

# State Office of Administrative Hearings



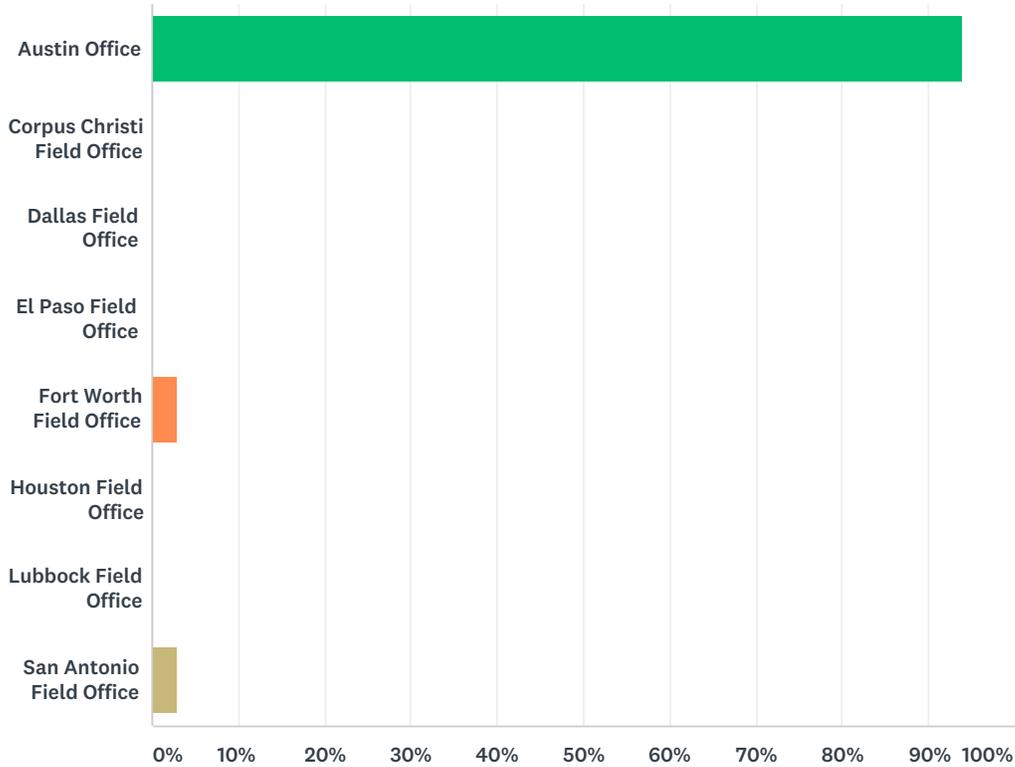
## Mediation Customer Service Survey

### 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:

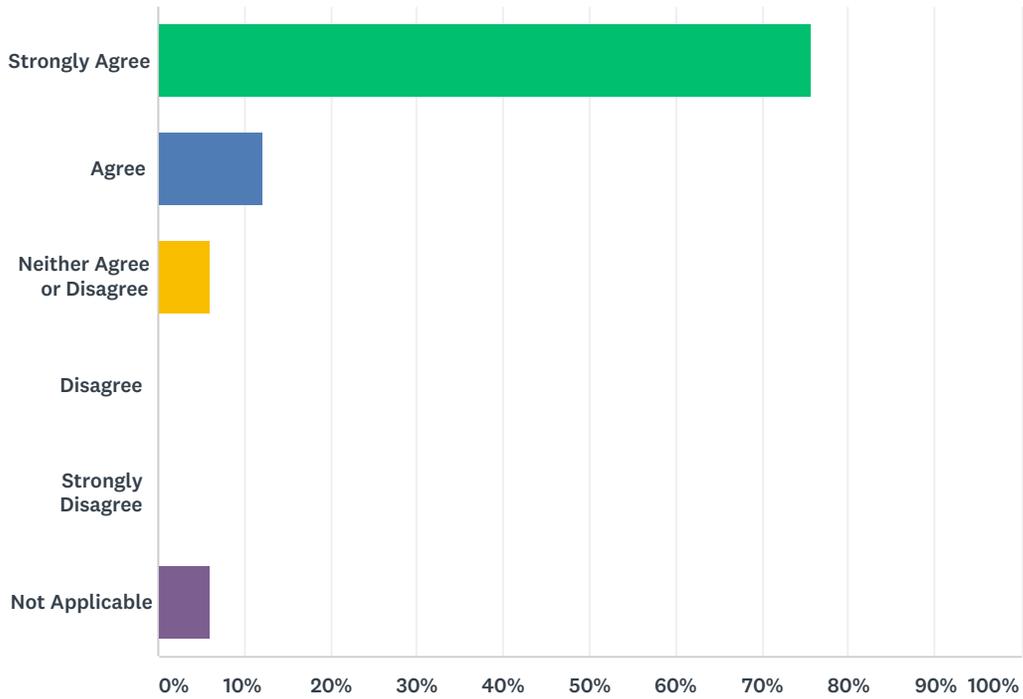
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Austin Office	93.94%	31
Corpus Christi Field Office	0.00%	0
Dallas Field Office	0.00%	0
El Paso Field Office	0.00%	0
Fort Worth Field Office	3.03%	1
Houston Field Office	0.00%	0
Lubbock Field Office	0.00%	0
San Antonio Field Office	3.03%	1
<b>TOTAL</b>		<b>33</b>

