Before starting the survey, please enter your four-digit ID number from the e-mail announcement for this survey.

How do you get most of your billing questions answered? (Select up to three responses)
- Automated Voice Response System
- Bursar web site
- Phone call
- Friends
- Email bursars
- Publications
- In person
- Other, please specify

Of the responses you selected above, which is the most common way of getting your billing questions answered? (Select only one response)
- Automated Voice Response System
- Bursar web site
- Phone call
- Friends
- Email bursars
- Publications
- In person
- Other, please specify

There is a federal law (FERPA) that restricts us from giving detailed billing information to your parents (or other third parties) unless we have written consent from you. Were you aware of this law before taking this survey?

What are the most important reasons you have for contacting our office? (Select up to three responses)
- Tuition and fees
- Late and service charges
- Wardenburg charges/health insurance
- Fines (e.g., parking, library)
- Financial stop
- Refund
- Financial aid
- Addresses
- Other, please specify

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

Typically, how many times do you visit the Bursar's Office (in Regent Hall) in a semester?
How do you prefer to receive your bill?
- U.S. Mail
- Internet
- No preference

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

How much of the information that is enclosed with the bills do you read?
- None
- Some
- Most
- All

Is there other information that needs to be included with the bills? Please specify.

Who is responsible for paying your bill?
- Self
- Parent/guardian
- Department
- Sponsor
- Other, please specify

Are you signed up for E-bill (allowing you to view and pay your bill online)?
- Yes
- No

If you answered “no” to question 13, please explain why you are not signed up for E-bill.

How do you contact the Bursar's Office? (Select up to three responses)
- Phone
- E-mail
- In person
- U.S. Mail
- Internet
- Fax
- No Preference

Of the responses you selected above, which is your most preferred way of contacting the Bursar's Office? (Select only one response)
- Phone
- E-mail
- In person
- U.S. Mail
- Internet
- Fax
Please rate the following aspects of the Bursar’s Office:

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
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<th>NA</th>
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<tbody>
<tr>
<td>Courteousness of staff</td>
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<td>Professionalism of staff</td>
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<td>Promptness of service</td>
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<td>Ease of understanding bills</td>
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<td>Ease of finding information on our website</td>
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<td>Quality of E-bill option</td>
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<td>Accuracy of information I received</td>
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<td>Completeness of information I received</td>
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<td>Knowledge of staff on billing issues</td>
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<td>Clarity of explanations I received</td>
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<td>Overall quality of service I received</td>
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</tbody>
</table>

Do you use direct deposit for your student refund?
- Yes
- No
- I do not receive refunds

If you answered “no” to question 18, please explain why.

What payment option (s) do you use? (Select up to three responses)
- Internet
- Wire Transfer
- U.S. Mail
- Overnight mail (e.g., UPS, Fed Ex)
- Regent Administrative Center Drop Boxes
- Cashiers' Windows

Of the responses you selected above, which is the most common way of paying your bill? (Select only one response)
- Internet
- Wire Transfer
- U.S. Mail
- Overnight mail (e.g., UPS, Fed Ex)
- Regent Administrative Center Drop Boxes
- Cashiers’ Windows

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.

Click the “Submit” arrow to send your answers and proceed to the next page in the survey.