



## **Online (Web-Enhanced/Web-Based) Courses (indicated by classnotes 15 & 17 in the class schedule):**

Students planning to enroll in web-based or web-enhanced classes must have a Fresno State email account and ID in order to access course information on Blackboard. If you do not have a Fresno State ID and free Fresno State email account, follow the steps at <http://www.csufresno.edu/cge/registration/new.shtml>. You may provide the ID to your instructor and request temporary access to Blackboard prior to registration. This does not enroll you in the class; you must enroll during the enrollment period.

If you have a Fresno State ID and email account but cannot remember your username or password, contact the student Help Desk at <http://password.csufresno.edu> or call 559.278.7000 for assistance with reactivating your account.

If you have a Fresno State ID but do not have a Fresno State email account, go to <http://email.csufresno.edu> to create your free Fresno State email account.

### **Dishonored Checks:**

Writing a bad check is against the law. Bad checks and stopped payments on checks will result in a \$20 processing charge and may result in a \$10 per class late fee. Bad checks and stopped payments on checks do not constitute an official withdrawal nor relieve you of your financial obligation to the University.

### **Registration Holds:**

If there is a hold on your university account, you will not be permitted to enroll until all holds are cleared. (California Code, Title V, Section 43281) A late fee will be assessed if holds are cleared during or after the late registration period.

### **Course Cancellations:**

If a course is cancelled by the Division of Continuing and Global Education, all fees will be refunded; however, you must request this refund by submitting a Program Change/Refund Form. Courses offered through the Division of Continuing and Global Education are conducted on a self-supporting basis, therefore we reserve the right to cancel a course if not justified by sufficient enrollment.

### **Withdrawal/Program Change/Refund – Please note: NO REFUND IS MADE UNLESS YOU REQUEST ONE.**

#### **Regular Credit Courses (5 or more class meetings and online and arranged classes lasting five days or more):**

With submission of Program Change/Refund form, a full refund, less a \$10 processing fee, will be granted prior to the class start date. On or after the class start date, 65% of the fees are refundable until 25% of the course time has elapsed. No refund is made after 25% of course has taken place. For independent study courses, see policy at [www.csufresno.edu/cge/catalog/spring/education\\_educators/index.shtml](http://www.csufresno.edu/cge/catalog/spring/education_educators/index.shtml).

#### **Short Credit Courses (four or fewer meetings and online and arranged classes lasting four days or fewer) and Non-Credit Courses:**

With submission of Program Change/Refund form, a full refund, less a \$10 processing fee, will be granted prior to the class start date. No refund will be made after class start date.

#### **Late Registration for Regular and Short Credit Courses:**

Late registration is not permitted on or after the second class meeting, or for online and arranged classes, two days after the class start date. Registrations received after the class start date will be charged a \$10 late fee.

#### **Online and CD-ROM Courses:**

##### **CD-ROM (VESI):**

With submission of Program Change/Refund form, a full refund, less a \$10 processing fee, will be granted to participants requesting a refund within 30 days of the registration date. All materials must be returned to VESI uninstalled in order to be eligible for a refund. No refund allowed after 30 days past registration date.

##### **Online Courses (VESI & Test Prep):**

Once you log on to the course, no refund is available. Prior to logging on, you may request a refund by submitting a Program Change/Refund form. A full refund, less a \$10 processing fee, will be granted to participants requesting a refund within 30 days of the registration date with submission of completed Program Change/Refund form. No refund will be made after 30 days past registration date.

#### **Open University Courses:**

For complete information on adds, drops, refunds, and withdrawals refer to <http://www.csufresno.edu/cge/programs/open.shtml> or call 559.278.0333. Submit a completed Program Change/Refund form to the Continuing and Global Education office by the stated deadline. A 65% refund is available for drops/withdrawals received by the appropriate deadlines. No adds, drops, changes or refunds are permitted after the stated deadline. Classes that meet for less than a full semester are not eligible for refunds after the first class meeting has taken place.

#### **Intersession Courses:**

Refer to <http://www.csufresno.edu/cge/intersession>.

#### **Summer Session Courses:**

Refer to <http://www.csufresno.edu/cge/summersession>.