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RESOLVED, That Board resolution 98-57 is rescinded, and the following refund policy for OnlineCSU courses is effective beginning with FY1998-99 Summer sessions: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

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

A Certified True Copy:

[Signature]
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:

<table>
<thead>
<tr>
<th></th>
<th>Fall and Spring Semesters</th>
<th>Summer Session</th>
<th>Winter Session</th>
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<tbody>
<tr>
<td></td>
<td>100% refund through the first week of the semester</td>
<td>100% refund up to the 9th calendar day of the session</td>
<td>100% refund up to the 2nd calendar day of the session</td>
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<td></td>
<td>50% refund during the second and third weeks semester</td>
<td>50% refund from the 10th to the 12th calendar day session</td>
<td>50% refund from the 3rd to the 5th calendar day session</td>
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<tr>
<td></td>
<td>No refund after the third week of the semester</td>
<td>No refund after the 12th calendar day of the session</td>
<td>No refund after the 5th calendar day of the session</td>
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</tbody>
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The policy will be reviewed and revised periodically as appropriate.

CHANCELLOR'S RECOMMENDATION
Approval of the Refund Policy for OnlineCSU Courses.