## Q2 Administrative and docketing staff were courteous and professional.

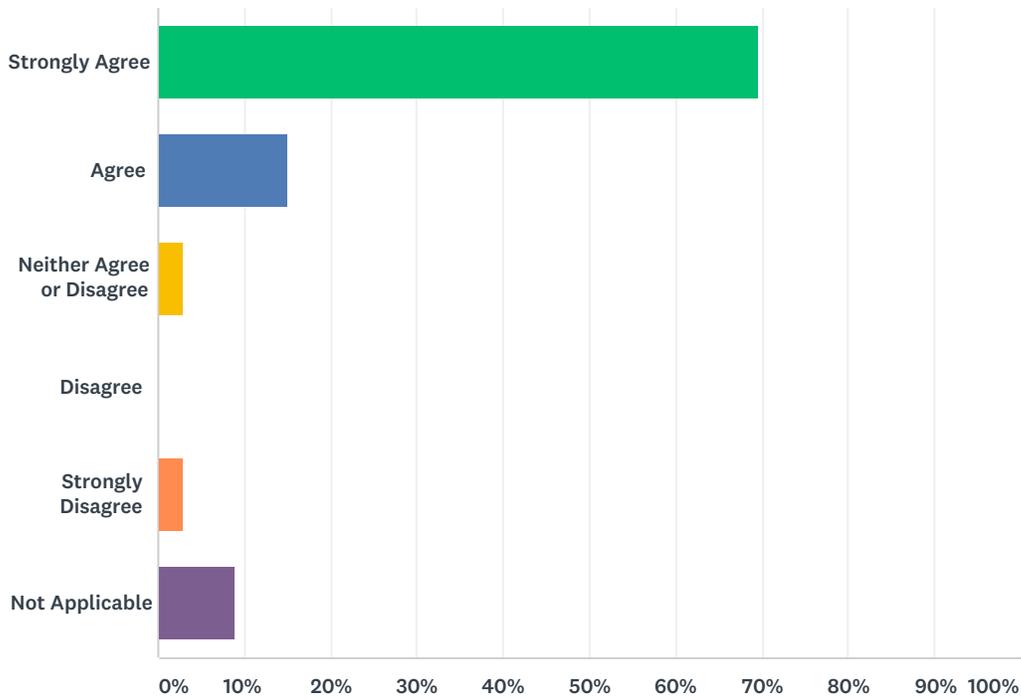
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	75.76%	25
Agree	12.12%	4
Neither Agree or Disagree	6.06%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	6.06%	2
<b>TOTAL</b>		<b>33</b>

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

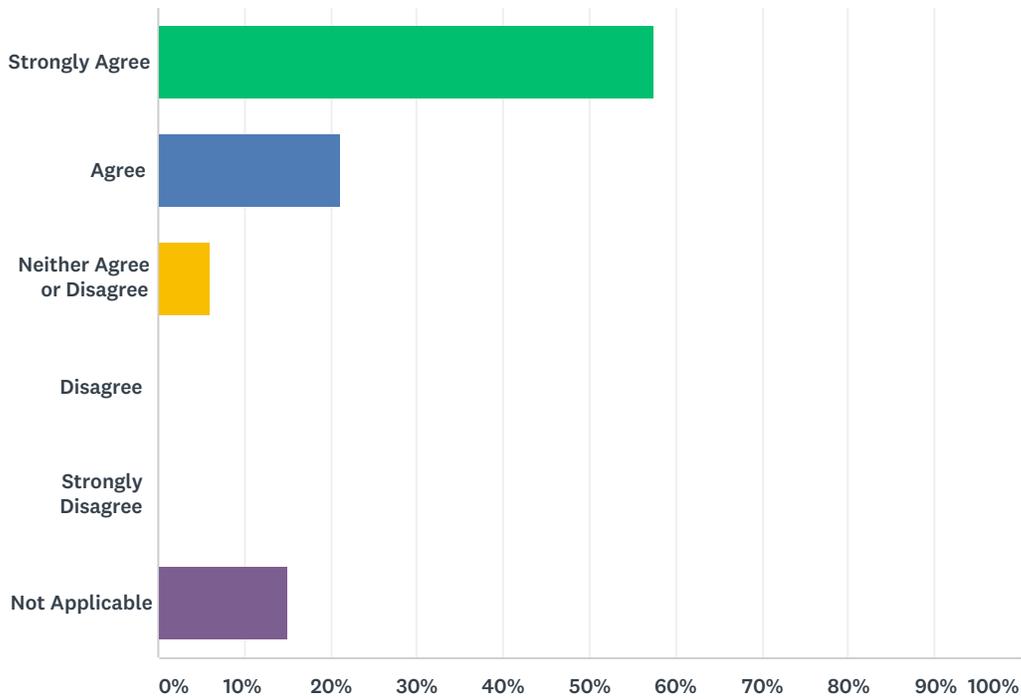
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	69.70%	23
Agree	15.15%	5
Neither Agree or Disagree	3.03%	1
Disagree	0.00%	0
Strongly Disagree	3.03%	1
Not Applicable	9.09%	3
<b>TOTAL</b>		<b>33</b>

