

State Office of Administrative Hearings



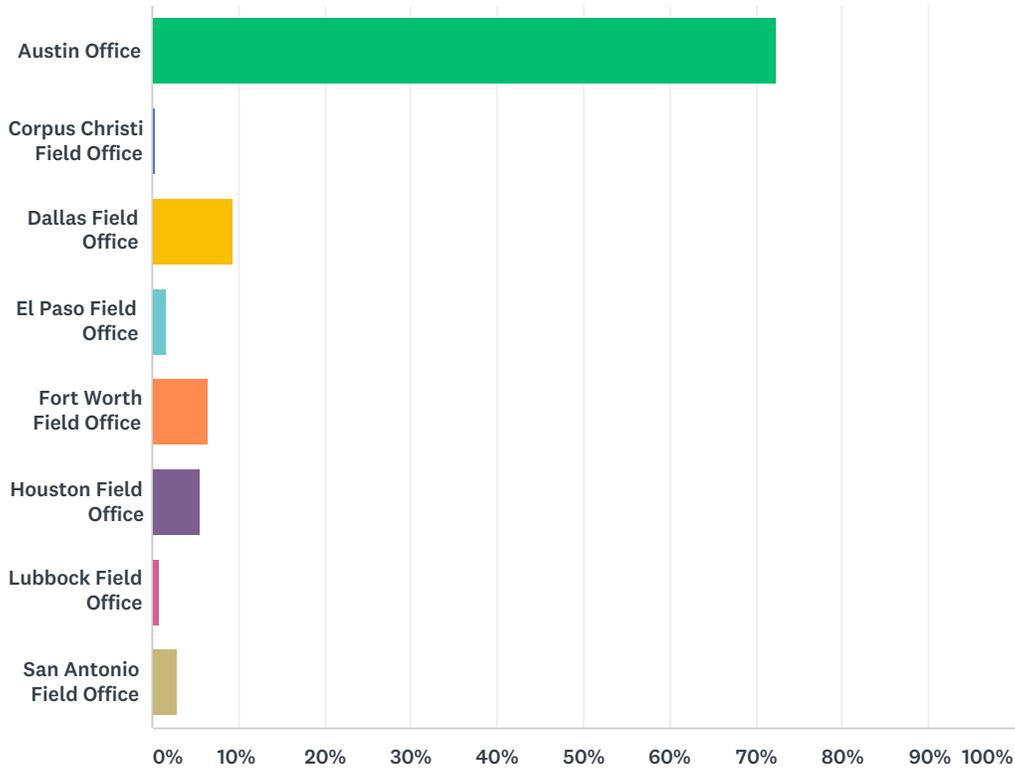
Hearings Customer Service Survey

Fiscal Year 2017 Survey Results

September 1, 2016 through August 31, 2017

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

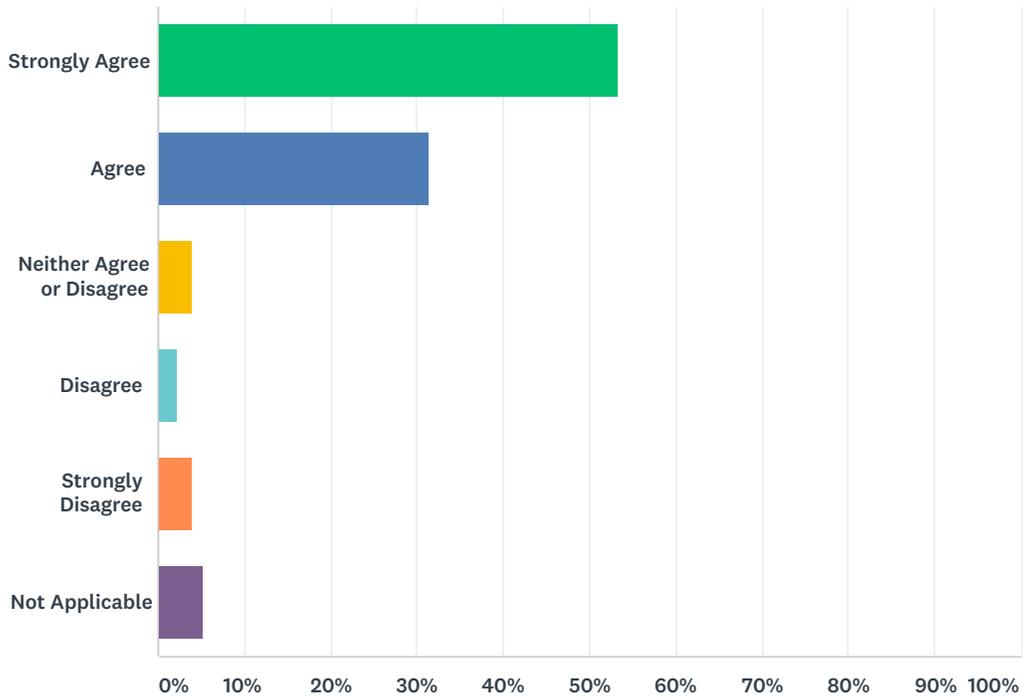
Answered: 232 Skipped: 5



ANSWER CHOICES	RESPONSES	
Austin Office	72.41%	168
Corpus Christi Field Office	0.43%	1
Dallas Field Office	9.48%	22
El Paso Field Office	1.72%	4
