

State Office of Administrative Hearings



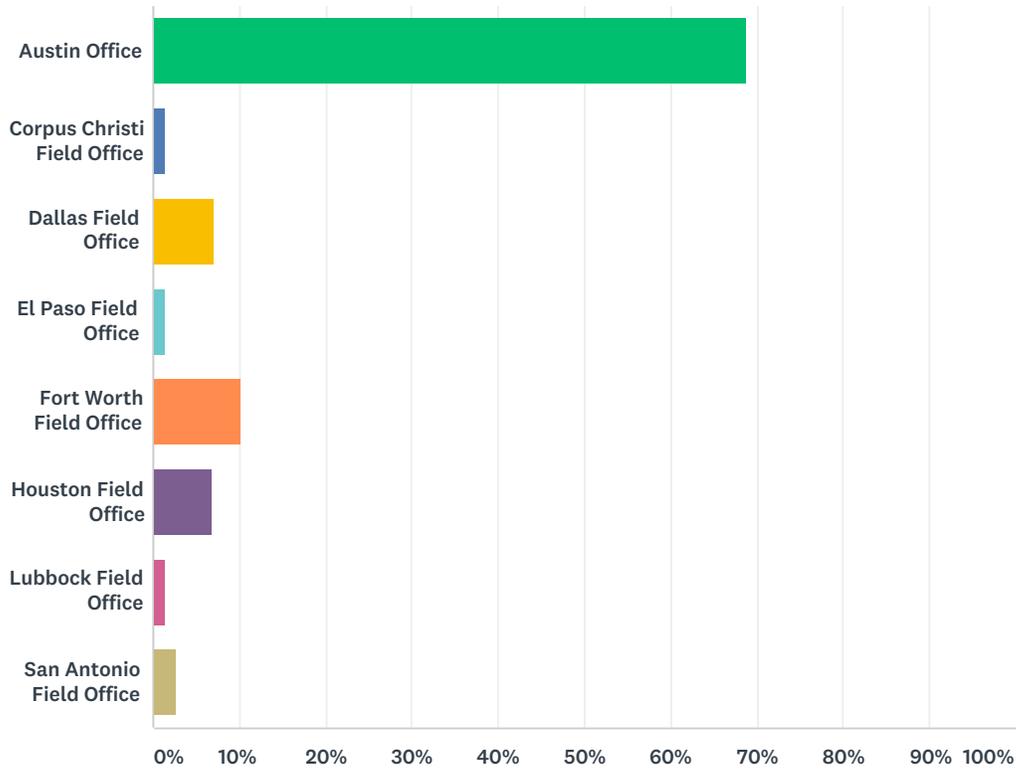
Hearings Customer Service Survey

Fiscal Year 2016 Survey Results

September 1, 2015 through August 31, 2016

Q1 My contact with the State Office of Administrative Hearings was with the:

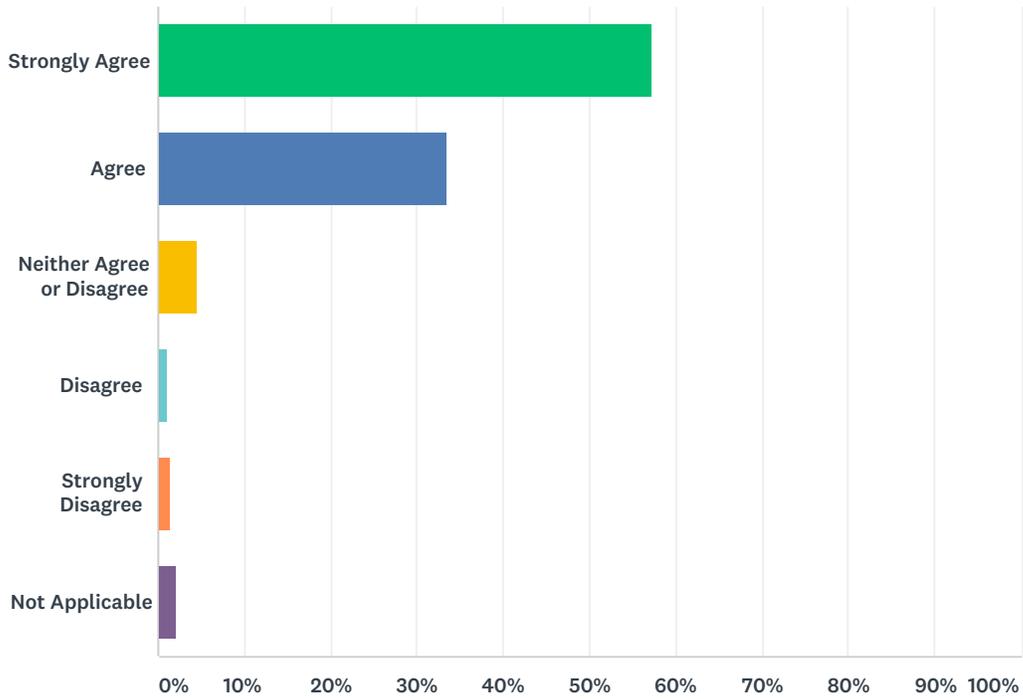
Answered: 292 Skipped: 5



ANSWER CHOICES	RESPONSES	
Austin Office	69%	201
Corpus Christi Field Office	1%	4
Dallas Field Office	7%	21
El Paso Field Office	1%	4
Fort Worth Field Office	10%	30
Houston Field Office	7%	20
Lubbock Field Office	1%	4
San Antonio Field Office	3%	8
TOTAL		292

Q2 Administrative and docketing staff were courteous and professional.

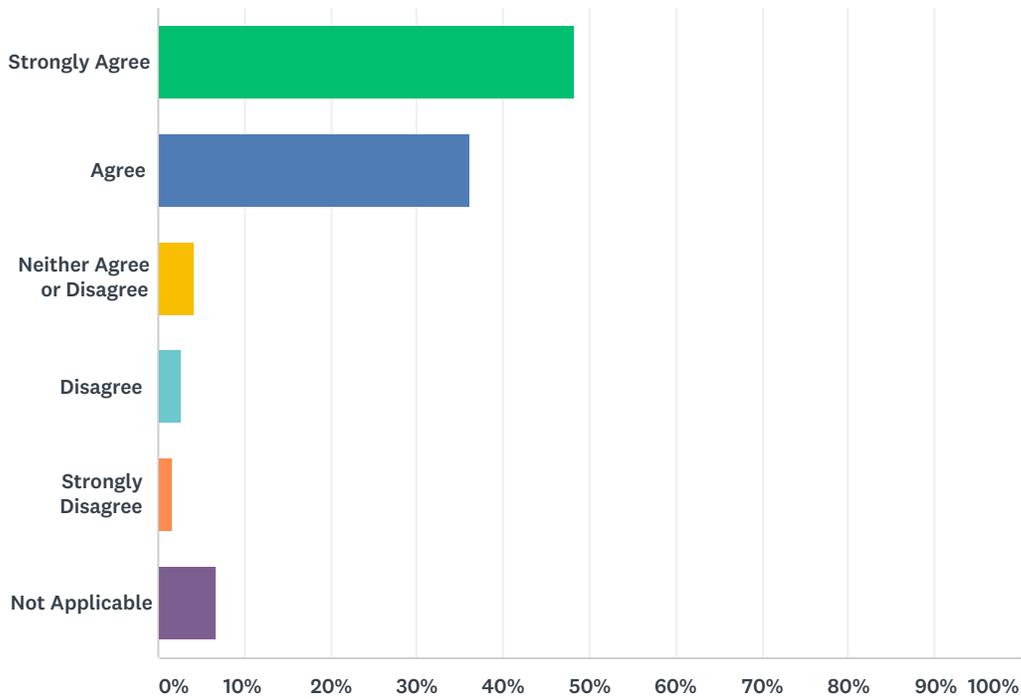
Answered: 286 Skipped: 11



ANSWER CHOICES	RESPONSES	
Strongly Agree	57%	164
Agree	34%	96
Neither Agree or Disagree	5%	13
Disagree	1%	3
Strongly Disagree	1%	4
Not Applicable	2%	6
TOTAL		286

Q3 Administrative and docketing staff were helpful and responsive to my inquiry and request for assistance.