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

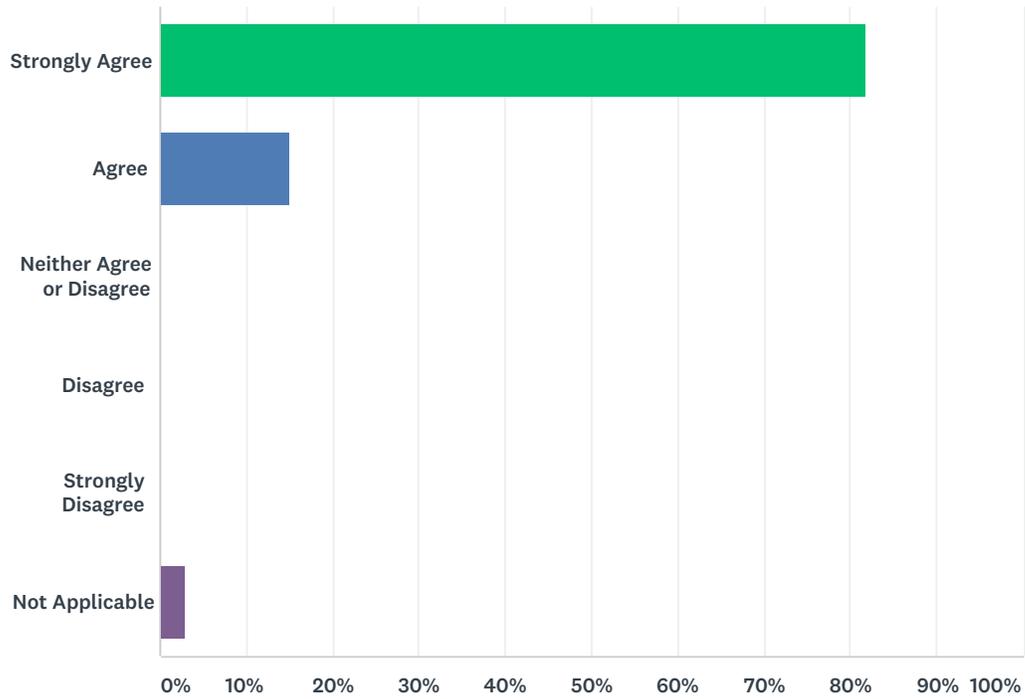
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	57.58%	19
Agree	21.21%	7
Neither Agree or Disagree	6.06%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	15.15%	5
<b>TOTAL</b>		<b>33</b>

