

State Office of Administrative Hearings



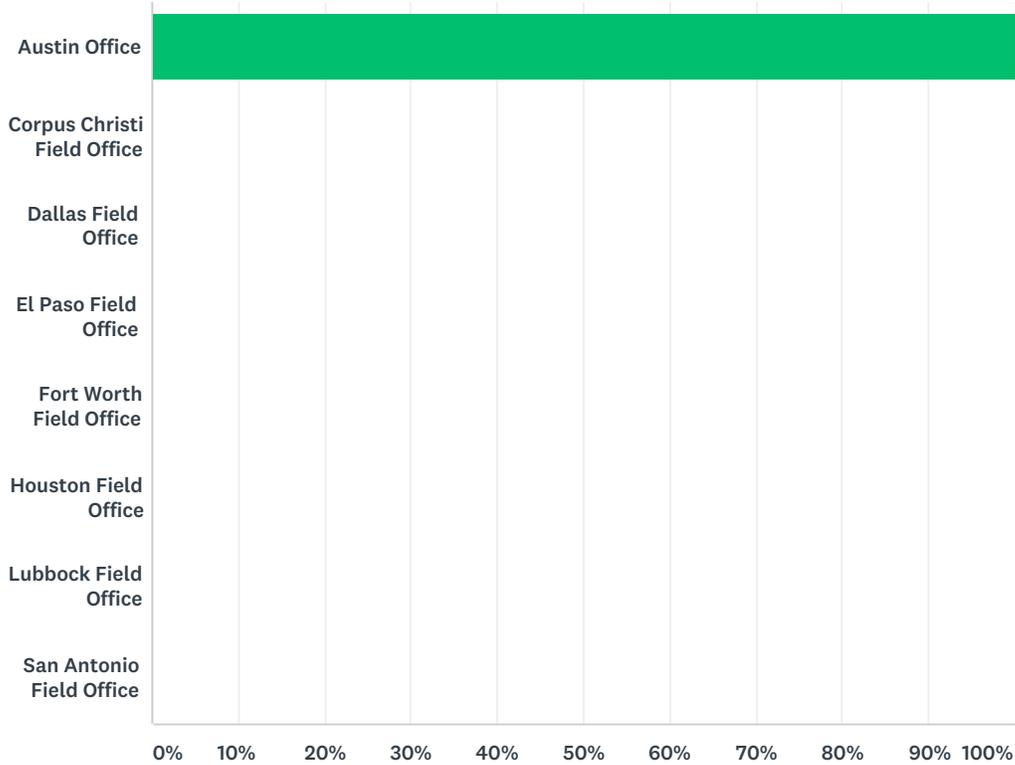
Mediation Customer Service Survey

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:

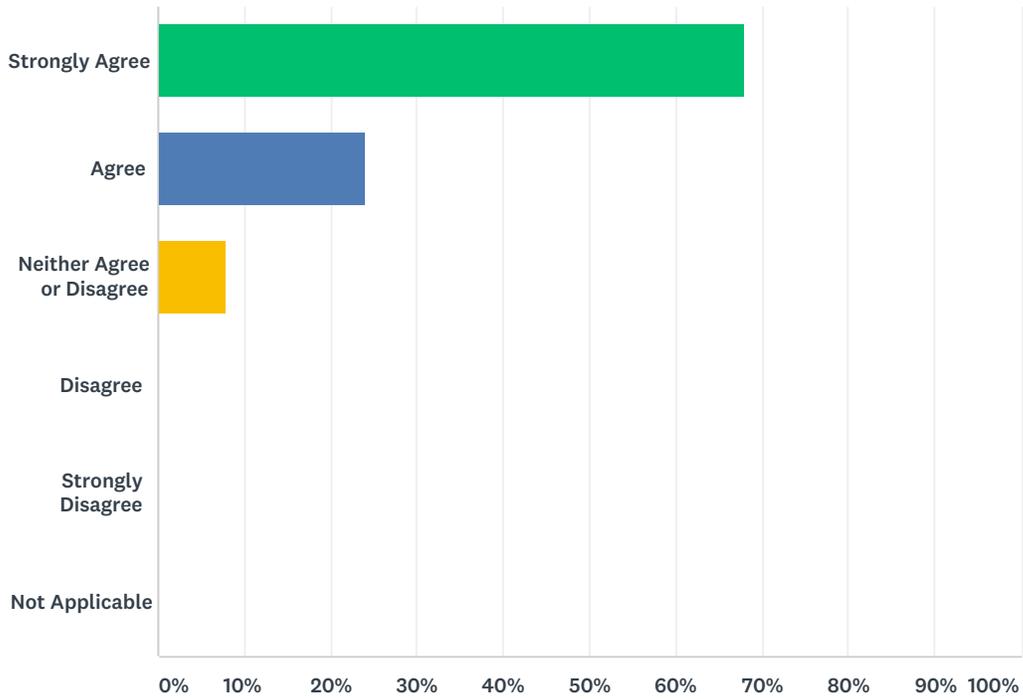
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Austin Office	100.00%	26
Corpus Christi Field Office	0.00%	0
Dallas Field Office	0.00%	0
El Paso Field Office	0.00%	0
Fort Worth Field Office	0.00%	0
Houston Field Office	0.00%	0
Lubbock Field Office	0.00%	0
San Antonio Field Office	0.00%	0
TOTAL		26

Q2 Administrative and docketing staff were courteous and professional.