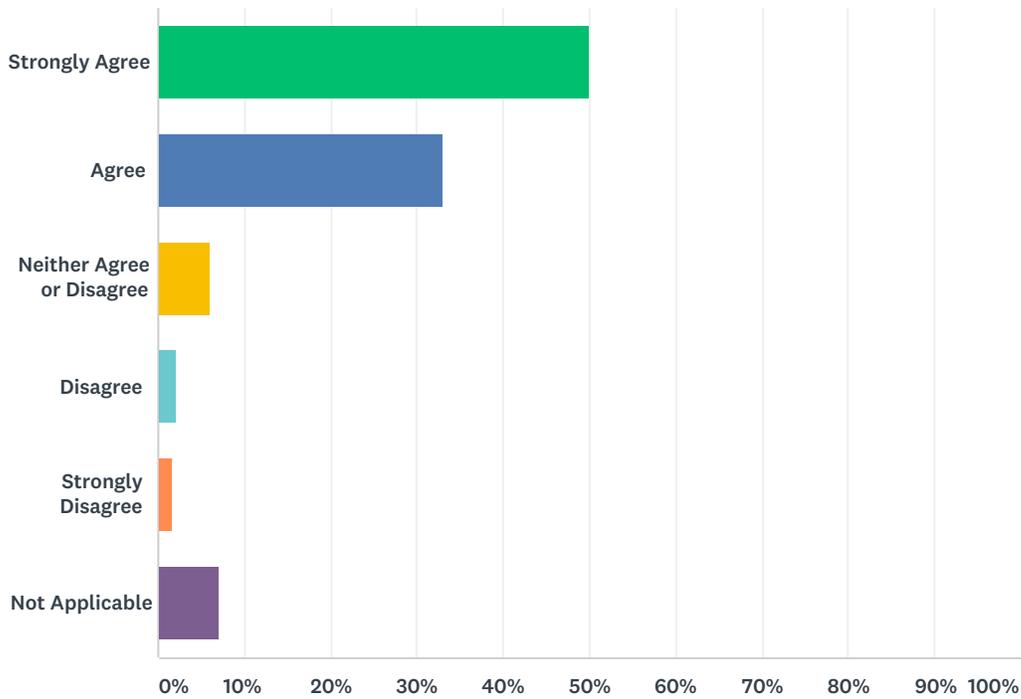
Answered: 284 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	48%	137
Agree	36%	103
Neither Agree or Disagree	4%	12
Disagree	3%	8
Strongly Disagree	2%	5
Not Applicable	7%	19
TOTAL		284

Q4 Administrative and docketing staff were knowledgeable about the hearings process at the State Office of Administrative Hearings.

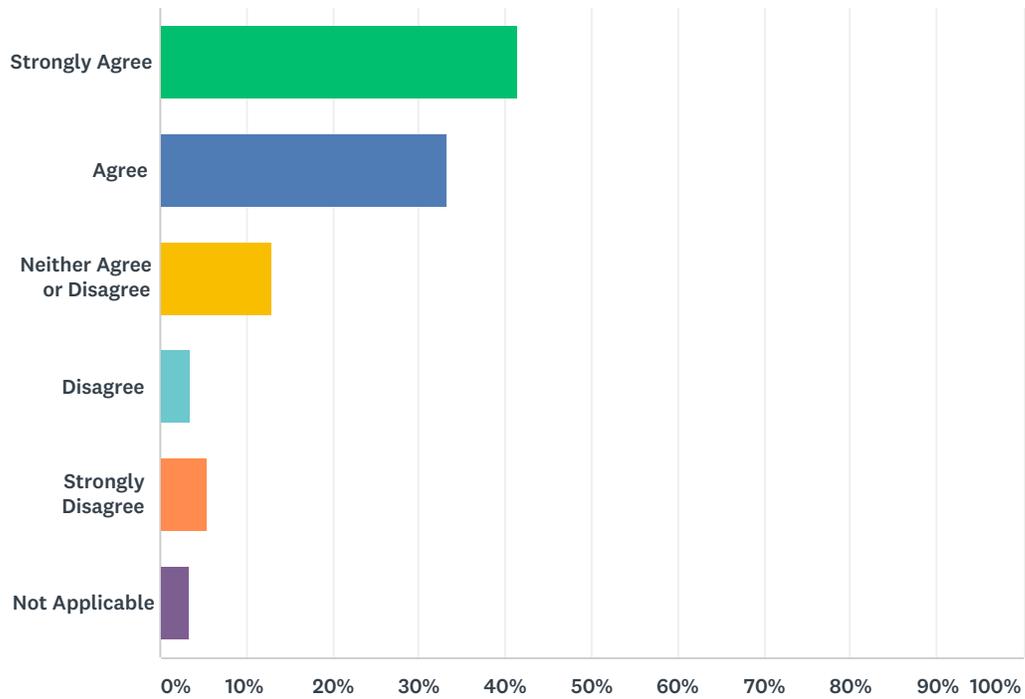
Answered: 282 Skipped: 15



ANSWER CHOICES	RESPONSES	
Strongly Agree	50%	141
Agree	33%	93
Neither Agree or Disagree	6%	17
Disagree	2%	6
Strongly Disagree	2%	5
Not Applicable	7%	20
TOTAL		282

Q5 The Administrative Law Judge was knowledgeable about the law and procedures applicable in my case.

