# University Care Actions in the Event of a Student’s Death

*This information is provided as a resource to parents, guardians, and/or next-of-kin. Any additional questions may be directed to the Office of Student Affairs: 423-439-4210*

<table>
<thead>
<tr>
<th>Office</th>
<th>Procedure</th>
<th>Contact Info</th>
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</thead>
<tbody>
<tr>
<td>Financial Aid</td>
<td>• A tuition refund would be processed to the student’s account.</td>
<td>ETSU Financial Aid: 423-439-4300</td>
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<tr>
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<td>• Financial Aid would cancel any pending disbursements to the student.</td>
<td>Federal Direct Student Loans Customer Service: 1-800-557-7391</td>
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<td>• Any award items that have already been paid and posted to the student’s account, including the tuition refund, will remain. Financial Aid will not charge loan monies or scholarship monies back to a student’s account.</td>
<td>Perkins Loan Customer Service: 1-888-549-3274</td>
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<td>• Financial Aid debt incurred by the student may be eligible for expungement. Call the Federal Direct Student Loan customer service line at: 1-800-557-7391; and, if applicable, the Perkins Loan customer service line at: 1-888-549-3274</td>
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<tr>
<td>Admissions/ Registrar</td>
<td>• The student’s account will be marked inactive.</td>
<td>ETSU Office of Admissions: 423-439-4213</td>
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<td></td>
<td>• Student’s transcript may be requested from the Office of the Registrar. A death certificate is required.</td>
<td>ETSU Office of the Registrar: 423-439-4230</td>
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<tr>
<td>Housing</td>
<td>• Housing will cancel any contract on file for the student and process any applicable refund.</td>
<td>ETSU Department of Housing: 423-439-4446</td>
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<td></td>
<td>• Housing staff will assist the family with a plan to pick up belongings.</td>
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<tr>
<td>Post Office</td>
<td>• The PO Box will be closed.</td>
<td>ETSU Post Office: 423-439-4232</td>
</tr>
</tbody>
</table>
- Any mail to that box is held for one week.
- First class mail, i.e., credit card statements, bank statements, bills are then marked RTS (return to sender).
- An identified family member can request a FORWARD for that mail but that needs to be done in person at the Post Office.

**Academics**
- Professors will be notified by the Office of Student Affairs.
- Grades for the term will not post.

**Internet Accounts / Email**
- Students Goldlink course account will be disabled.
- Students Goldmail email account will be disabled.

**ETSU Office of Student Affairs: 423-439-4210**

**ETSU Information Technology Services: 423-439-6809**

### Resources for Family Support:

**A Mindful Journey Through Grief**
Debra Brewer, M.Div.
Appalachian Dharma Center
108 W. 10th Ave., Suite #3 (Downstairs),
Johnson City, TN 37604
E-mail us at: dharma4et@gmail.com

- Grief Support Group
- 1st and 3rd Tuesdays, 6:30 PM
- Johnson City Senior Center
- 510 Bert St
- Johnson City, TN
- (423) 434-6237

**Forest Hills Memory Garden Chapel**
Grief Support Group
1st Tuesday, 7:00 PM
1941 Lee Highway
Abingdon, VA

- The Compassionate Friends of Tennessee-Virginia
- 2nd Sundays, 2:00 PM
- Bristol Library
- 701 Goode Street
- Bristol, VA
- 423-502-3883

**ETSU Community Counseling Clinic**
- 327 Warf-Pickel Hall
- By Appointment:
  - Phone: 423-439-7679
  - Email: CCC@etsu.edu
  - Clinic Director: Elizabeth Likis-Werle

ETSU will hold an annual memorial service to honor students, faculty, and staff who pass away during the year.