Fort Worth Field Office	6.47%	15
Houston Field Office	5.60%	13
Lubbock Field Office	0.86%	2
San Antonio Field Office	3.02%	7
TOTAL		232

Q2 Administrative and docketing staff were courteous and professional.

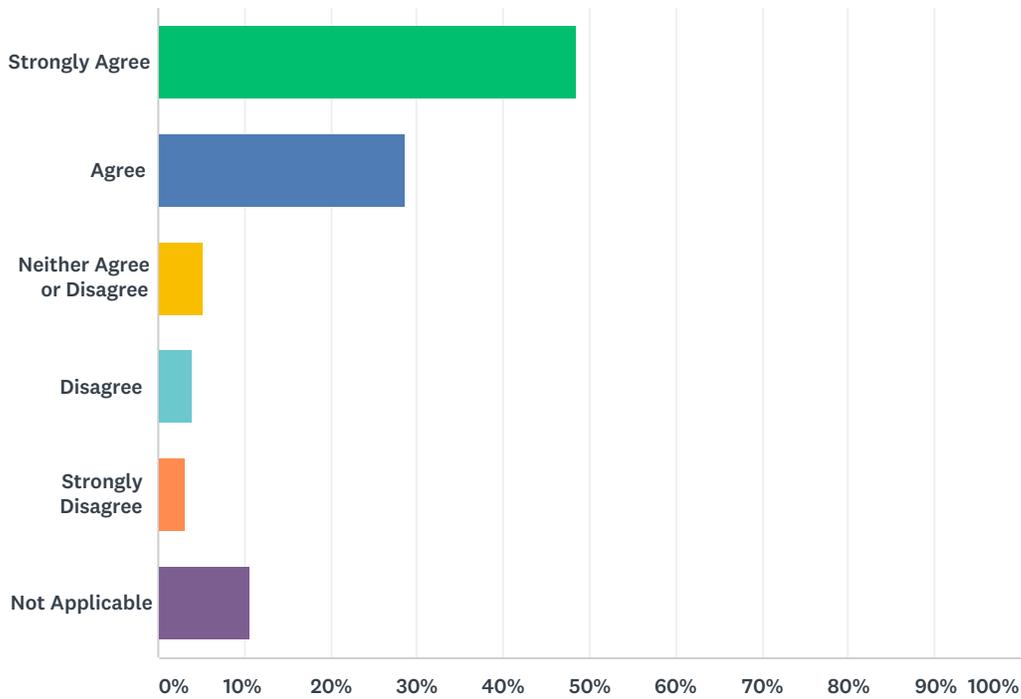
Answered: 227 Skipped: 10



ANSWER CHOICES	RESPONSES	
Strongly Agree	53.30%	121
Agree	31.28%	71
Neither Agree or Disagree	3.96%	9
Disagree	2.20%	5
Strongly Disagree	3.96%	9
Not Applicable	5.29%	12
TOTAL		227

