

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*

Office	Procedure	Contact Info
Financial Aid	<ul style="list-style-type: none"> • A tuition refund would be processed to the student's account. • Financial Aid would cancel any pending disbursements to the student. • 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. • 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 	<p>ETSU Financial Aid: 423-439-4300</p> <p>Federal Direct Student Loans Customer Service: 1-800-557-7391</p> <p>Perkins Loan Customer Service: 1-888-549-3274</p>
Admissions/ Registrar	<ul style="list-style-type: none"> • The student's account will be marked inactive. • Student's transcript may be requested from the Office of the Registrar. A death certificate is required. 	<p>ETSU Office of Admissions: 423-439-4213</p> <p>ETSU Office of the Registrar: 423-439-4230</p>
Housing	<ul style="list-style-type: none"> • Housing will cancel any contract on file for the student and process any applicable refund. • Housing staff will assist the family with a plan to pick up belongings. 	<p>ETSU Department of Housing: 423-439-4446</p>
Post Office	<ul style="list-style-type: none"> • The PO Box will be closed. 	<p>ETSU Post Office: 423-439-4232</p>

- 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. ETSU Office of Student Affairs: 423-439-4210
- Grades for the term will not post.

Internet Accounts / Email

- Students Goldlink course account will be disabled. ETSU Information Technology Services: 423-439-6809
- Students Goldmail email account will be disabled.

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

Compassionate Friends of Tennessee
 Valley
 3rd Tuesdays, 6:00 PM
 Discover Life Church
 408 E Mountain View Rd
 Johnson City, TN 37601
 (423) 282-2227

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.