### Q5 The mediator was courteous and professional.

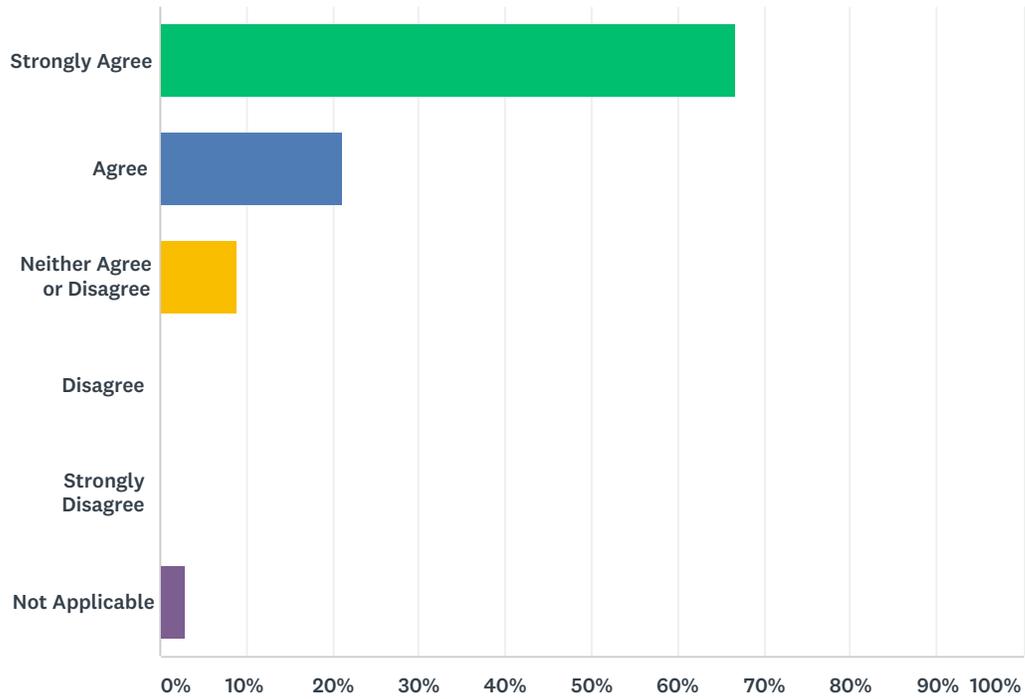
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	81.82%	27
Agree	15.15%	5
Neither Agree or Disagree	0.00%	0
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	3.03%	1
<b>TOTAL</b>		<b>33</b>

### Q6 The mediator was fair and impartial.

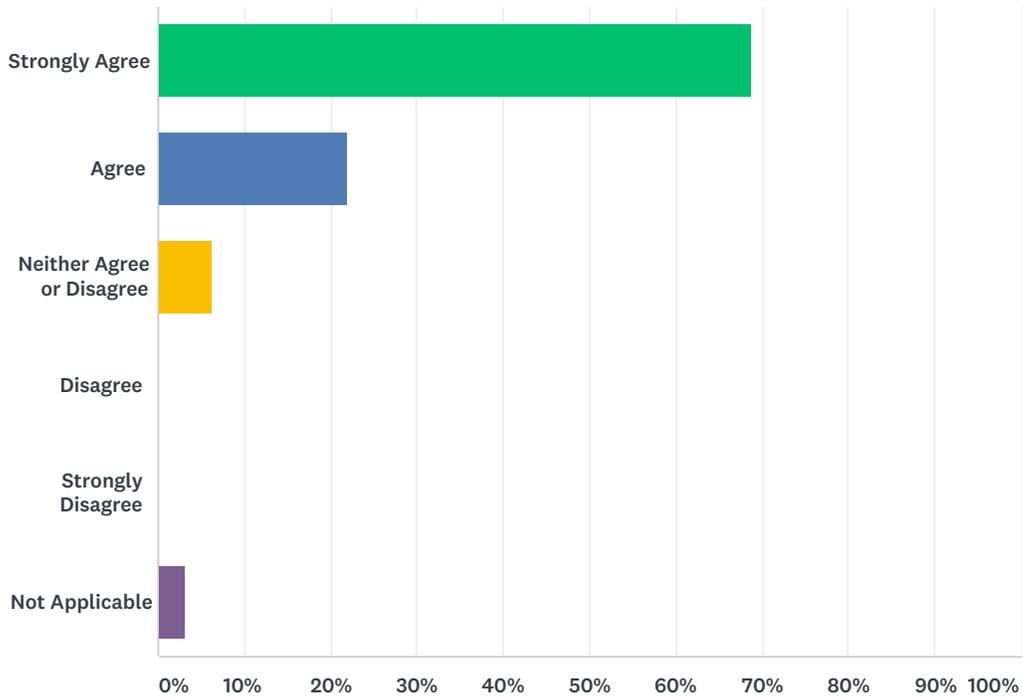
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	66.67%	22
Agree	21.21%	7
Neither Agree or Disagree	9.09%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	3.03%	1
<b>TOTAL</b>		<b>33</b>