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

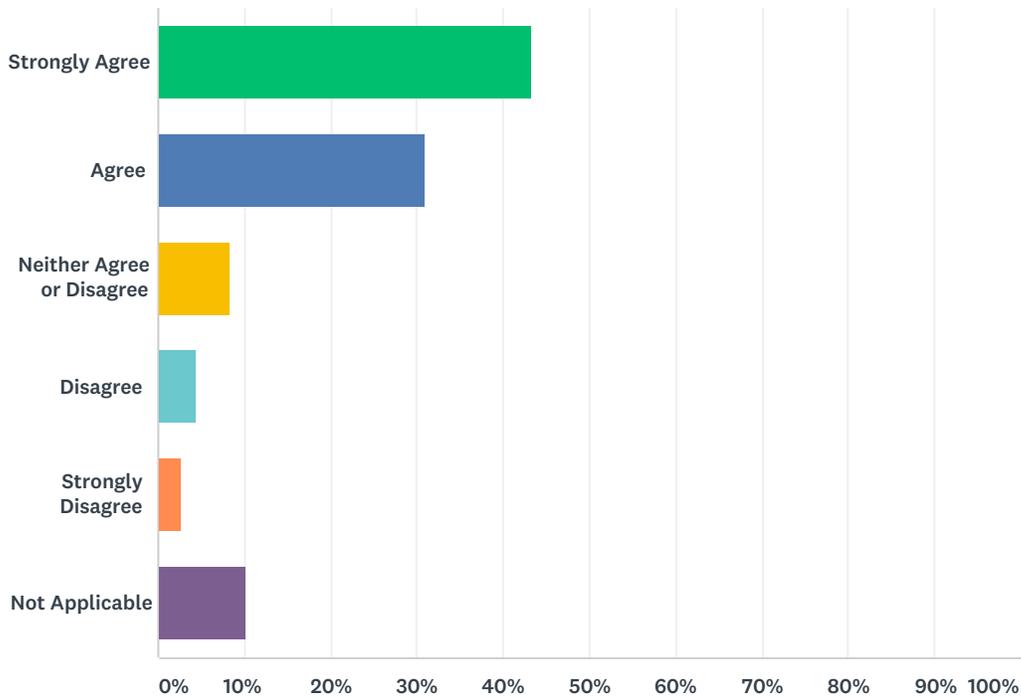
Answered: 227 Skipped: 10



ANSWER CHOICES	RESPONSES	
Strongly Agree	48.46%	110
Agree	28.63%	65
Neither Agree or Disagree	5.29%	12
Disagree	3.96%	9
Strongly Disagree	3.08%	7
Not Applicable	10.57%	24
TOTAL		227

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

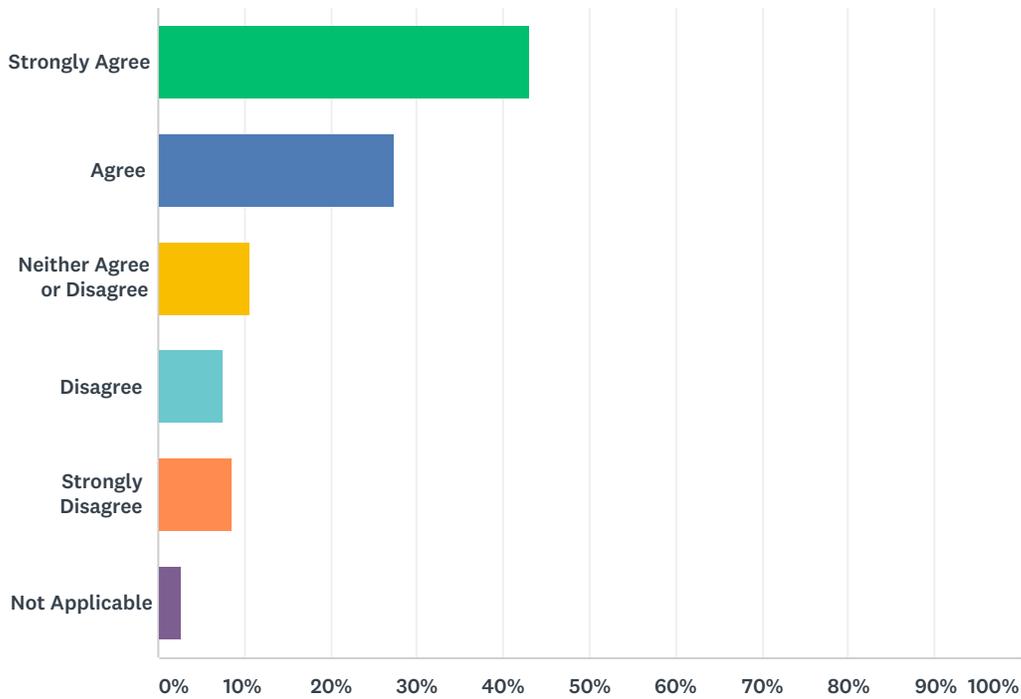
Answered: 226 Skipped: 11



ANSWER CHOICES	RESPONSES	
Strongly Agree	43.36%	98
Agree	30.97%	70
Neither Agree or Disagree	8.41%	19
Disagree	4.42%	10
Strongly Disagree	2.65%	6
Not Applicable	10.18%	23
TOTAL		226