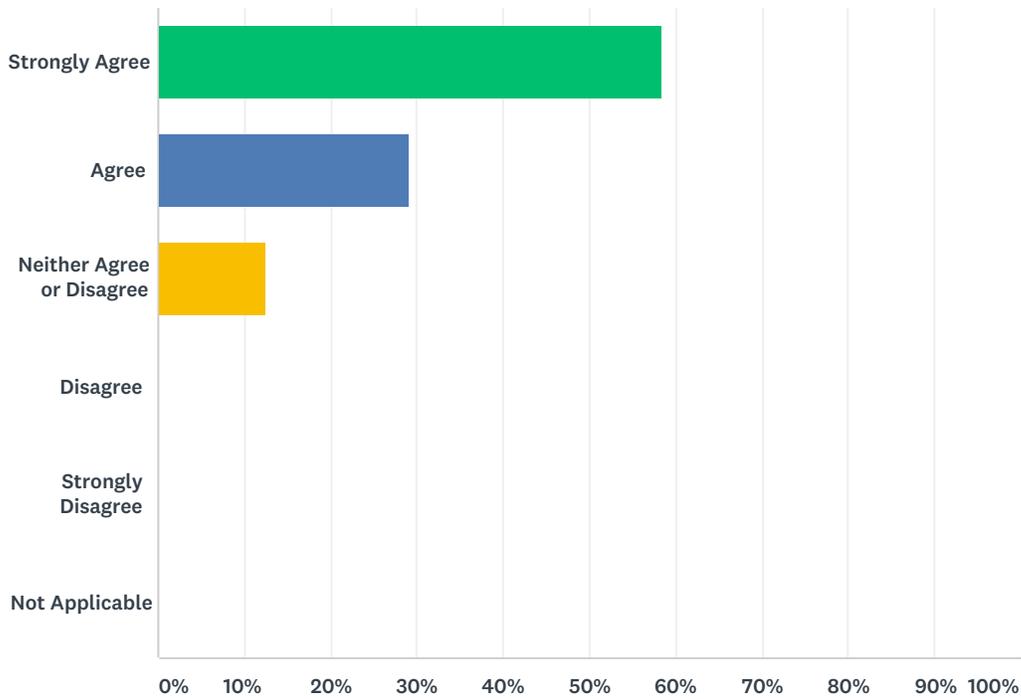
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	68.00%	17
Agree	24.00%	6
Neither Agree or Disagree	8.00%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		25

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

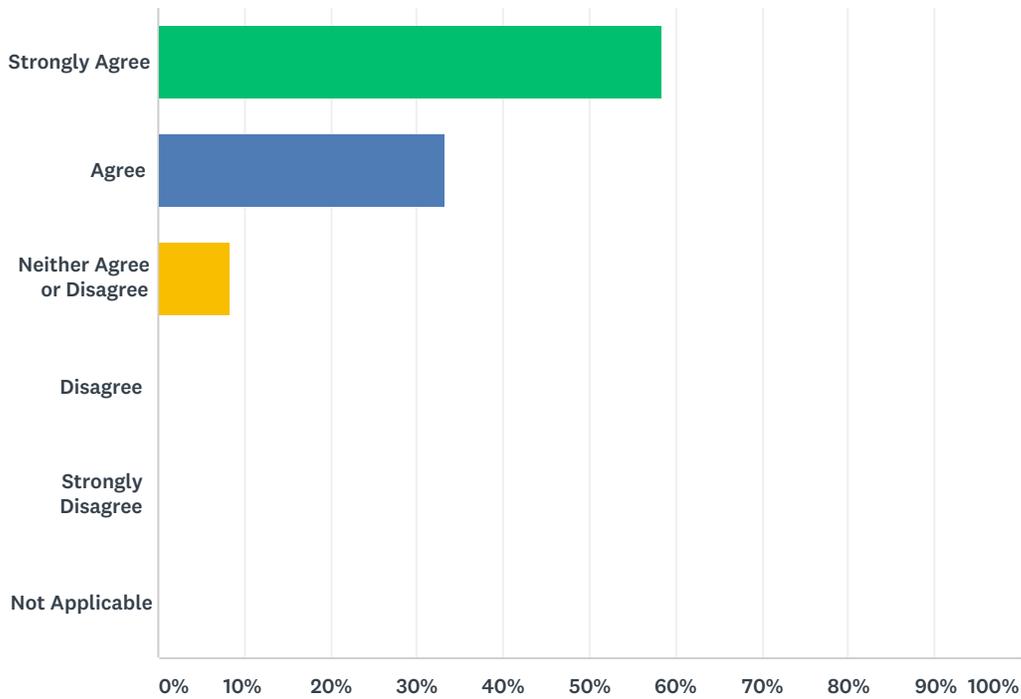
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	58.33%	14
Agree	29.17%	7
Neither Agree or Disagree	12.50%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		24

