The Bursar's Office continually explores ways to improve customer service. To assist us in this effort, would you please take a few minutes to complete this survey? All information that would permit identification of individuals will be kept confidential. An ID number is used for follow-up and record-keeping purposes only. **Please use a #2 pencil.**

If you return a survey by the first week of March 2003, your daughter or son will be eligible to **win one of two $500 scholarships!** Thank you!

1. How do you get most of your billing questions answered? (Select up to 3 responses)
   - Automated Voice Response System
   - Bursar's website
   - Friends
   - PLUS
   - Publications
   - Other
   - E-mail bursars
   - Phone call
   - In person

2. Of the responses you selected above, which is the **most common** way of getting your billing questions answered? (Select one response)
   - Automated Voice Response System
   - Bursar's website
   - Friends
   - PLUS
   - Publications
   - Other
   - E-mail bursars
   - Phone call
   - In person

3. There is a federal law (FERPA) that restricts us from giving detailed billing information to you unless we have written consent from your student. Were you aware of this law before taking this survey?  
   - Yes  
   - No

4. What is the most important reason you have for contacting our office? (Select one response)
   - Billing question
   - Addresses
   - Financial aid
   - Refund
   - Financial stop
   - Other (specify)

5. Typically, how many times do you **telephone** the Bursar's Office in a semester?  
   - 0 times
   - 1-2
   - 3-6
   - 7-12
   - 13 or more

6. Typically, how many times do you **visit** the Bursar's Office in a semester?  
   - 0 times
   - 1-2
   - 3-6
   - 7-12
   - 13 or more

7. Were you aware that there is a Billing Address option, where your student's bills can be mailed to an address other than their permanent or mailing address?  
   - Yes
   - No

8. Do you read the information that is included with the bills?  
   - Yes
   - No

9. Is there other information that needs to be included with the bills?  
   - Yes
   - No
   If you answered "yes," please describe:

10. Who is responsible for paying the bill?  
    - Parent
    - Student
    - Other (specify)

11. Has your student signed up for E-bill (allowing you to view and pay the bill on-line)?  
    - Yes
    - No
    - Don't know

12. How do you contact the Bursar's Office? (Select up to three responses)  
    - Phone
    - Internet
    - E-mail
    - Mail
    - Fax
    - None of the above

Please turn over to complete the survey.
13. Of the responses you selected in Question 12, which is your most preferred way of contacting the Bursar's Office? (Select one response)

☐ Phone  ☐ Internet  ☐ E-mail  ☐ No preference
☐ In person  ☐ Mail  ☐ Fax

Please rate the following aspects of the Bursar's Office:

<table>
<thead>
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<th></th>
<th>Poor</th>
<th>Fair</th>
<th>Average</th>
<th>Good</th>
<th>Excellent</th>
<th>Does Not Apply/Don't Know</th>
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</thead>
<tbody>
<tr>
<td>14. Courteousness of staff</td>
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<td>15. Professionalism of staff</td>
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<td>16. Promptness of service</td>
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<td>17. Ease of understanding bills</td>
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<td>18. Ease of finding information on our website</td>
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<td>19. Quality of E-bill option</td>
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<td>20. Accuracy of information I was given</td>
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<td>21. Completeness of information I was given</td>
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<td>22. Knowledge of staff on billing issues</td>
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<td>23. Clarity of explanations I received</td>
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<td>24. Overall quality of service I received</td>
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</table>

25. What payment option(s) do you use? (Select up to 3 responses)

☐ Internet  ☐ Overnight mail (e.g., UPS, Fed Ex)
☐ Wire Transfer  ☐ Regent Administrative Center Drop Boxes
☐ US Mail  ☐ Cashiers' Windows

26. Of the responses you selected above, which is the most common way of paying your student's bill? (Select one response)

☐ Internet  ☐ Overnight mail (e.g., UPS, Fed Ex)
☐ Wire Transfer  ☐ Regent Administrative Center Drop Boxes
☐ US Mail  ☐ Cashiers' Windows

27. Please provide any additional suggestions (e.g., additional services) and comments, OR explain a problem you have experienced in the past with the Bursar's Office. Note that credit card payments are NOT a viable option due to fees charged to the university by the credit card companies. State law prohibits us from passing those fees on to you.