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

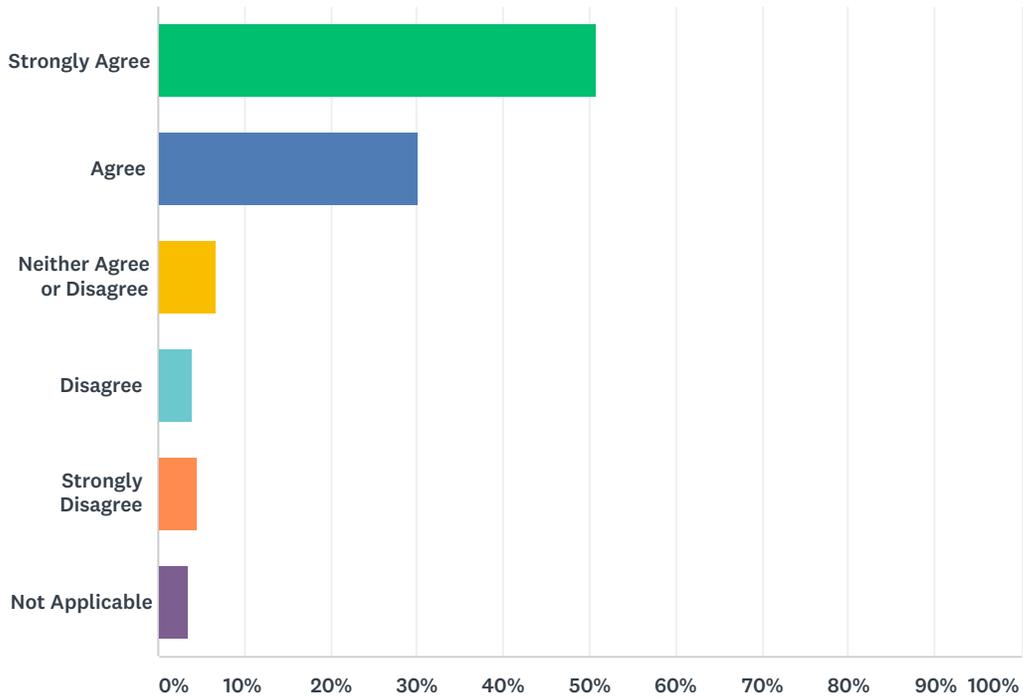
Answered: 223 Skipped: 14



ANSWER CHOICES	RESPONSES	
Strongly Agree	43.05%	96
Agree	27.35%	61
Neither Agree or Disagree	10.76%	24
Disagree	7.62%	17
Strongly Disagree	8.52%	19
Not Applicable	2.69%	6
TOTAL		223

Q6 The Administrative Law Judge was courteous and professional.

