

RESOLUTION

concerning

REFUND POLICY FOR ONLINE CSU COURSES

October 1, 1998

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 has approved the fee schedule for a pilot program of on-line courses for FY 1998-99 by Board resolution 98-55, and

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

RESOLVED, That the following refund policy for Online CSU courses is effective for FY 1998-99,

On-Line Fee: Non-Refundable

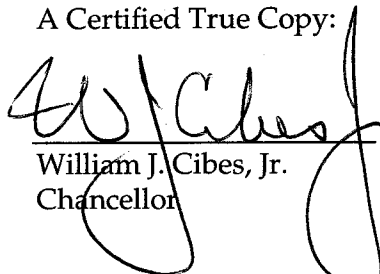
Course Fees: Refundable according to the following schedule (based on "log-ins", or number of times the on-line course is accessed via computer):

- 100% refund through the first five log-ins
- 50% refund for the sixth through the tenth log-in
- No refund after the tenth log-in

and be it further

RESOLVED, That said policy will be reviewed and revised where appropriate pending the results of an assessment of the pilot Online CSU program in the spring of 1999.

A Certified True Copy:



William J. Cibes, Jr.
Chancellor

ITEM

Refund Policy for Online CSU 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 fee schedule for a pilot program of on-line courses for FY 1998-99 was approved by the Board of Trustees on August 21, 1998.

ANALYSIS

Because of the nature of on-line courses, and since course fees for Online CSU are to be paid in advance by credit card requiring no invoice and therefore no payment due date, the current refund policy is not suited to address refunds of such fees.

The following policy is proposed for refunds of Online CSU course fees, effective for FY 1998-99. It is generally modeled after the refund policy for Extension Course fees, but tailored to specifically address on-line courses which are typically measured by the number of log-ins, or number of times the on-line course is accessed via computer.

On-Line Fee: Non-Refundable

Course Fees: Refundable according to the following schedule (based on "log-ins", or number of times the on-line course is accessed via computer):

- 100% refund through the first five log-ins
- 50% refund for the sixth through the tenth log-in
- No refund after the tenth log-in

The policy will be reviewed and revised where appropriate, pending the results of an assessment of the pilot Online CSU program in the spring of 1999.

CHANCELLOR'S RECOMMENDATION

Approval of the Refund Policy for Online CSU Courses.