

State Office of Administrative Hearings



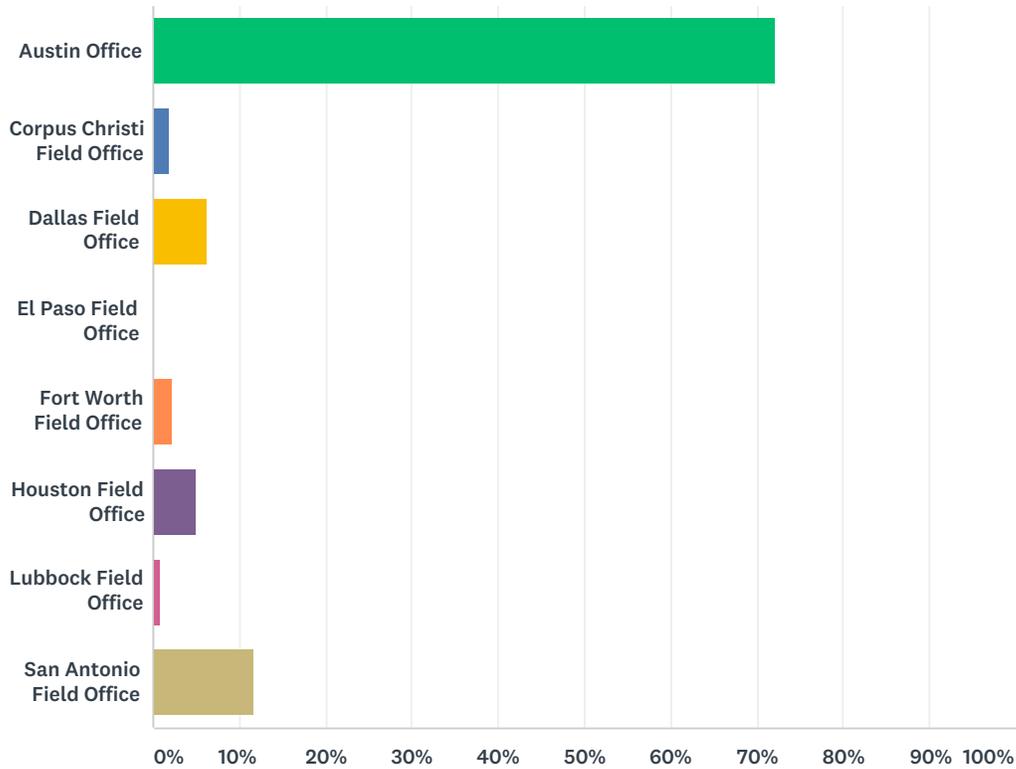
Hearings Customer Service Survey

Fiscal Year 2018 Survey Results

September 1, 2017 through August 31, 2018

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

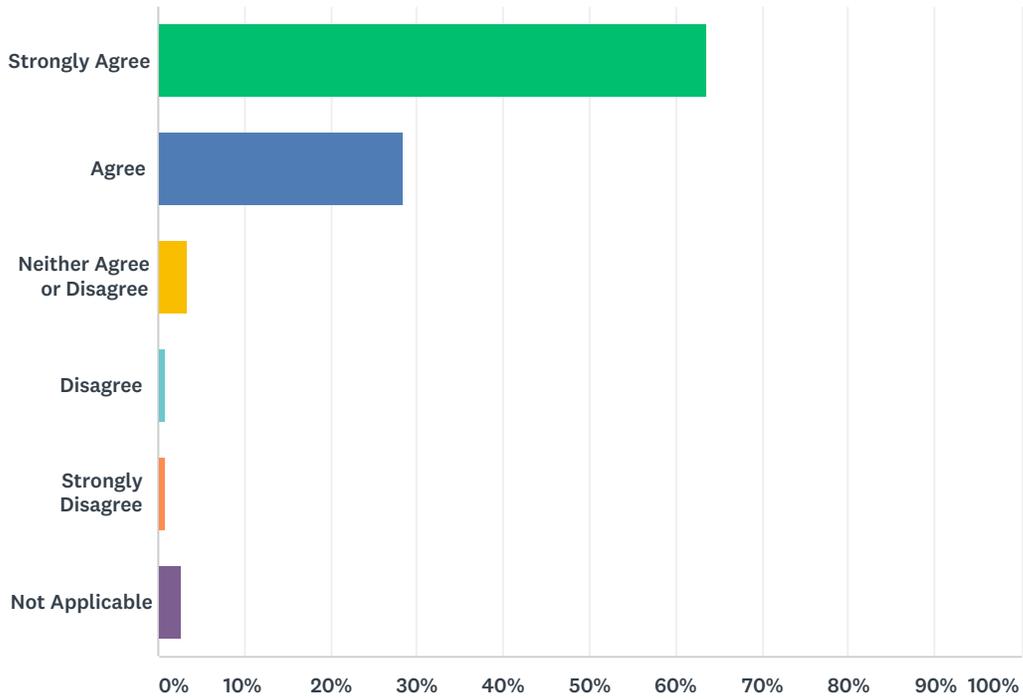
Answered: 222 Skipped: 2



ANSWER CHOICES	RESPONSES	
Austin Office	72.07%	160
Corpus Christi Field Office	1.80%	4
Dallas Field Office	6.31%	14
El Paso Field Office	0.00%	0