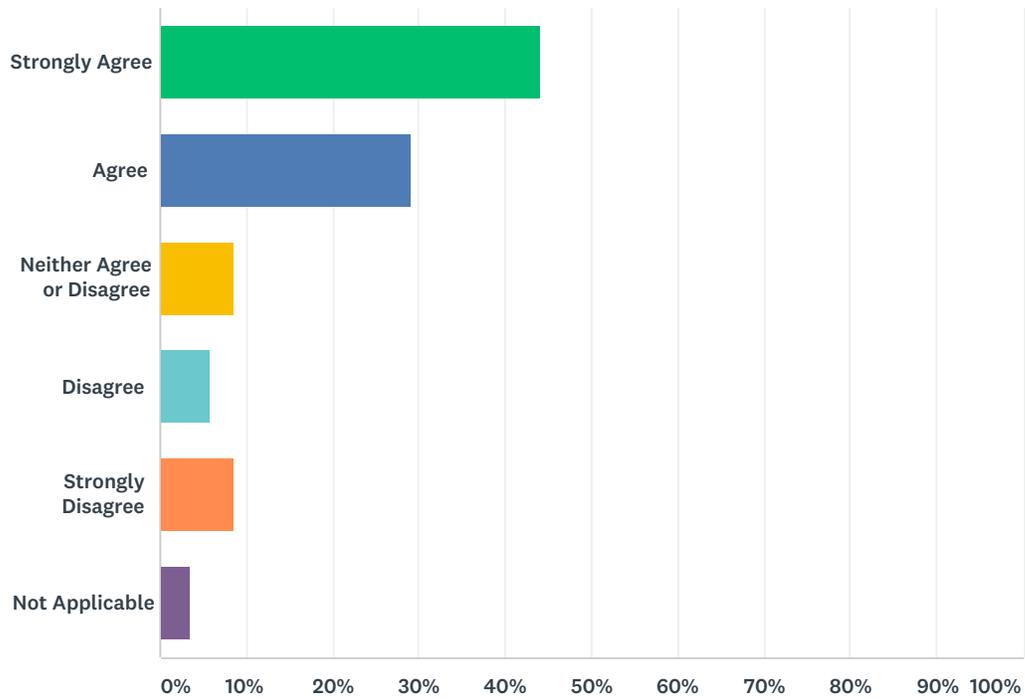
Answered: 222 Skipped: 15



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.90%	113
Agree	30.18%	67
Neither Agree or Disagree	6.76%	15
Disagree	4.05%	9
Strongly Disagree	4.50%	10
Not Applicable	3.60%	8
TOTAL		222

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

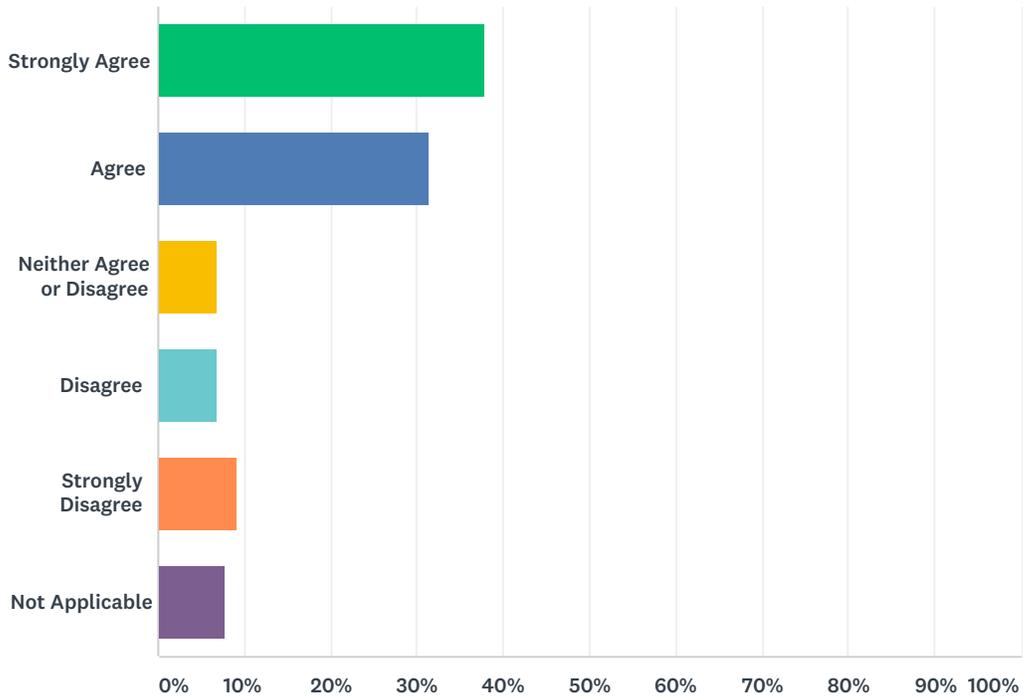
Answered: 220 Skipped: 17



ANSWER CHOICES	RESPONSES	
Strongly Agree	44.09%	97
Agree	29.09%	64
Neither Agree or Disagree	8.64%	19
Disagree	5.91%	13
Strongly Disagree	8.64%	19
Not Applicable	3.64%	8
TOTAL		220