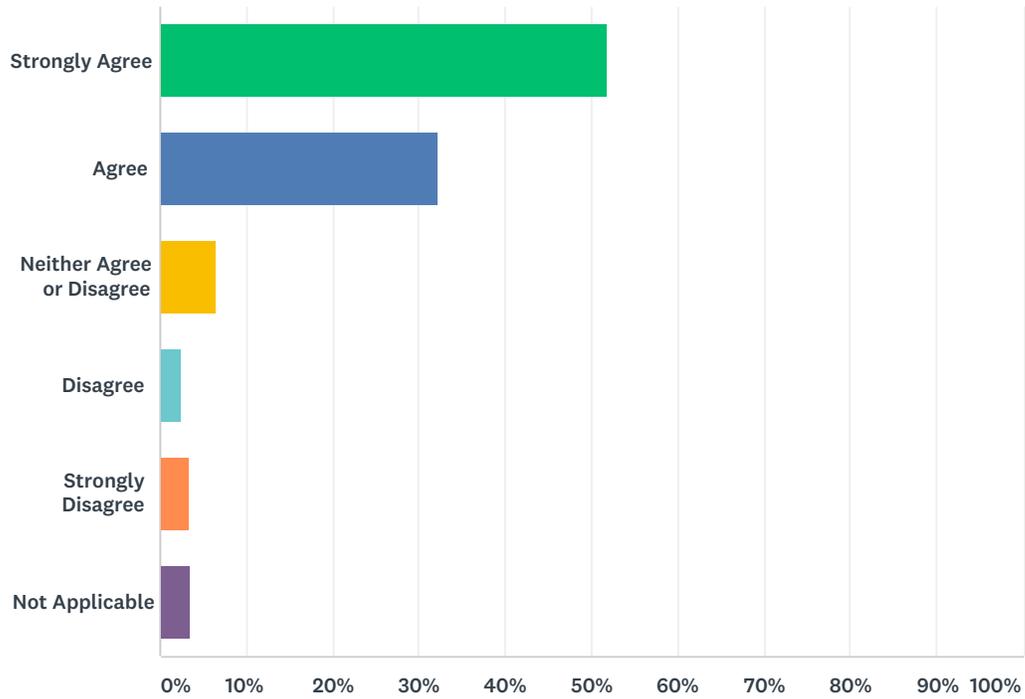
Answered: 277 Skipped: 20



ANSWER CHOICES	RESPONSES	
Strongly Agree	42%	115
Agree	33%	92
Neither Agree or Disagree	13%	36
Disagree	4%	10
Strongly Disagree	5%	15
Not Applicable	3%	9
TOTAL		277

Q6 The Administrative Law Judge was courteous and professional.

