



**UNIVERSITY OF ILLINOIS  
ILLINOIS FIRE SERVICE INSTITUTE**

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## **IFSI Department Memorandum**

Date: October 12, 2011  
To: All Staff  
Subject: **IFSI Cancellation of Attendance for Online Courses Policy**

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1. **Purpose.** The purpose of this Memo is to establish IFSI policy for cancellation of attendance in online courses.
2. **Background.** Over the past few years the Illinois Fire Service Institute developed online learning opportunities for our students. Registrations for online classes have been accepted up to the first day of class. E-Learning is considered an important potential growth area in the 2020 Vision Planning Process. IFSI has not presented a consistent, clear picture with regards to course cancellation and tuition responsibilities of online classes. Past practice risks conflicting tuition obligation views between IFSI and the student who chooses to cancel out of an online class.
3. **Policy.** Students enrolled in Online Courses are only eligible for reimbursement of course fees under the following conditions.
  - a) To withdraw, the student must follow established withdrawal procedures beginning with the completion of a withdrawal form available from the IFSI website. The withdrawal/cancellation notice must be submitted by email as an attachment to [fsi@fsi.illinois.edu](mailto:fsi@fsi.illinois.edu) or by Fax to 217-244-6790. Failure to notify the Institute, as noted above, will result in the student or their department being billed for the course.
  - b) Student Withdraw Date and Tuition Assessment
    - i. Students registered for online courses must withdraw before the first day of the course in order to receive a 100% pro-rata refund, based upon the date this form is received at IFSI. If payment has not been made and this form is received before the beginning of the course, the student or department will not be billed.
    - ii. Any student withdrawing between the 1<sup>st</sup> day and the 7<sup>th</sup> day of the course will be refunded 30% if already paid, or will be billed for 70% of the course fee.
    - iii. After the 7<sup>th</sup> day of the course the student is responsible for the full course fee.
4. **Implementation.** This policy is effective October 12, 2011.



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