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

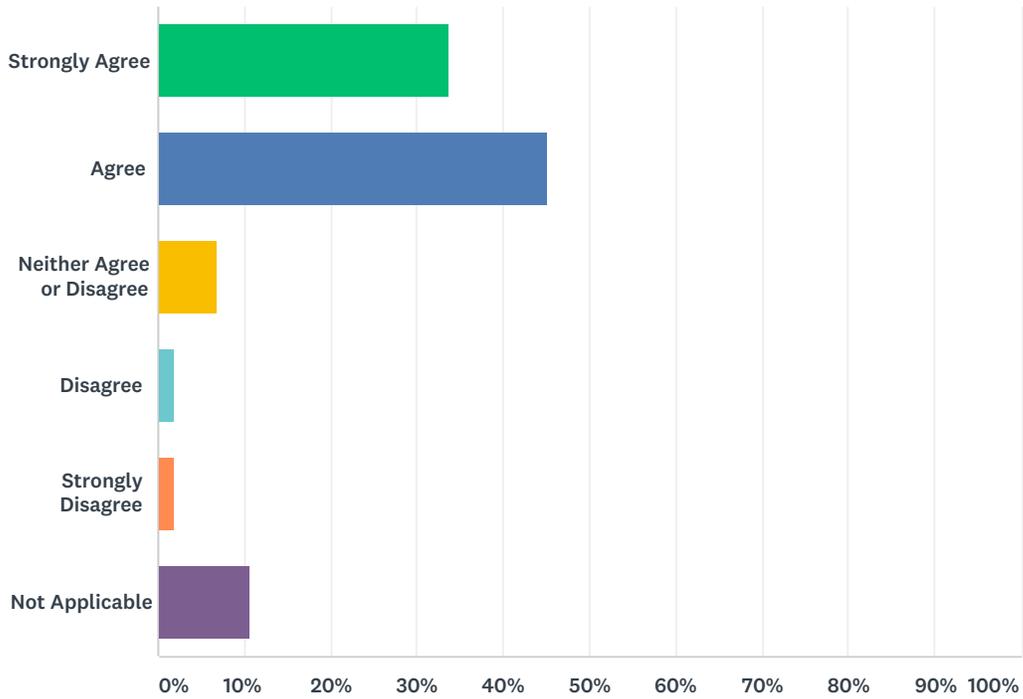
Answered: 217 Skipped: 20



ANSWER CHOICES	RESPONSES	
Strongly Agree	37.79%	82
Agree	31.34%	68
Neither Agree or Disagree	6.91%	15
Disagree	6.91%	15
Strongly Disagree	9.22%	20
Not Applicable	7.83%	17
TOTAL		217

Q9 The hearing room was clean and well-kept.

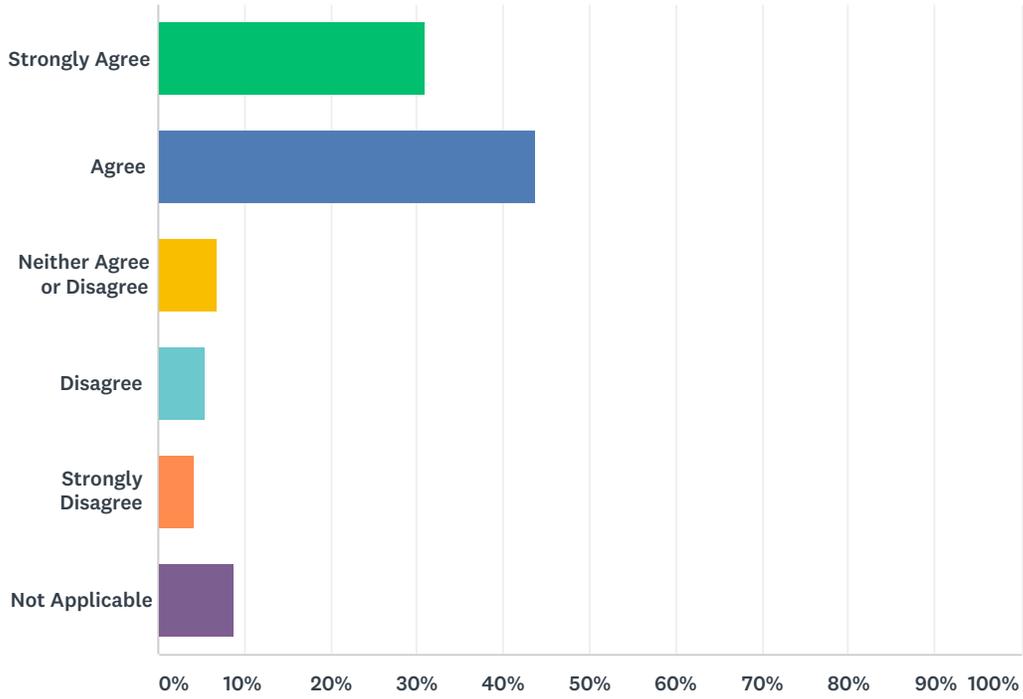
Answered: 217 Skipped: 20



ANSWER CHOICES	RESPONSES	
Strongly Agree	33.64%	73
Agree	45.16%	98
Neither Agree or Disagree	6.91%	15
Disagree	1.84%	4
Strongly Disagree	1.84%	4
Not Applicable	10.60%	23
TOTAL		217

Q10 The office location was accessible.

