

RESOLUTION

concerning

REFUND POLICY FOR ONLINECSU COURSES

April 8, 1999

WHEREAS, Pursuant to the provisions of Section 10a-99 of the Connecticut General Statutes, "...the Board of Trustees of the Connecticut State University System shall fix fees for tuition and shall fix fees for such other purposes as the board deems necessary at the university, and may make refunds of the same," and

WHEREAS, The Board of Trustees for the Connecticut State University System approved the refund policy for a pilot program of on-line courses for FY 1998-99 by Board resolution 98-57, and

WHEREAS, Board resolution 98-57 specified that the OnlineCSU refund policy would be reviewed and revised where appropriate in the spring of 1999, and

WHEREAS, This review has now taken place and has revealed that the OnlineCSU refund policy should more closely follow that established for "on-ground" courses, and

WHEREAS, Course fees for OnlineCSU are to be paid in advance by credit card requiring no invoice and therefore no payment due date, therefore be it

RESOLVED, That Board resolution 98-57 is rescinded, and the following refund policy for OnlineCSU courses is effective beginning with FY1998-99 Summer sessions:

On-Line Fee: Non-Refundable unless the student is deemed ineligible for the course.

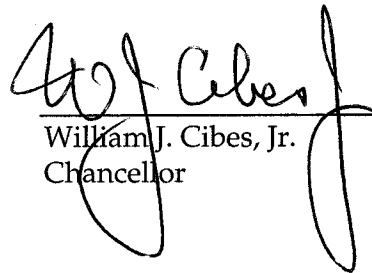
Course Fees: Refundable according to the following schedule:

Fall and Spring Semesters	<ul style="list-style-type: none"> <li>• 100% refund through the first week of the semester</li> <li>• 50% refund during the second and third weeks of the semester</li> <li>• No refund after the third week of the semester</li> </ul>
Summer Session	<ul style="list-style-type: none"> <li>• 100% refund up to the 9<sup>th</sup> calendar day of the session</li> <li>• 50% refund from the 10<sup>th</sup> to the 12<sup>th</sup> calendar day of the session</li> <li>• No refund after the 12<sup>th</sup> calendar day of the session</li> </ul>
Winter Session	<ul style="list-style-type: none"> <li>• 100% refund up to the 2<sup>nd</sup> calendar day of the session</li> <li>• 50% refund from the 3<sup>rd</sup> to the 5<sup>th</sup> calendar day of the session</li> <li>• No refund after the 5<sup>th</sup> calendar day of the session</li> </ul>

and be it further

RESOLVED, That the above policy will be reviewed and revised periodically as appropriate.

A Certified True Copy:

  
 William J. Cibes, Jr.  
 Chancellor

**ITEM**

Refund Policy for OnlineCSU Courses.

**BACKGROUND**

Pursuant to the provisions of Section 10a-99 of the Connecticut General Statutes, "...the Board of Trustees of the Connecticut State University System shall fix fees for tuition and shall fix fees for such other purposes as the board deems necessary at the university, and may make refunds of the same."

The refund policy for a pilot program of on-line courses for FY 1998-99 was approved by the Board of Trustees on October 1, 1998. At that time, it was indicated that this refund policy would be reviewed and revised where appropriate in the spring of 1999.

**ANALYSIS**

An analysis of refund experience from the fall 1998 and spring 1999 semesters for OnlineCSU has revealed that the previous refund policy, based on "log-ins", or number of times the on-line course is accessed via computer, is significantly more liberal than the existing "on-ground" refund policy. Furthermore, other OnlineCSU practices (such as registration) have been revised to more closely mirror "on-ground" practices; therefore, it is appropriate to do the same with the OnlineCSU refund policy. Also, there is precedent at other universities to base the refund policy for on-line course fees on similar criteria to that of on-ground courses.

Therefore, the following policy is proposed for refunds of OnlineCSU course fees, effective beginning with the FY1998-99 Summer sessions. It is generally modeled after the existing refund policy for Extension Course fees and Summer and Winter Sessions.

On-Line Fee: Non-Refundable unless the student is deemed ineligible for the course.

Course Fees: Refundable according to the following schedule:

Fall and Spring Semesters	100% refund through the first week of the semester 50% refund during the second and third weeks semester No refund after the third week of the semester
Summer Session	100% refund up to the 9 <sup>th</sup> calendar day of the session 50% refund from the 10 <sup>th</sup> to the 12 <sup>th</sup> calendar day session No refund after the 12 <sup>th</sup> calendar day of the session
Winter Session	100% refund up to the 2 <sup>nd</sup> calendar day of the session 50% refund from the 3 <sup>rd</sup> to the 5 <sup>th</sup> calendar day session No refund after the 5 <sup>th</sup> calendar day of the session

The policy will be reviewed and revised periodically as appropriate.

**CHANCELLOR'S RECOMMENDATION**

Approval of the Refund Policy for OnlineCSU Courses.