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

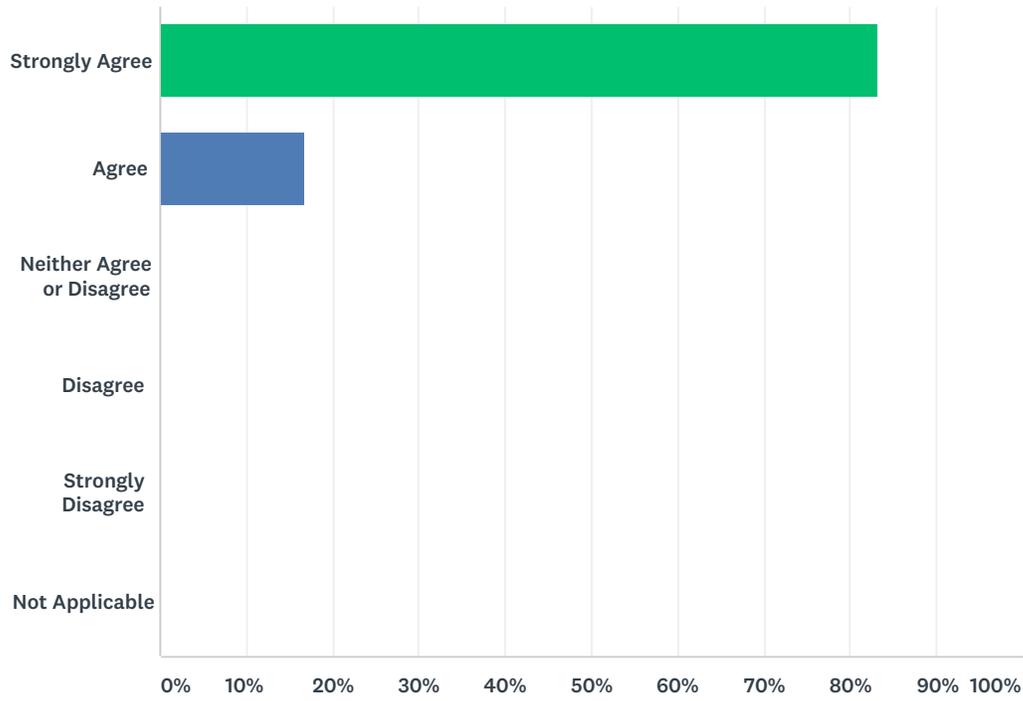
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	58.33%	14
Agree	33.33%	8
Neither Agree or Disagree	8.33%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		24

Q5 The mediator was courteous and professional.

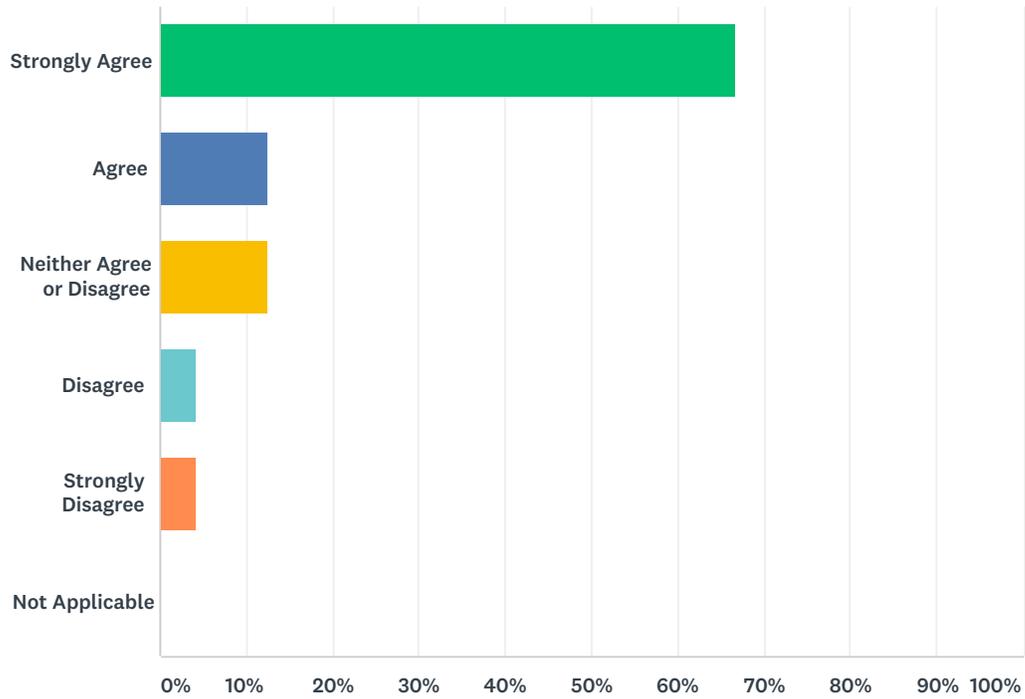
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	83.33%	20
Agree	16.67%	4
Neither Agree or Disagree	0.00%	0
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		24