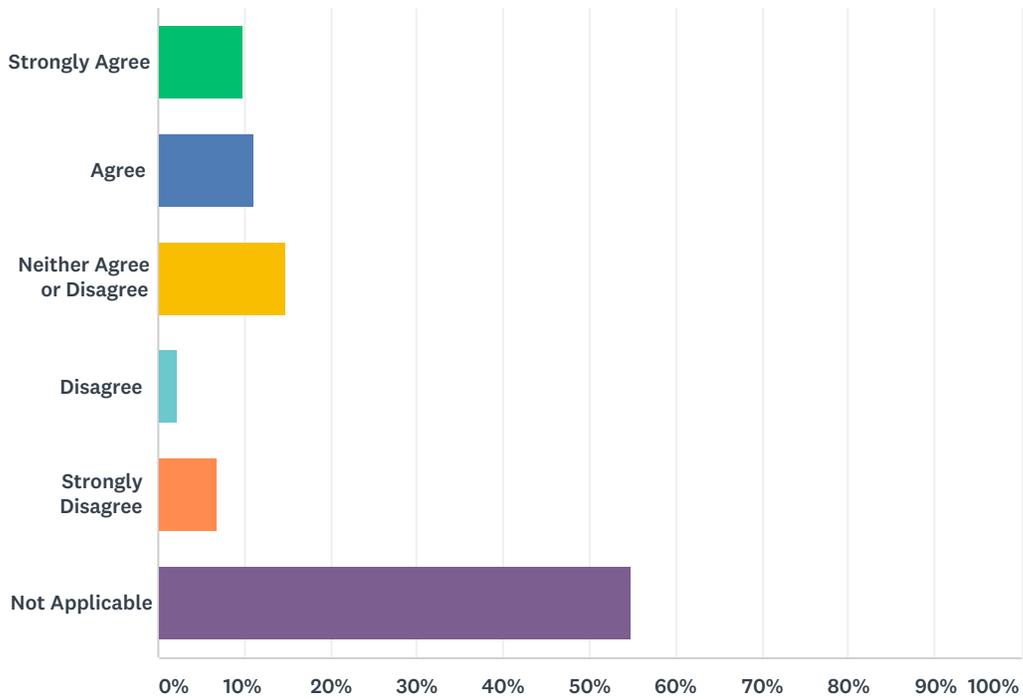
Answered: 217 Skipped: 20



ANSWER CHOICES	RESPONSES	
Strongly Agree	30.88%	67
Agree	43.78%	95
Neither Agree or Disagree	6.91%	15
Disagree	5.53%	12
Strongly Disagree	4.15%	9
Not Applicable	8.76%	19
TOTAL		217