Fort Worth Field Office	2.25%	5
Houston Field Office	4.95%	11
Lubbock Field Office	0.90%	2
San Antonio Field Office	11.71%	26
TOTAL		222

Q2 Administrative and docketing staff were courteous and professional.

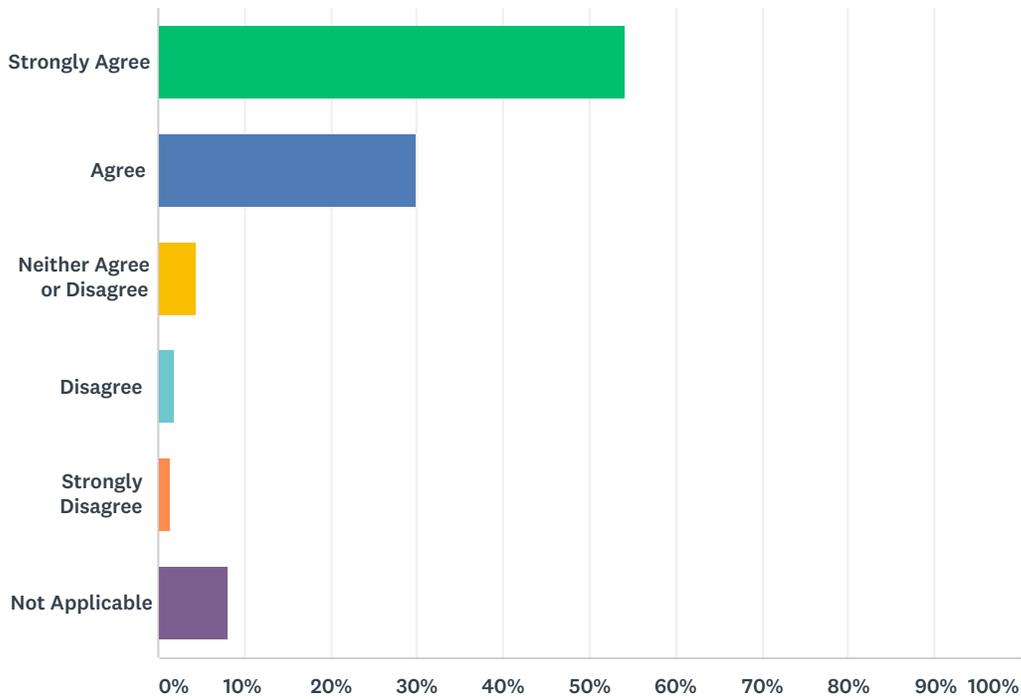
Answered: 214 Skipped: 10



ANSWER CHOICES	RESPONSES	
Strongly Agree	63.55%	136
Agree	28.50%	61
Neither Agree or Disagree	3.27%	7
Disagree	0.93%	2
Strongly Disagree	0.93%	2
Not Applicable	2.80%	6
TOTAL		214

