

[Help](#)

Colorado

University of Colorado at Boulder

Bursar's Office Student Survey

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

2 How do you get most of your billing questions answered? (Select up to three responses)

- Automated Voice Response System
- PLUS
- Bursar web site
- Phone call
- Friends
- Email bursars
- Publications
- In person
- Other, please specify

3 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
- PLUS
- Bursar web site
- Phone call
- Friends
- Email bursars
- Publications
- In person
- Other, please specify

4 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?

YES NO

5 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

6 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?

- 7
- 0 times
 - 1-2
 - 3-6
 - 7-12
 - 13 or more

- 8 How do you prefer to receive your bill?
- U.S. Mail
 - Internet
 - No preference

- 9 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?
-

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

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

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

- 13 Are you signed up for E-bill (allowing you to view and pay your bill on-line)?
-

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

- 15 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

- 16 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

No Preference

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

	1 Poor	2 Fair	3 Average	4 Good	5 Excellent	
Courteousness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Professionalism of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Promptness of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Ease of understanding bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Ease of finding information on our website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Quality of E-bill option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Accuracy of information I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Completeness of information I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Knowledge of staff on billing issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Clarity of explanations I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A
Overall quality of service I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> N/A

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Do you use direct deposit for your student refund?

- Yes
- No
- I do not receive refunds

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

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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

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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

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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.