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

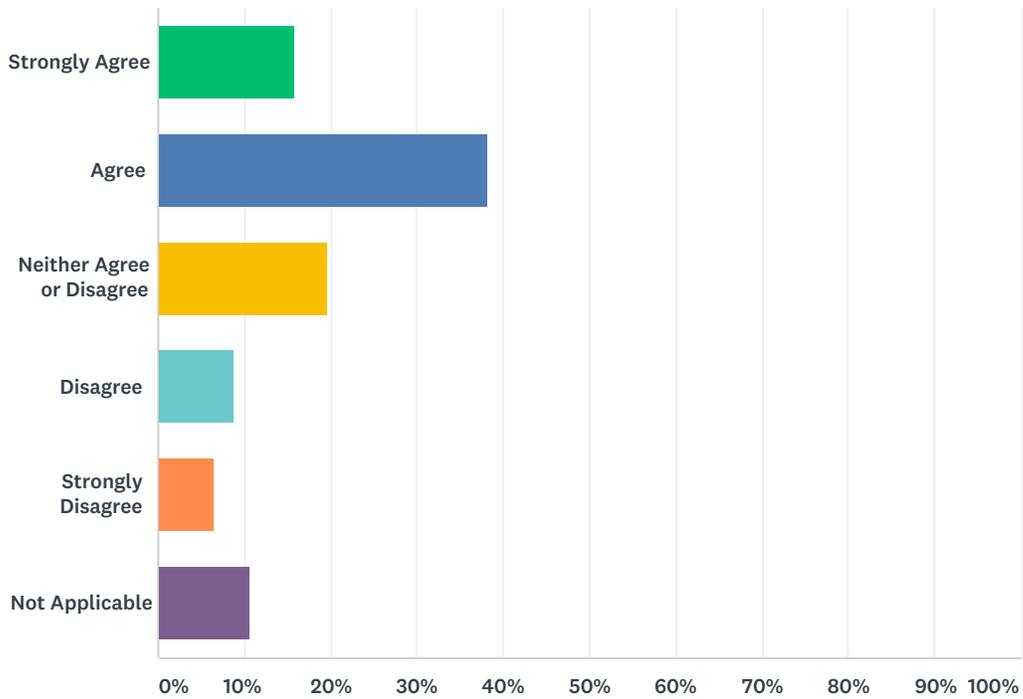
Answered: 215 Skipped: 22



ANSWER CHOICES	RESPONSES	
Strongly Agree	9.77%	21
Agree	11.16%	24
Neither Agree or Disagree	14.88%	32
Disagree	2.33%	5
Strongly Disagree	6.98%	15
Not Applicable	54.88%	118
TOTAL		215

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

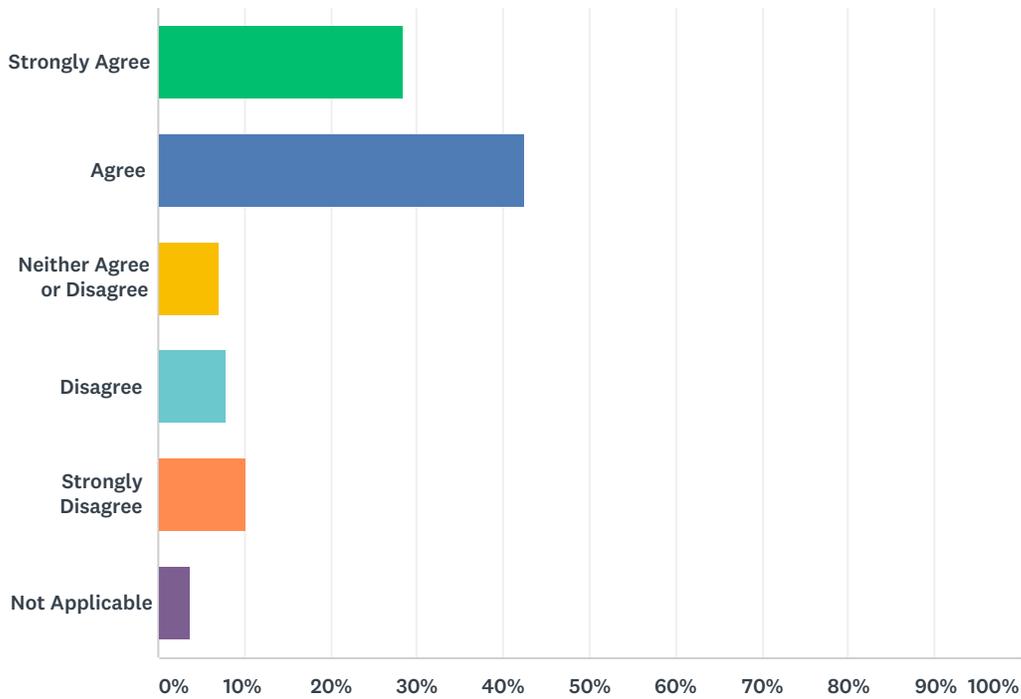
Answered: 214 Skipped: 23



ANSWER CHOICES	RESPONSES	
Strongly Agree	15.89%	34
Agree	38.32%	82
Neither Agree or Disagree	19.63%	42
Disagree	8.88%	19
Strongly Disagree	6.54%	14
Not Applicable	10.75%	23
TOTAL		214

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

Answered: 214 Skipped: 23



ANSWER CHOICES	RESPONSES	
Strongly Agree	28.50%	61
Agree	42.52%	91
Neither Agree or Disagree	7.01%	15
Disagree	7.94%	17
Strongly Disagree	10.28%	22
Not Applicable	3.74%	8
TOTAL		214

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: 61 Skipped: 176