Q6 The mediator was fair and impartial.

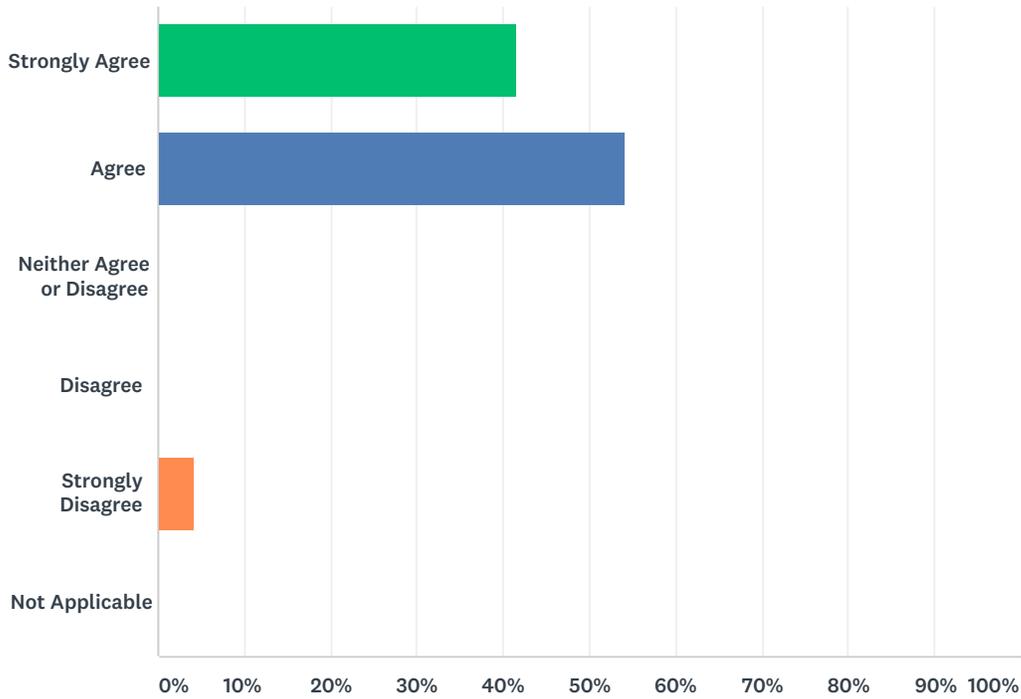
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	66.67%	16
Agree	12.50%	3
Neither Agree or Disagree	12.50%	3
Disagree	4.17%	1
Strongly Disagree	4.17%	1
Not Applicable	0.00%	0
TOTAL		24

Q7 The mediator understood the issues and the relevant law.