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

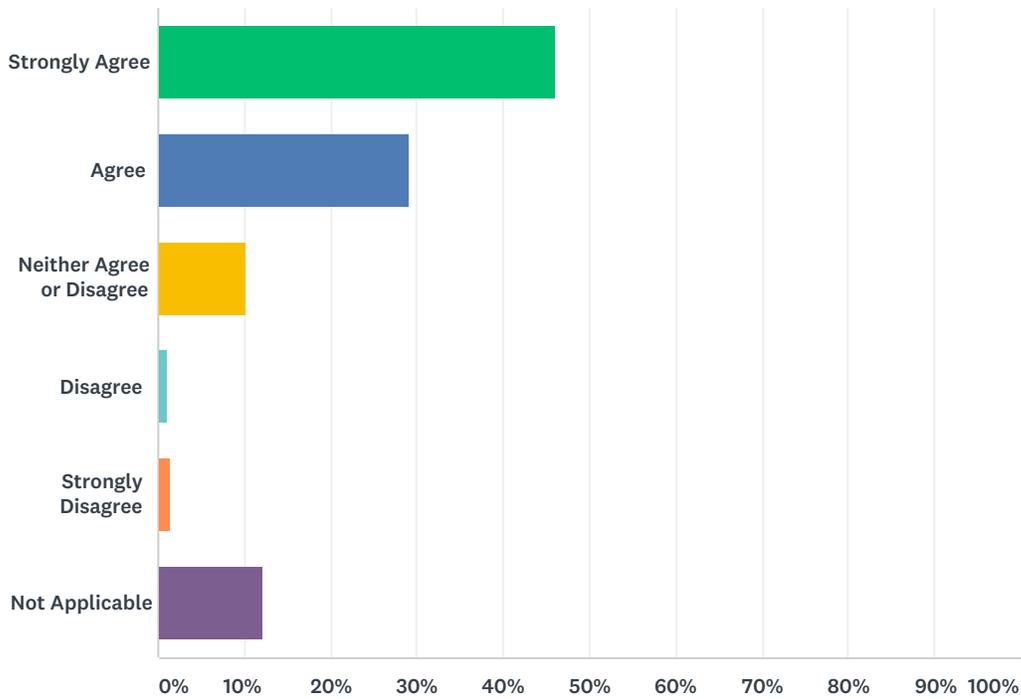
Answered: 207 Skipped: 17



ANSWER CHOICES	RESPONSES	
Strongly Agree	54.11%	112
Agree	29.95%	62
Neither Agree or Disagree	4.35%	9
Disagree	1.93%	4
Strongly Disagree	1.45%	3
Not Applicable	8.21%	17
TOTAL		207