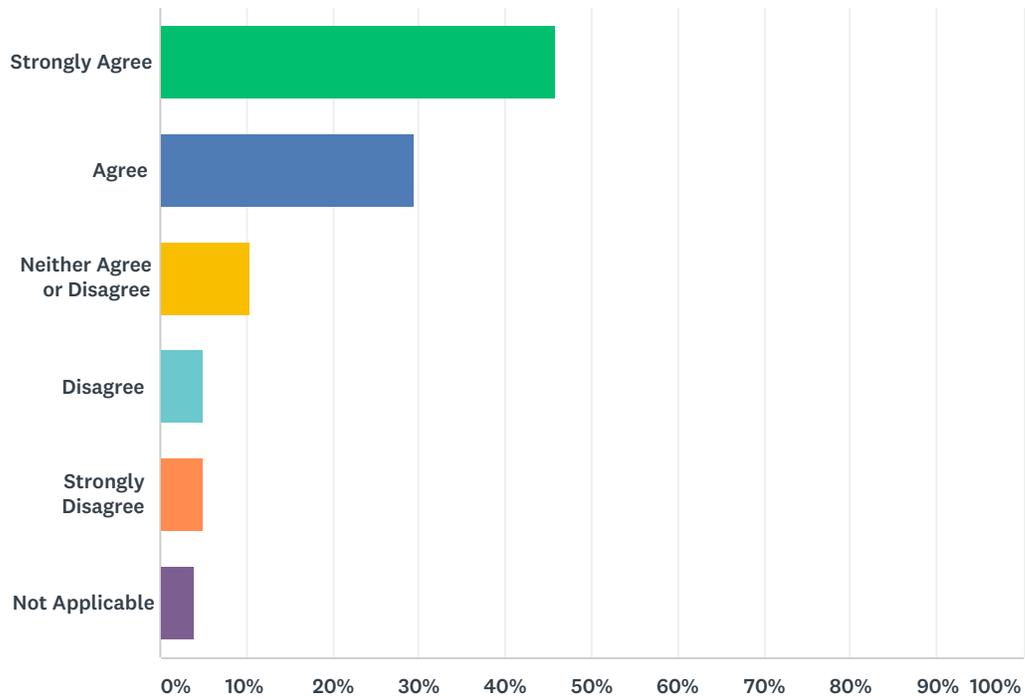
Answered: 277 Skipped: 20



ANSWER CHOICES	RESPONSES	
Strongly Agree	52%	144
Agree	32%	89
Neither Agree or Disagree	6%	18
Disagree	3%	7
Strongly Disagree	3%	9
Not Applicable	4%	10
TOTAL		277

Q7 The Administrative Law Judge conducted my hearing fairly and efficiently.

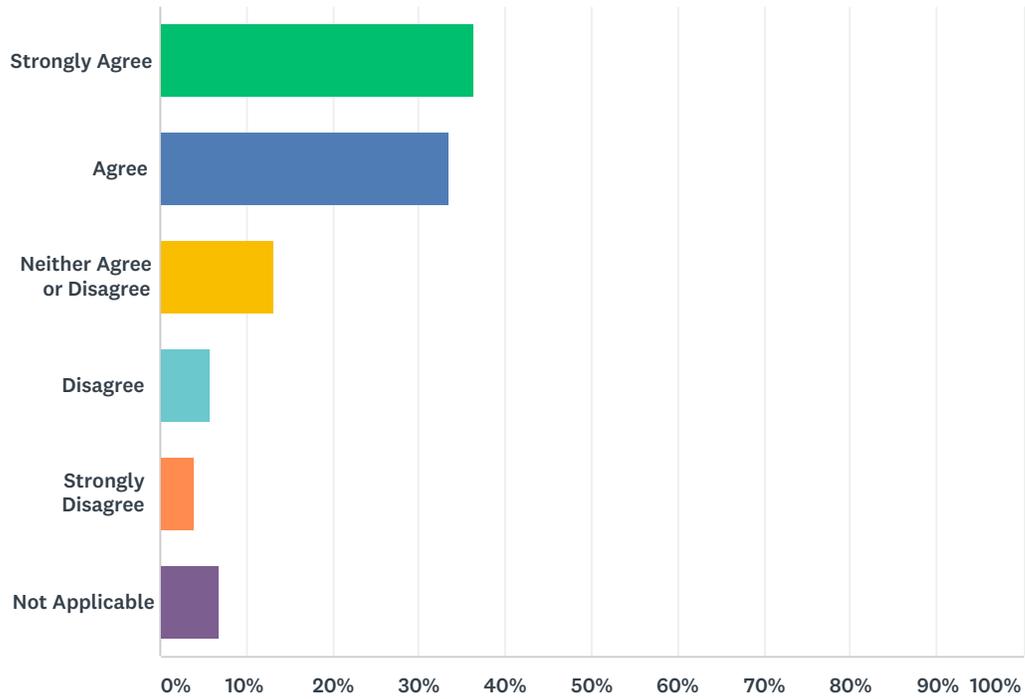
Answered: 275 Skipped: 22



ANSWER CHOICES	RESPONSES	
Strongly Agree	46%	126
Agree	29%	81
Neither Agree or Disagree	11%	29
Disagree	5%	14
Strongly Disagree	5%	14
Not Applicable	4%	11
TOTAL		275

Q8 The decision in my case was clear and well-written.

