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RESOLVED, That BR#98-57 is rescinded, and be it further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

[Signature]
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 online, if later
50% refund within 48 hours of the first day of the semester or the day the student is activated online, 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 online, if later
No refund after the first day

CHANCELLOR’S RECOMMENDATION
Approve the Refund Policy for Online CSU Courses.