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

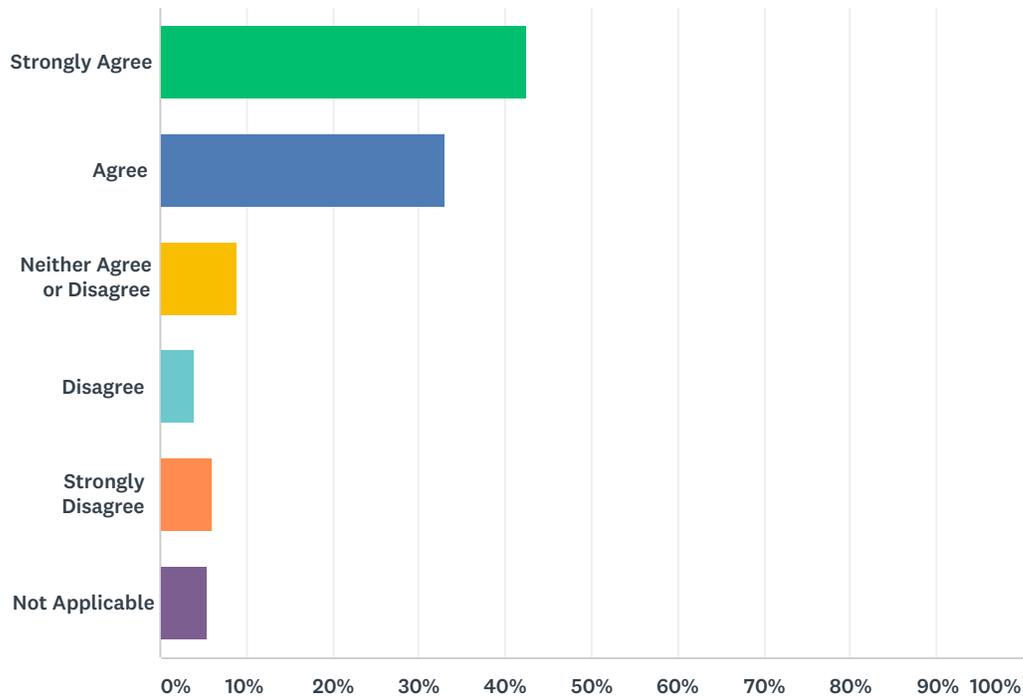
Answered: 206 Skipped: 18



ANSWER CHOICES	RESPONSES	
Strongly Agree	46.12%	95
Agree	29.13%	60
Neither Agree or Disagree	10.19%	21
Disagree	0.97%	2
Strongly Disagree	1.46%	3
Not Applicable	12.14%	25
TOTAL		206

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

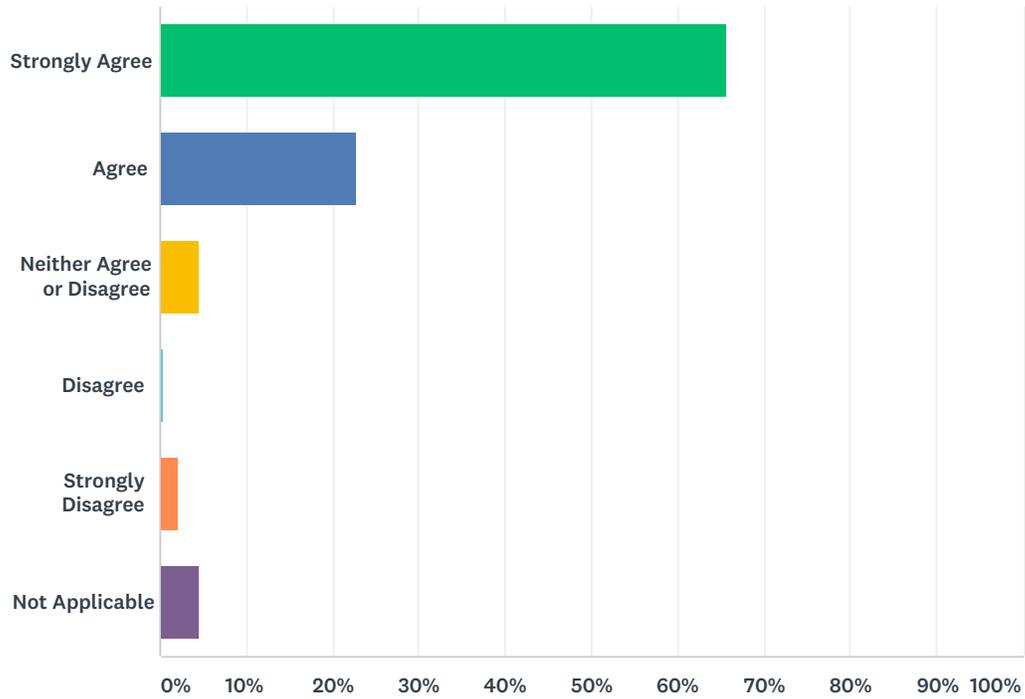
Answered: 200 Skipped: 24



ANSWER CHOICES	RESPONSES	
Strongly Agree	42.50%	85
Agree	33.00%	66
Neither Agree or Disagree	9.00%	18
Disagree	4.00%	8
Strongly Disagree	6.00%	12
Not Applicable	5.50%	11
TOTAL		200

Q6 The Administrative Law Judge was courteous and professional.