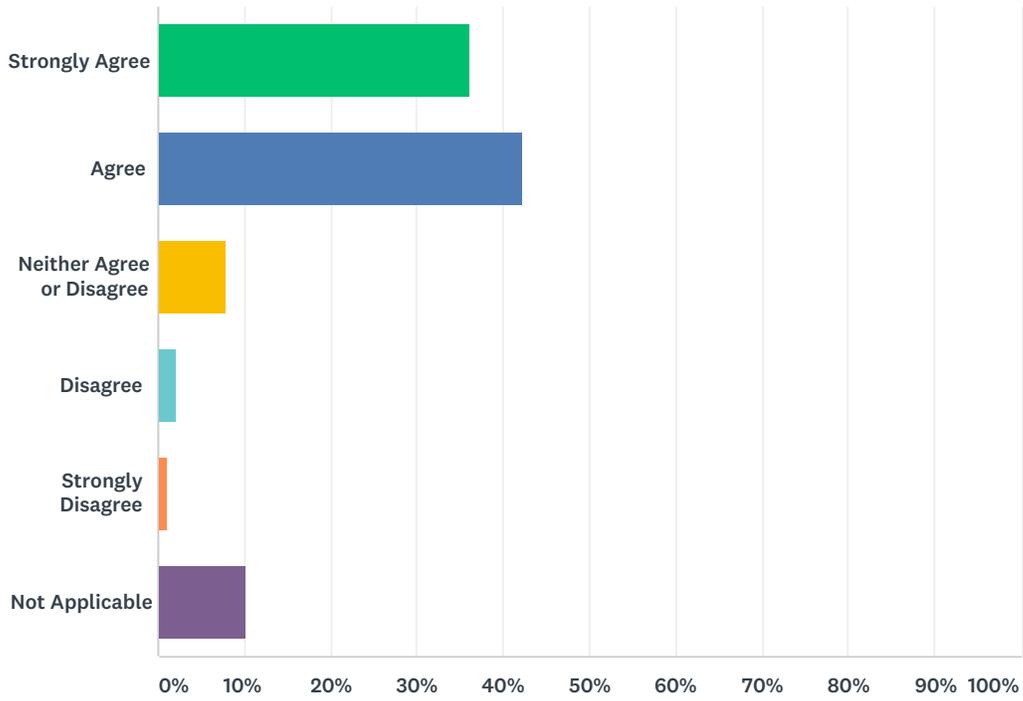
Answered: 274 Skipped: 23



ANSWER CHOICES	RESPONSES	
Strongly Agree	36%	100
Agree	34%	92
Neither Agree or Disagree	13%	36
Disagree	6%	16
Strongly Disagree	4%	11
Not Applicable	7%	19
TOTAL		274

Q9 The hearing room was clean and well-kept.

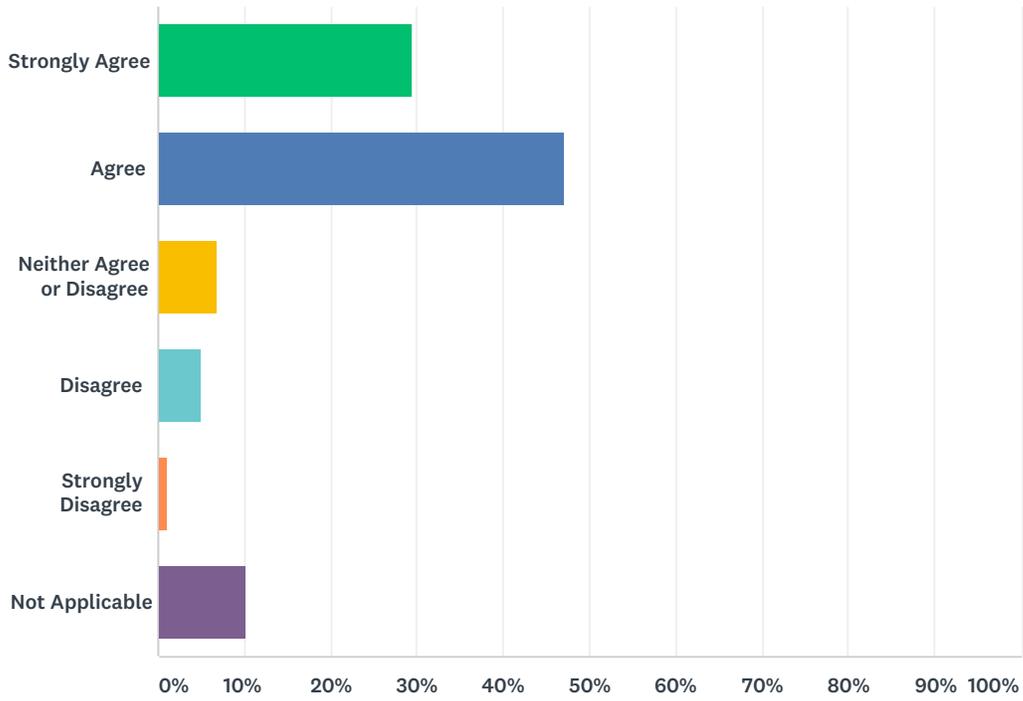
Answered: 274 Skipped: 23



ANSWER CHOICES	RESPONSES	
Strongly Agree	36%	99
Agree	42%	116
Neither Agree or Disagree	8%	22
Disagree	2%	6
Strongly Disagree	1%	3
Not Applicable	10%	28
TOTAL		274

Q10 The office location was accessible.

