



RESOLUTION

concerning

REFUND POLICY FOR ONLINECSU COURSES

April 6, 2000

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, BR#98-57 established the refund policy for *OnlineCSU*, subject to review and revision where appropriate, and

WHEREAS, After a review of the existing policy, and following discussions with representatives of each campus, it was concluded that the existing refund policy is overly generous compared to the refund policies for on-ground courses, and

WHEREAS, It was also believed that the *OnlineCSU* refund policies should be more comparable to on-ground policies, therefore be it

RESOLVED, That the following refund policy for Online CSU courses is effective for FY 2000-01:

On-Line Fee: Non-Refundable

Course Fees: Refundable according to the following schedule (based on semester length):

Semesters Nine Weeks or Longer

- 100% refund through the end of the first week
- 50% refund through the end of the third week
- No refund after the third week

Semesters Three to Eight Weeks Long

- 100% refund within 24 hours of the first day of the semester or the day the student is activated on line, if later
- 50% refund within 48 hours of the first day of the semester or the day the student is activated on line, if later
- No refund thereafter

Semesters Less Than Three Weeks in Length

100% refund within the first day of the semester or the first day the student is activated on line, if later

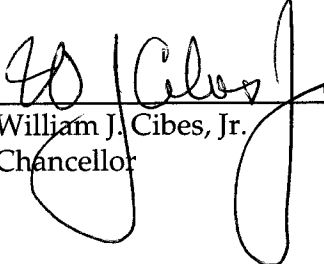
No refund after the first day

and be it further

RESOLVED, That BR#98-57 is rescinded, and be it further

RESOLVED, That said policy will be reviewed and revised on a periodic basis where appropriate.

A Certified True Copy:

  
William J. Cibes, Jr.  
Chancellor

**ITEM**

Refund Policy for *OnlineCSU* Courses

**BACKGROUND**

In September of 1998, the Board of Trustees approved a refund policy for *OnlineCSU* courses. At the time of approval, it was noted that the policy would be periodically reviewed and revised where appropriate.

**ANALYSIS**

After a review of the existing *OnlineCSU* refund policy, and following discussions with representatives of each of the campuses, it was concluded that the existing refund policy was overly generous compared to the refund policies for on-ground courses. It was also believed that the *OnlineCSU* refund policy should be more comparable to the on-ground policy.

Therefore, the following policy is proposed for refunds of *OnlineCSU* course fees, effective for FY2000-01:

On-Line Fee: Non-Refundable

Course Fees: Refundable according to the following schedule (based on semester length):

Semesters Nine Weeks or Longer

100% refund through the end of the first week  
50% refund through the end of the third week  
No refund after the third week

Semesters Three to Eight Weeks Long

100% refund within 24 hours of the first day of the semester or the day the student is activated on line, if later  
50% refund within 48 hours of the first day of the semester or the day the student is activated on line, if later  
No refund thereafter

Semesters Less Than Three Weeks in Length

100% refund within the first day of the semester or the first day the student is activated on line, if later  
No refund after the first day

**CHANCELLOR'S RECOMMENDATION**

Approve the Refund Policy for Online CSU Courses.