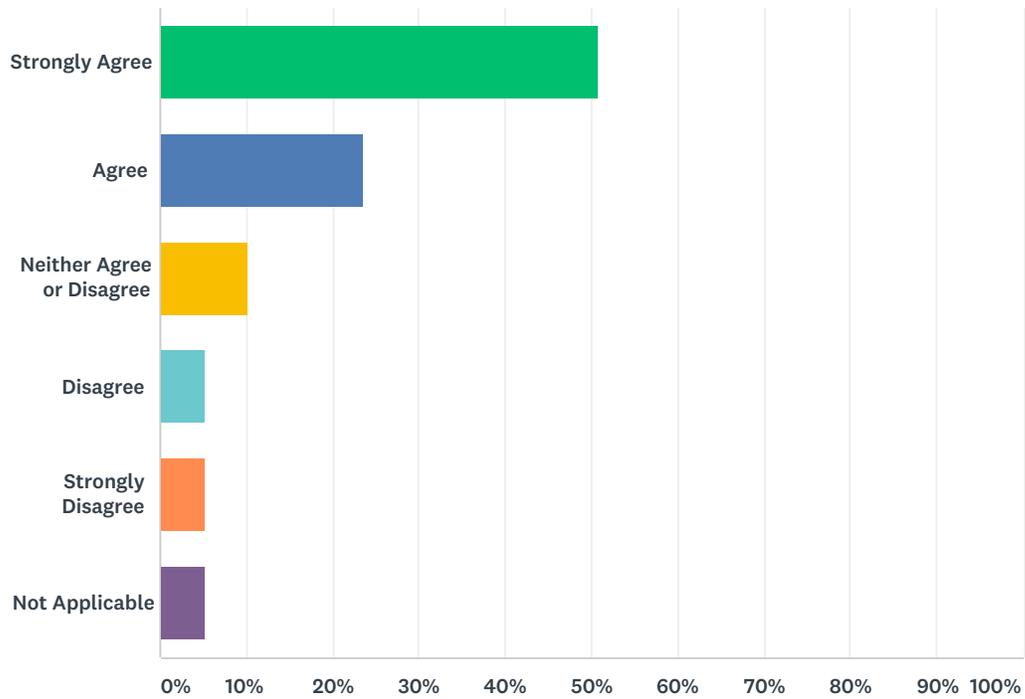
Answered: 198 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly Agree	65.66%	130
Agree	22.73%	45
Neither Agree or Disagree	4.55%	9
Disagree	0.51%	1
Strongly Disagree	2.02%	4
Not Applicable	4.55%	9
TOTAL		198