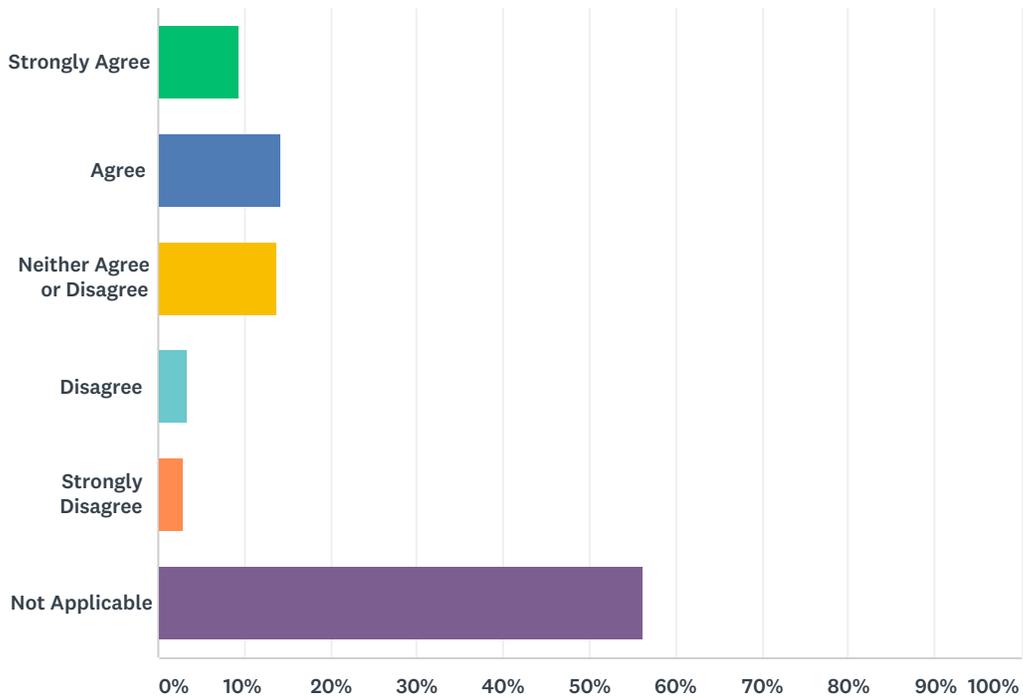
Answered: 274 Skipped: 23



ANSWER CHOICES	RESPONSES	
Strongly Agree	30%	81
Agree	47%	129
Neither Agree or Disagree	7%	19
Disagree	5%	14
Strongly Disagree	1%	3
Not Applicable	10%	28
TOTAL		274

Q11 The self-represented litigant guides provided by the State Office of Administrative Hearings are clear and understandable.