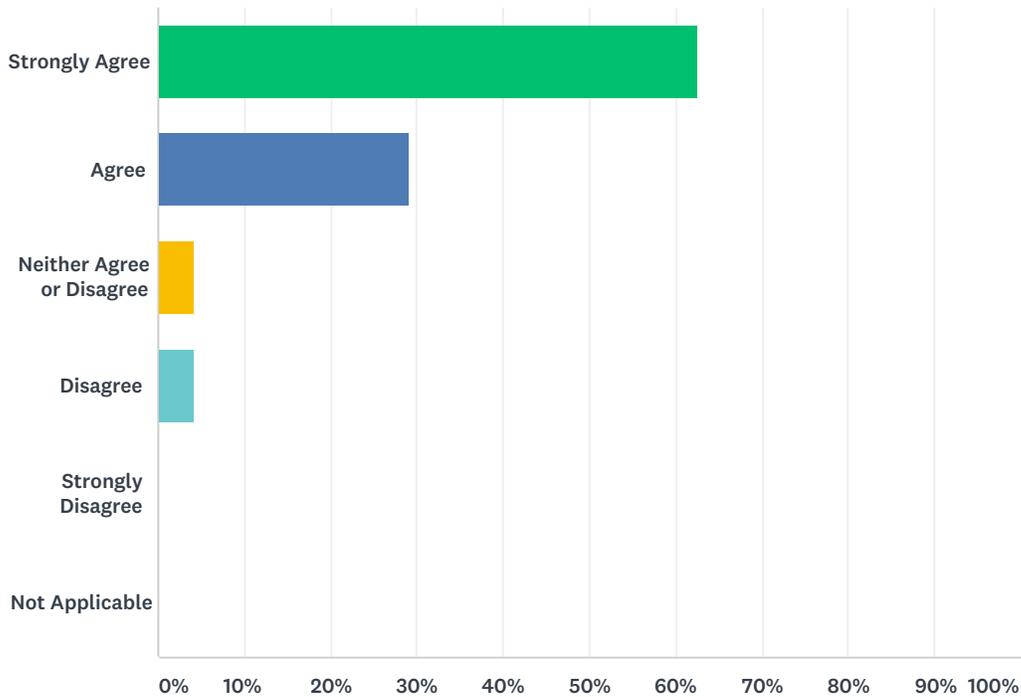
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	41.67%	10
Agree	54.17%	13
Neither Agree or Disagree	0.00%	0
Disagree	0.00%	0
Strongly Disagree	4.17%	1
Not Applicable	0.00%	0
TOTAL		24

Q8 The mediator controlled the process and kept it moving efficiently, allowing the parties adequate time to evaluate their options without rushing.

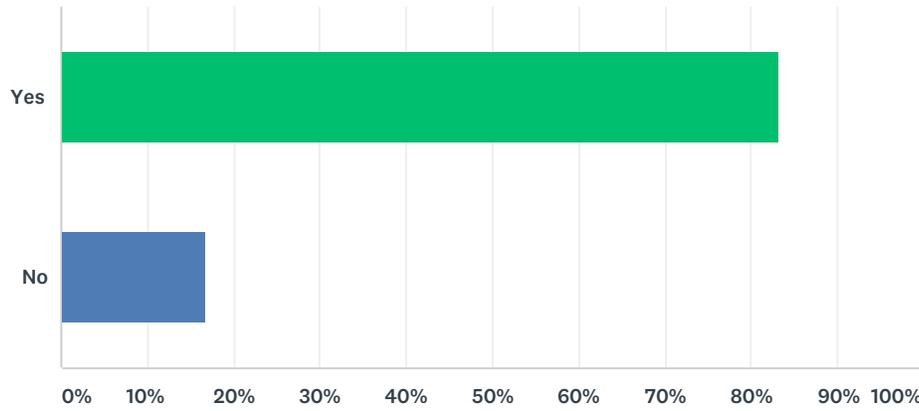
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	62.50%	15
Agree	29.17%	7
Neither Agree or Disagree	4.17%	1
Disagree	4.17%	1
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		24

Q9 Did your case settle as a result of mediation?

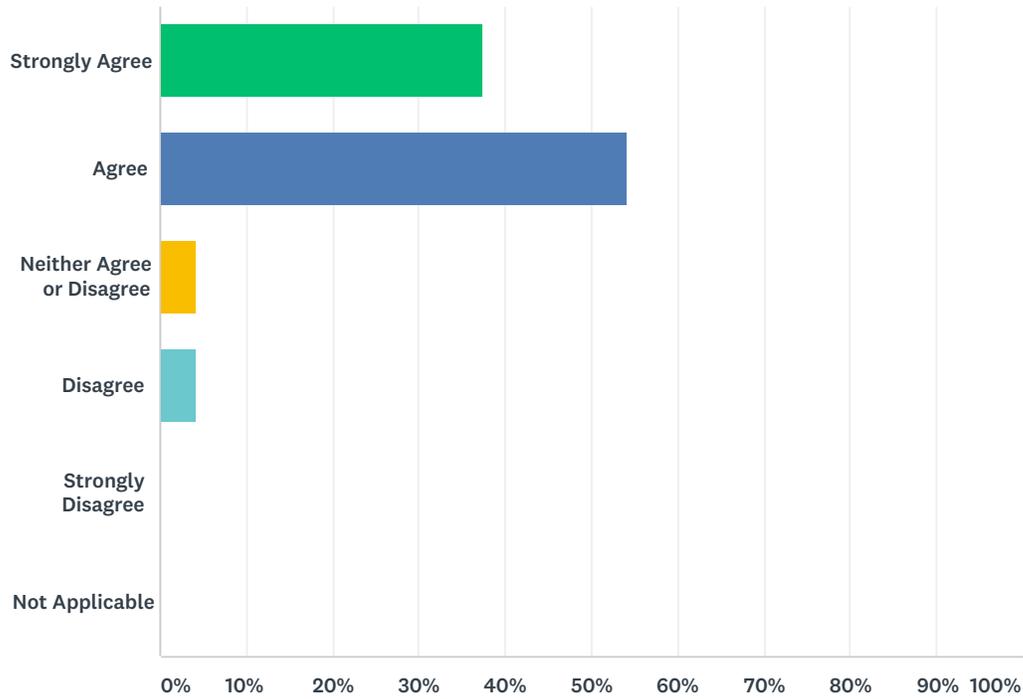
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	83.33%	20
No	16.67%	4
TOTAL		24