### Q7 The mediator understood the issues and the relevant law.

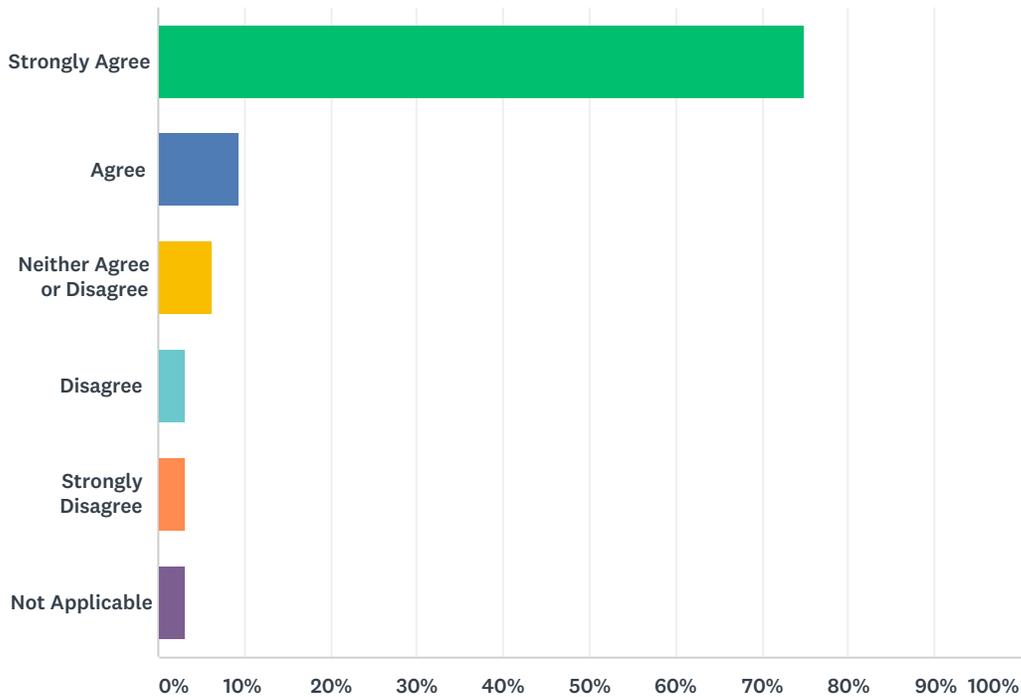
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	68.75%	22
Agree	21.88%	7
Neither Agree or Disagree	6.25%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	3.13%	1
<b>TOTAL</b>		<b>32</b>

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

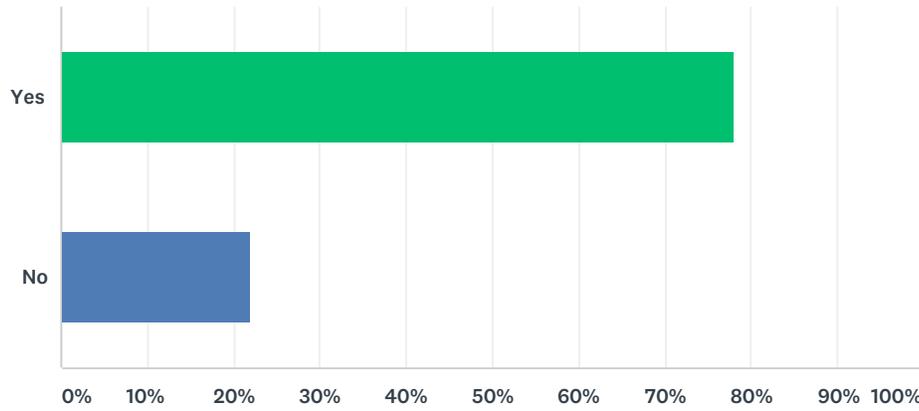
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	75.00%	24
Agree	9.38%	3
Neither Agree or Disagree	6.25%	2
Disagree	3.13%	1
Strongly Disagree	3.13%	1
Not Applicable	3.13%	1
<b>TOTAL</b>		<b>32</b>

## Q9 Did your case settle as a result of mediation?

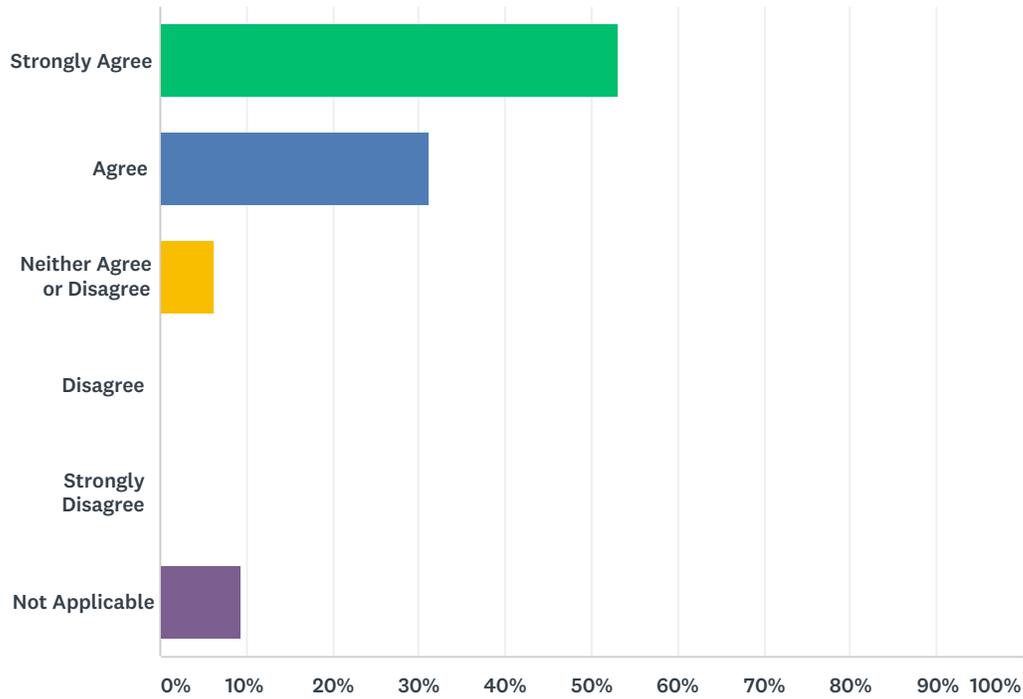
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	78.13%	25
No	21.88%	7
TOTAL		32

