

# STUDENT MEDICAL EMERGENCY

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When staff or faculty are made aware that a student will be unable to attend classes due to a medical emergency, the advisor will be notified. If no advisor is assigned, the Advising and Retention Manager will be notified.

## **Follow up with Student or Representative**

The advisor will follow up with the student or representative. This includes, but is not limited to a parent, spouse, friend, or classmate. During the follow up, the advisor will gather information on when the medical emergency occurred and the anticipated length of time the student will be unable to attend or log in. The advisor will note this information in Banner advising comments.

## **Notifications**

1. Faculty and Associate Dean – the advisor will inform the faculty via email that the student is unable to attend or log into class. The advisor, faculty, and associate dean will discuss the best next step for the student. Several factors will be considered to determine if the student will continue enrollment or be withdrawn. This includes how many weeks of the course are left, where the student's grade was at the time of the emergency, and the anticipated time before the student is able to return.
2. Student – if the student is able to communicate via phone or email, the faculty and advisor will communicate directly with the student. If the student is unable to communicate via phone or email, the faculty and advisor will communicate with the representative. The faculty and advisor will be included in the communication to ensure consistent messages.
3. Records/Registration – the advisor will work with Records/Registration to facilitate a withdrawal on the student's behalf if warranted. The faculty will work with Records/Registration if an Incomplete is warranted.
  - a. The standard refunds rules will apply.