Q10 The mediation room was clean and well-kept.

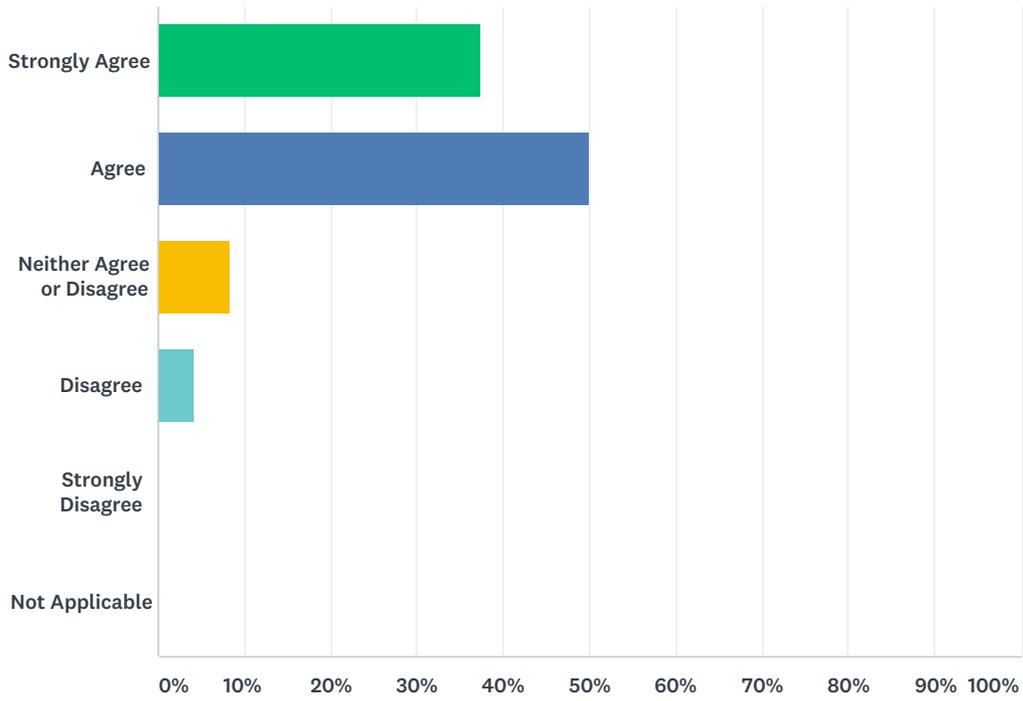
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	37.50%	9
Agree	54.17%	13
Neither Agree or Disagree	4.17%	1
Disagree	4.17%	1
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		24

Q11 The office location was accessible.

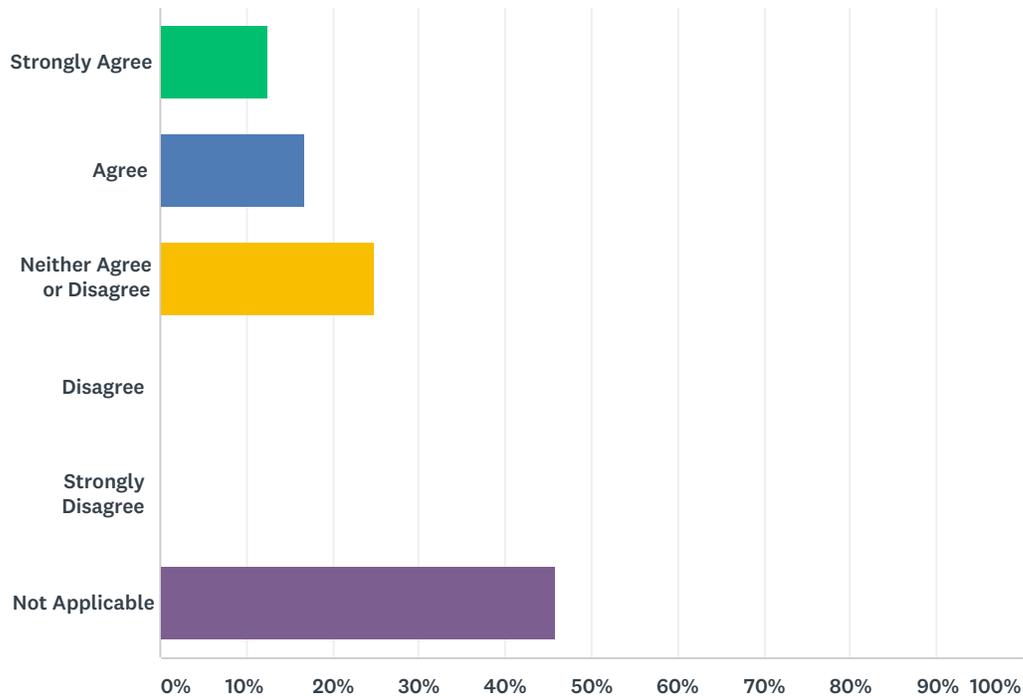
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	37.50%	9
Agree	50.00%	12
Neither Agree or Disagree	8.33%	2
Disagree	4.17%	1
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		24