### Q10 The mediation room was clean and well-kept.

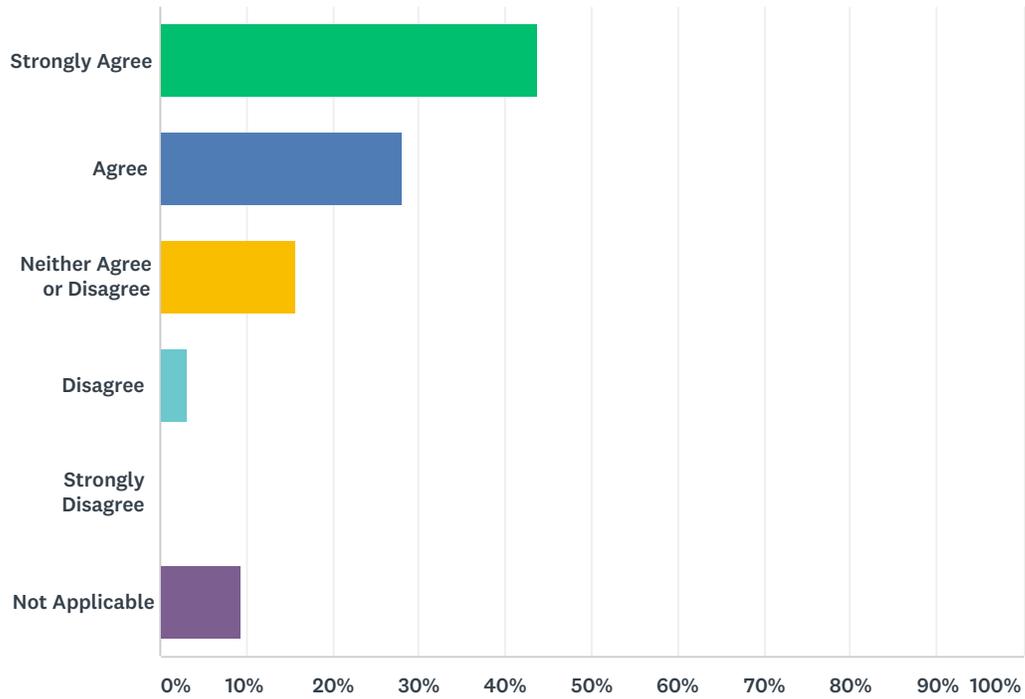
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	53.13%	17
Agree	31.25%	10
Neither Agree or Disagree	6.25%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	9.38%	3
<b>TOTAL</b>		<b>32</b>