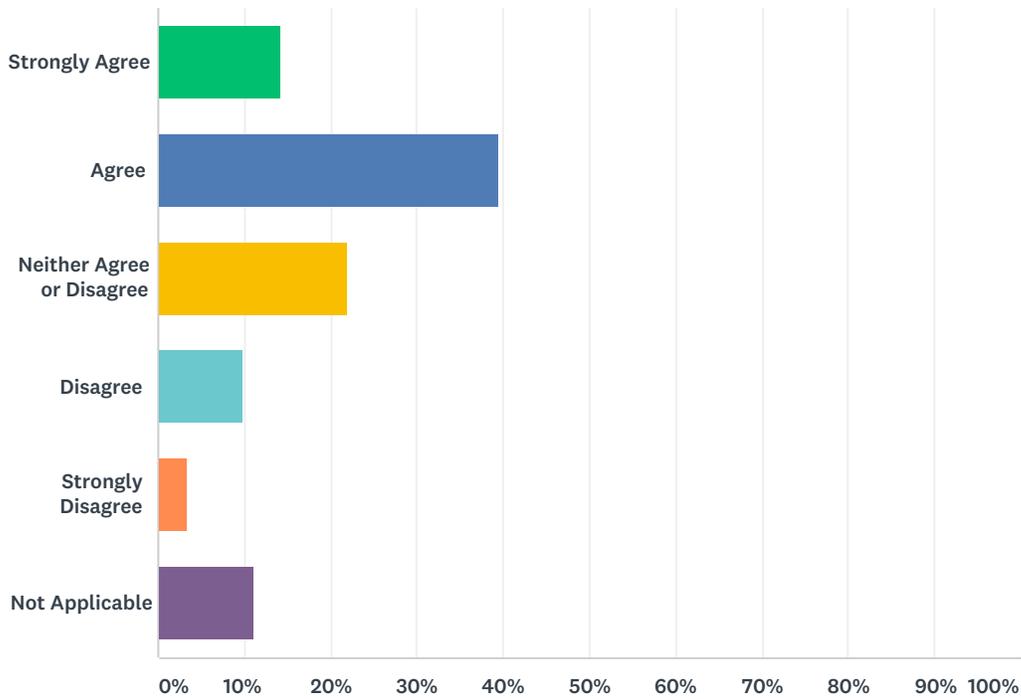
Answered: 274 Skipped: 23



ANSWER CHOICES	RESPONSES	
Strongly Agree	9%	26
Agree	14%	39
Neither Agree or Disagree	14%	38
Disagree	3%	9
Strongly Disagree	3%	8
Not Applicable	56%	154
TOTAL		274

Q12 The State Office of Administrative Hearings' website is user-friendly and easy to use and navigate.

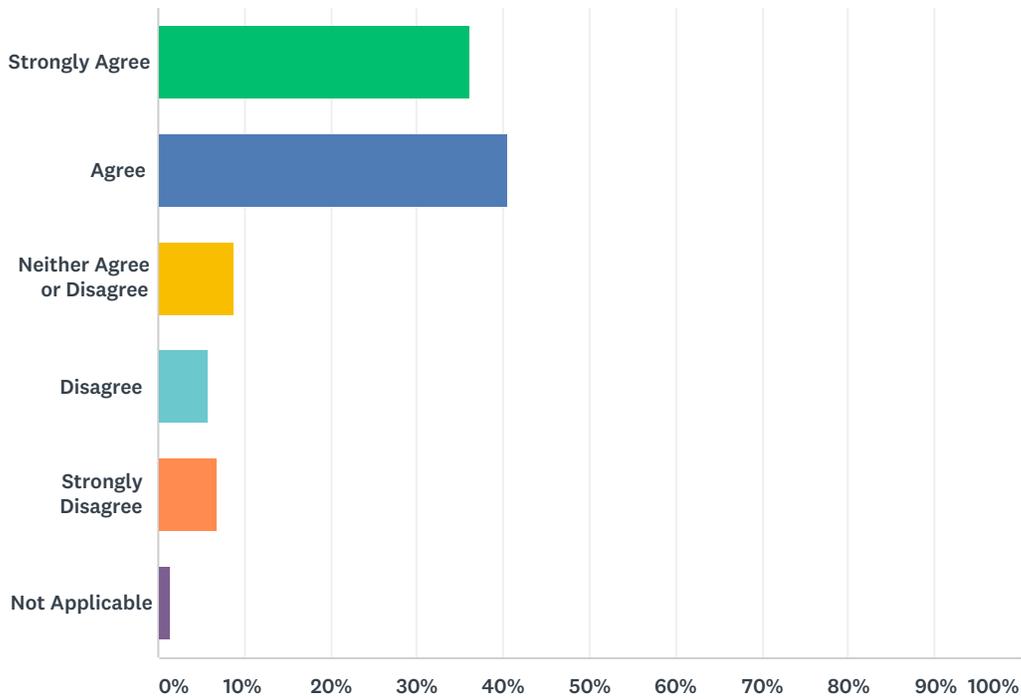
Answered: 273 Skipped: 24



ANSWER CHOICES	RESPONSES	
Strongly Agree	14%	39
Agree	40%	108
Neither Agree or Disagree	22%	60
Disagree	10%	27
Strongly Disagree	3%	9
Not Applicable	11%	30
TOTAL		273

Q13 Overall, I was satisfied with the hearings process at the State Office of Administrative Hearings.

Answered: 273 Skipped: 24



ANSWER CHOICES	RESPONSES	
Strongly Agree	36%	99
Agree	41%	111
Neither Agree or Disagree	9%	24
Disagree	6%	16
Strongly Disagree	7%	19
Not Applicable	1%	4
TOTAL		273

Q14 Please provide any additional any additional comments you may have on staff performance, agency services, and/or suggested improvements in the space below:

Answered: 73 Skipped: 224