Q12 The self-represented litigant guides provided by the State Office of Administrative Hearings are clear and understandable.

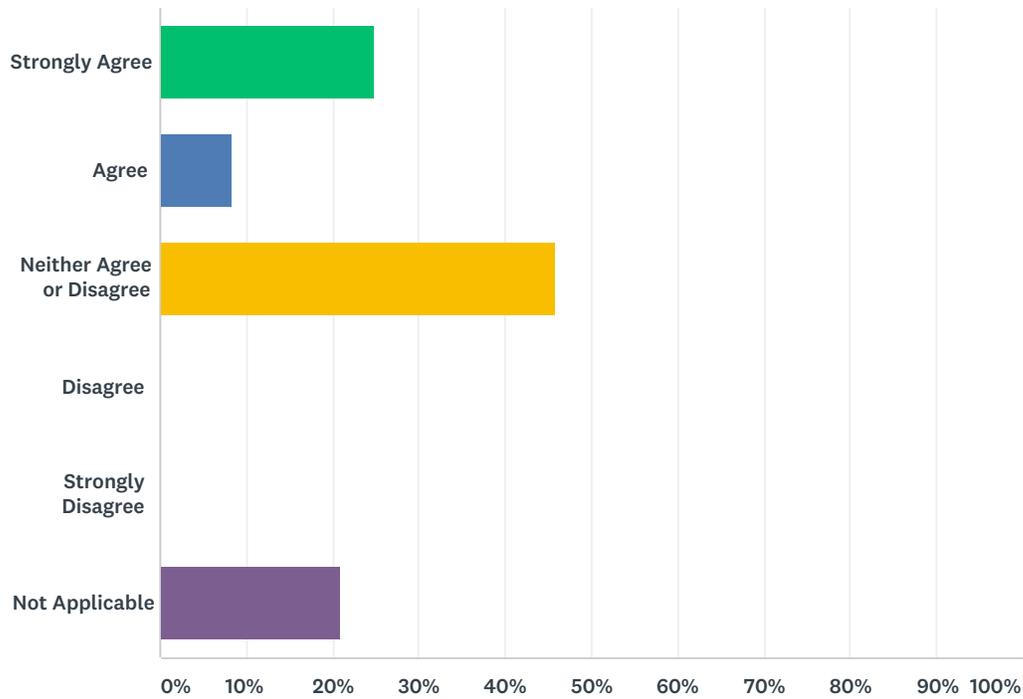
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	12.50%	3
Agree	16.67%	4
Neither Agree or Disagree	25.00%	6
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	45.83%	11
TOTAL		24

Q13 The Mediation brochure provided by the State Office of Administrative Hearings is clear and understandable.

