with ▼

National ID begins with ▼

Last Name begins with ▼

First Name begins with ▼

☒ Include History ☐ Correct History ☐ Case Sensitive

Search Clear Basic Search Save Search Criteria

4. Under the **Add Address** section, select the **Edit Address** link.

Student Program
Addresses

Addresses

2013

DECEASED

Current Addresses

Q

1-1 of 1

| Address Type | Address | Effective Date | Status | Updated By | Updated | Edit/V |
|--------------|--------------------------------|----------------|--------|---------------|----------------------|--------|
| Home | Silverdale, WA 98383 Kitsap | 10/17/2019 | Active | Kalani Rought | 10/17/2019 1:04:41PM | Edit/V |

Add Address

Effective Date

05/08/2021

Status

Active

Country

USA

Q

United States

Address

Edit Address

Address Linkage

Submit

Reset

Add Address Types

| | | |
|--------------------------|---|-----------|
| <input type="checkbox"/> | * | Home |
| <input type="checkbox"/> | | Mailing |
| <input type="checkbox"/> | | Business |
| <input type="checkbox"/> | | Check |
| <input type="checkbox"/> | | Billing |
| <input type="checkbox"/> | | Other 2 |
| <input type="checkbox"/> | | Temporary |

- Enter your college's address.
- Select **OK**.

Student Program
Addresses

Edit Address

Country

United States

Change Country

Address 1

1300 Quince Street SE

Address 2

Address 3

City

Olympia

State

WA

Q

Washington

Postal

98504

County

Thurston

OK

Cancel

Clear

- In the **Add Address Types** section, select **Mailing**.
- Select **Submit**.

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Addresses

Addresses

Add Address

Effective Date05/08/2021

StatusActive

CountryUSAUnited States

AddressEdit AddressAddress Linkage

SubmitReset

Add Address Types

| | | |
|--------------------------|---|-----------|
| <input type="checkbox"/> | * | Home |
| <input type="checkbox"/> | * | Mailing |
| <input type="checkbox"/> | | Business |
| <input type="checkbox"/> | | Check |
| <input type="checkbox"/> | | Billing |
| <input type="checkbox"/> | | Other 2 |
| <input type="checkbox"/> | | Temporary |
| <input type="checkbox"/> | | Permanent |
| <input type="checkbox"/> | | Preferred |
| <input type="checkbox"/> | | Primary |

* Active address exists
Explain

SaveReturn to SearchNotifyRefresh

Update/DisplayInclude HistoryCorrect History

11. Process complete.

Update Deceased Student's Email Address

! You must have at least one of these local college managed security roles:

- ZC CC Personal Information
- ZD CC Personal Information
- ZD CC Super user
- ZZ CC Pers Info NID Update
- ZZ CC Personal Information

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: NavBar > Navigator > Campus Community > Personal Information > Biographical > Addresses/Phones > Electronic Addresses

1. The **Electronic Addresses** search page displays.
2. Enter the **ID** of the deceased student.
3. Select **Search**.

[Service Indicator Summary](#)

Electronic Addresses

Electronic Addresses

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

ID begins with ▼ 20138

Campus ID begins with ▼

National ID begins with ▼

Last Name begins with ▼


First Name begins with ▼

☐ Case Sensitive

Search

Clear

Basic Search

 Save Search Criteria

4. The **Electronic Addresses** page displays.
5. Enter **Email Type**.
6. Enter your college's **Email Address**.
7. Check **Preferred** for the primary of several email addresses for the student or
8. Select the **Delete a Row [-]** icon to delete additional email addresses.
9. Select **Save**.

Service Indicator Summary
Electronic Addresses

Electronic Addresses

2013

DECEASED

Email Information

| *Email Type | *Email Address | Preferred |
|-------------|-------------------|-------------------------------------|
| Home | noreply@sbctc.edu | <input checked="" type="checkbox"/> |

Add

URL Information

| *Type | *URL Address |
|-------|--------------|
| | |

Add

Save

Return to Search

Notify

10. Process complete.

Step 4 - Enter Decedent Data

! You must have at least one of these local college managed security roles:

- ZC CC Personal Information
- ZD CC Personal Information
- ZD CC Super user
- ZZ CC Pers Info NID Update
- ZZ CC Personal Information

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

i When entering **Decedent Data**, you only need to enter the **Date of Death** if you do not have other information.

Navigation: NavBar > Navigator > Campus Community > Personal Information > Biographical > Personal Attributes > Decedent Data

1. Enter the **Decedent Data**.
 - [9.2 Entering Decedent Data](#)

< Service Indicator Codes

Decedent Data

Decedent Data


Kalani Rought

201386905

DECEASED


Date of Death


05/08/2021




Place of Death

Death Certificate Number

 Save

 Return to Search

 Notify

2. Process complete.