### Q11 The office location was accessible.

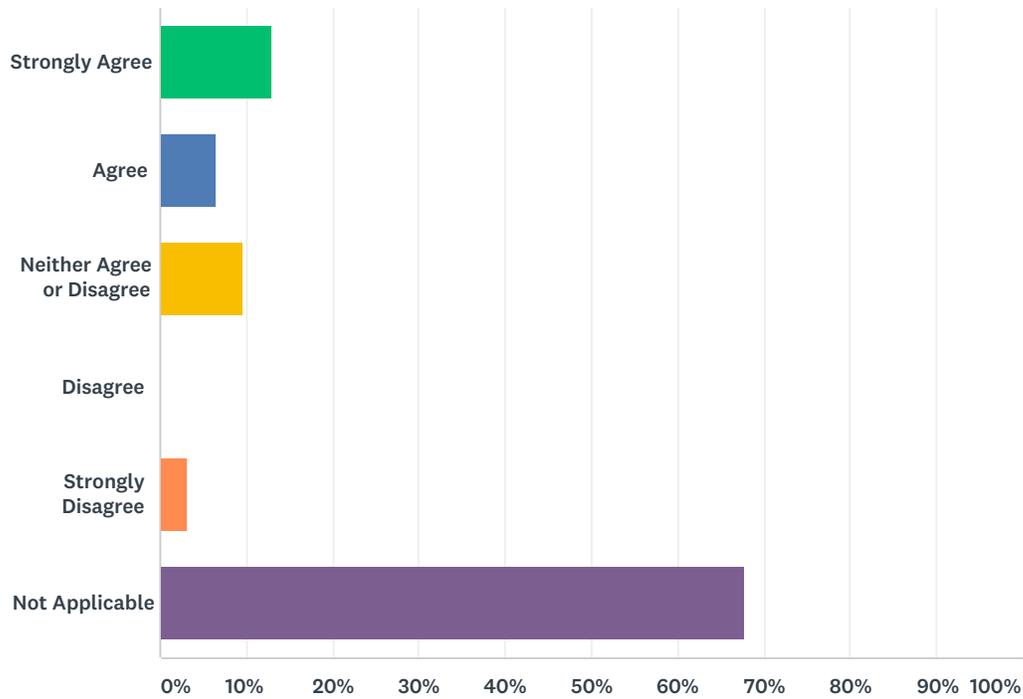
Answered: 32 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	43.75%	14
Agree	28.13%	9
Neither Agree or Disagree	15.63%	5
Disagree	3.13%	1
Strongly Disagree	0.00%	0
Not Applicable	9.38%	3
<b>TOTAL</b>		<b>32</b>

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

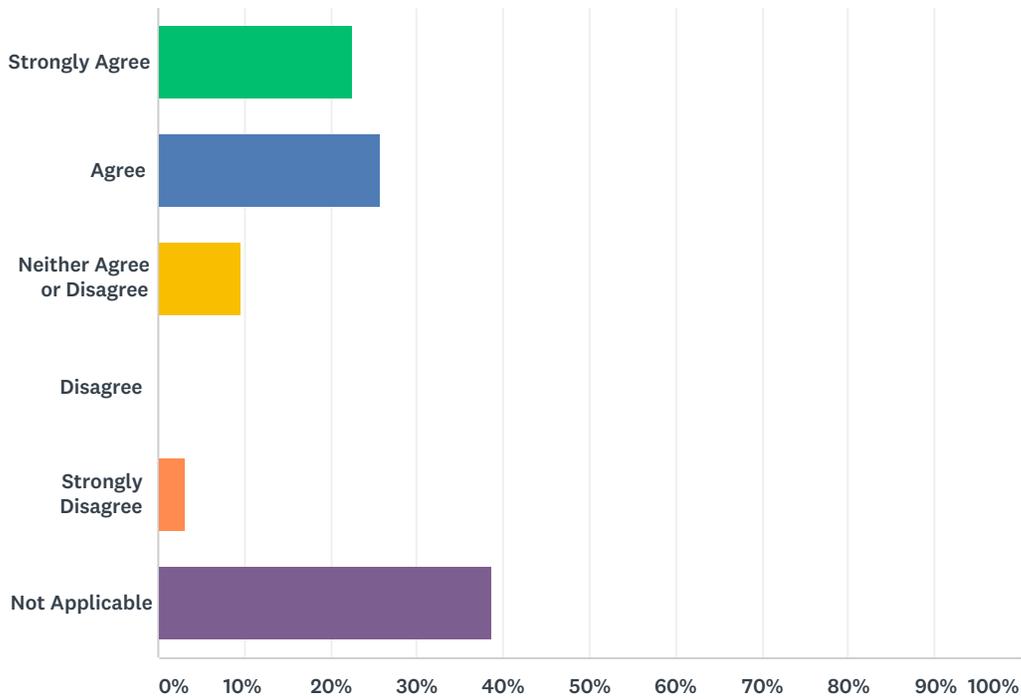
Answered: 31 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	12.90%	4
Agree	6.45%	2
Neither Agree or Disagree	9.68%	3
Disagree	0.00%	0
Strongly Disagree	3.23%	1
Not Applicable	67.74%	21
<b>TOTAL</b>		<b>31</b>