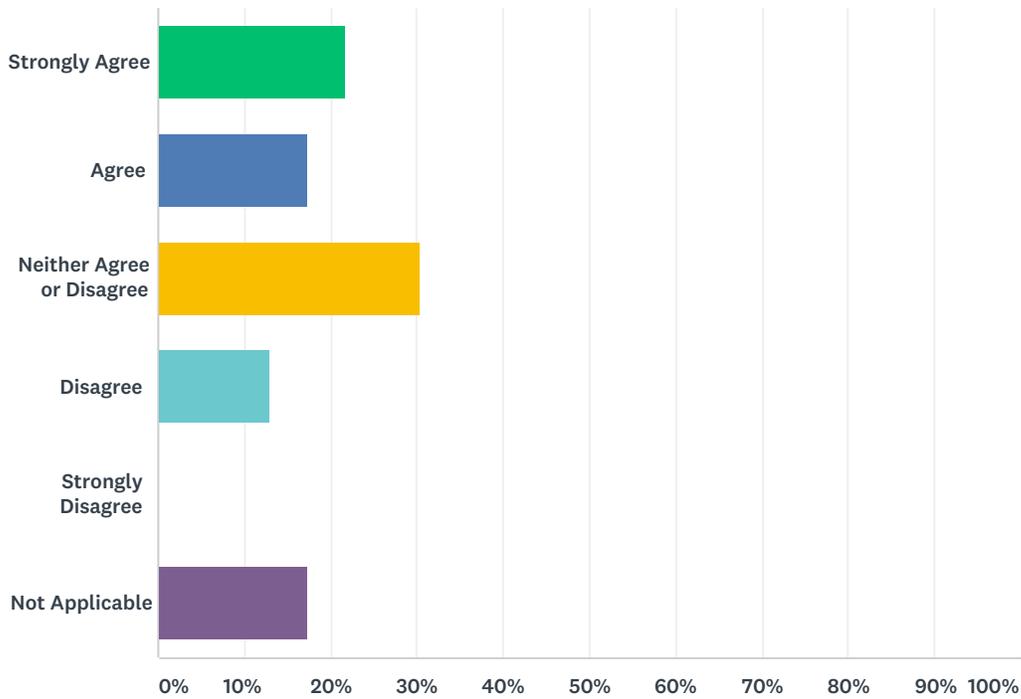
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	25.00%	6
Agree	8.33%	2
Neither Agree or Disagree	45.83%	11
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	20.83%	5
TOTAL		24

Q14 The State Office of Administrative Hearings' website is user-friendly and easy to use and navigate.

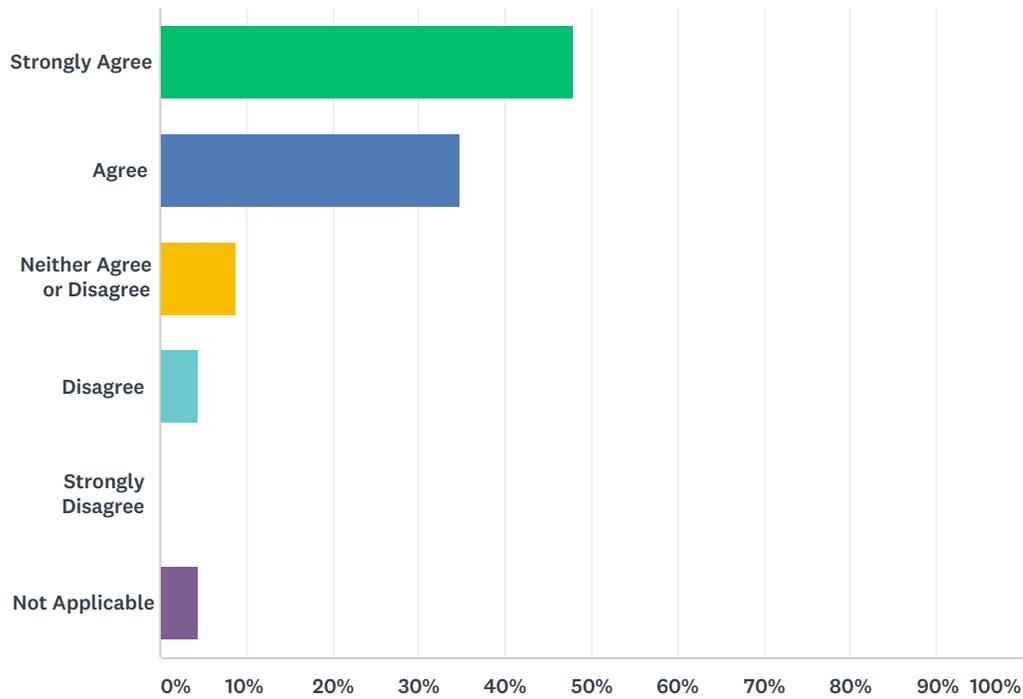
Answered: 23 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	21.74%	5
Agree	17.39%	4
Neither Agree or Disagree	30.43%	7
Disagree	13.04%	3
Strongly Disagree	0.00%	0
Not Applicable	17.39%	4
TOTAL		23

Q15 Overall, I was satisfied with the mediation process at the State Office of Administrative Hearings.

Answered: 23 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	47.83%	11
Agree	34.78%	8
Neither Agree or Disagree	8.70%	2
Disagree	4.35%	1
Strongly Disagree	0.00%	0
Not Applicable	4.35%	1
TOTAL		23

Q16 Please provide any additional comments you may have on staff performance, agency services, and/or suggested improvements in the space below:

Answered: 8 Skipped: 18