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

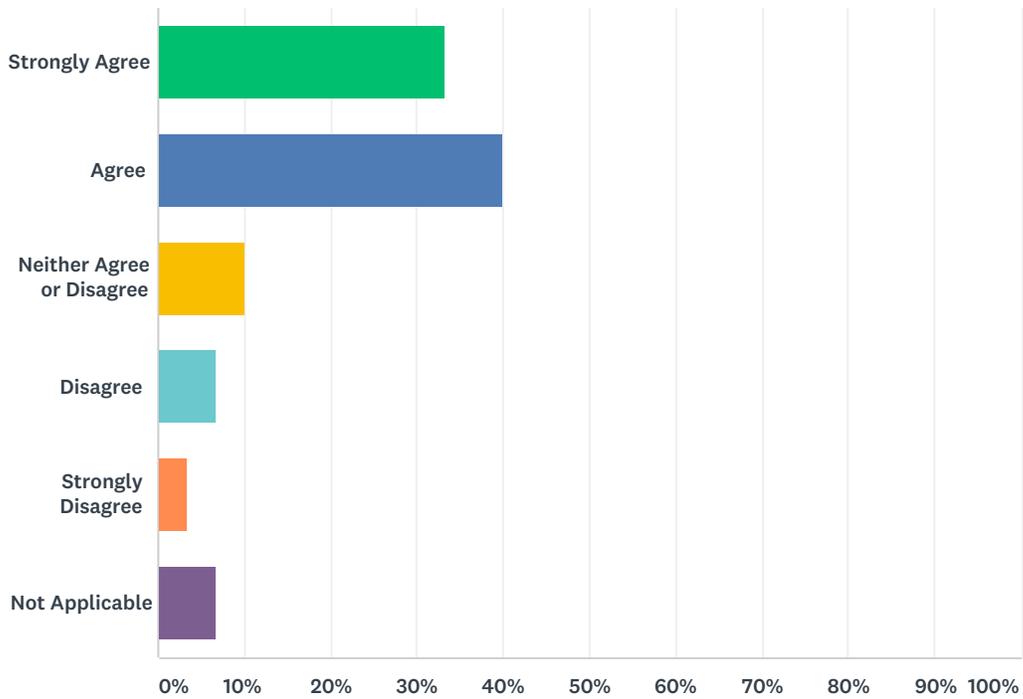
Answered: 31 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	22.58%	7
Agree	25.81%	8
Neither Agree or Disagree	9.68%	3
Disagree	0.00%	0
Strongly Disagree	3.23%	1
Not Applicable	38.71%	12
<b>TOTAL</b>		<b>31</b>

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

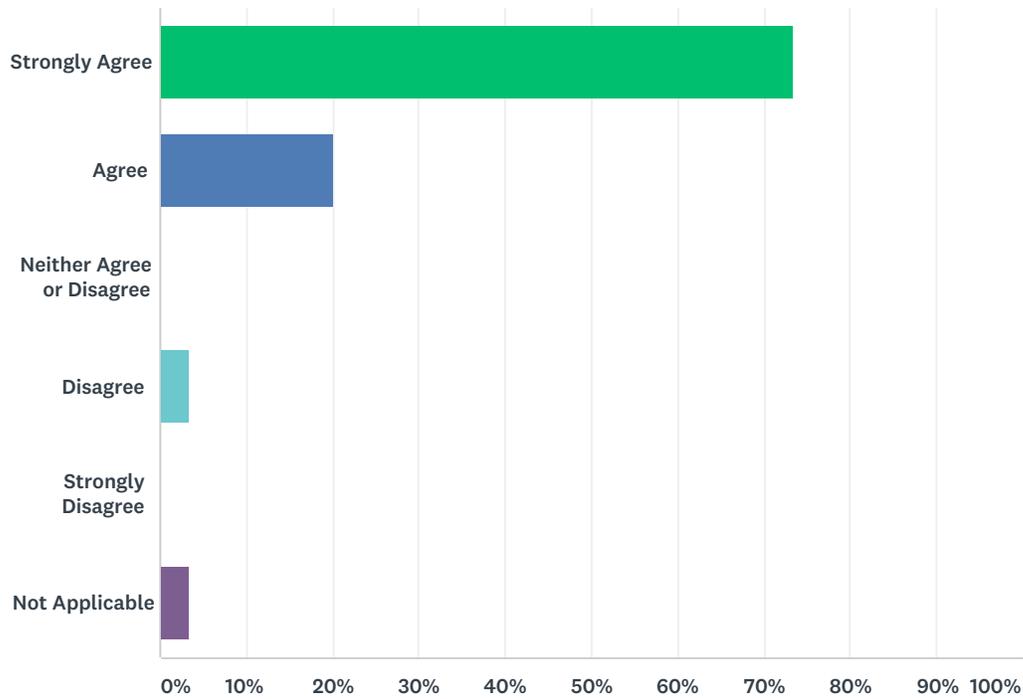
Answered: 30 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	33.33%	10
Agree	40.00%	12
Neither Agree or Disagree	10.00%	3
Disagree	6.67%	2
Strongly Disagree	3.33%	1
Not Applicable	6.67%	2
<b>TOTAL</b>		<b>30</b>

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

Answered: 30 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	73.33%	22
Agree	20.00%	6
Neither Agree or Disagree	0.00%	0
Disagree	3.33%	1
Strongly Disagree	0.00%	0
Not Applicable	3.33%	1
<b>TOTAL</b>		<b>30</b>

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

Answered: 6 Skipped: 27