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

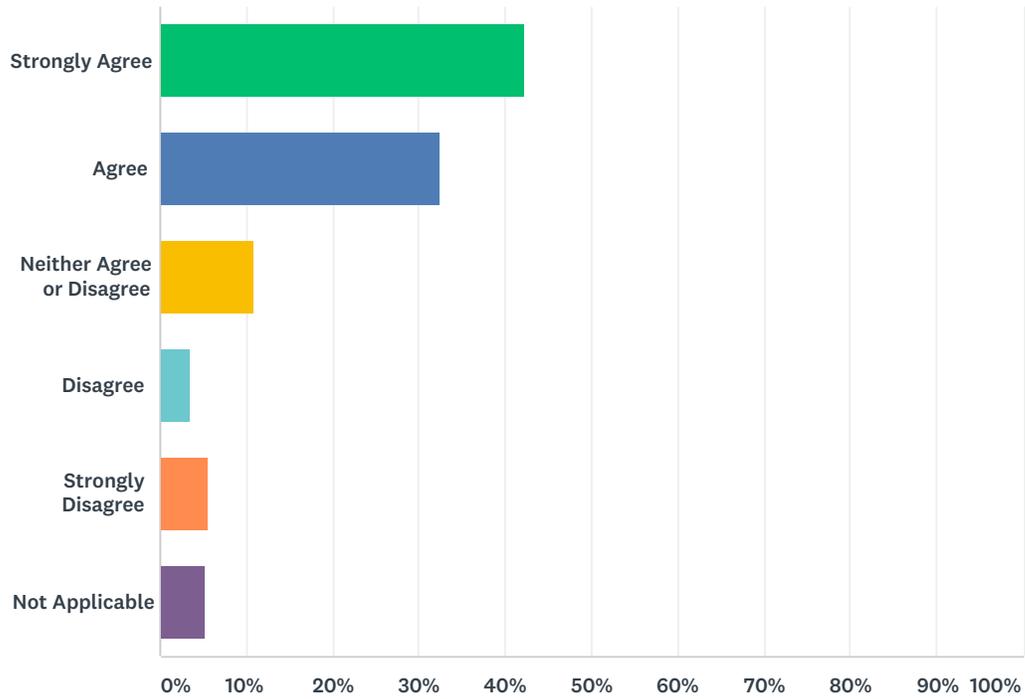
Answered: 195 Skipped: 29



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.77%	99
Agree	23.59%	46
Neither Agree or Disagree	10.26%	20
Disagree	5.13%	10
Strongly Disagree	5.13%	10
Not Applicable	5.13%	10
TOTAL		195

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

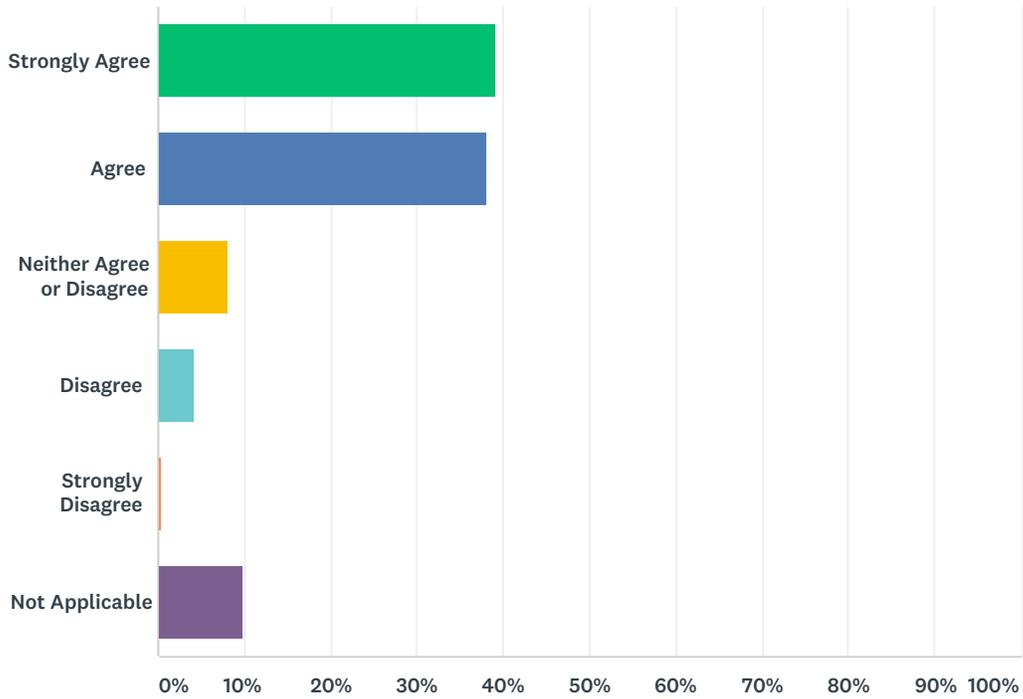
Answered: 194 Skipped: 30



ANSWER CHOICES	RESPONSES	
Strongly Agree	42.27%	82
Agree	32.47%	63
Neither Agree or Disagree	10.82%	21
Disagree	3.61%	7
Strongly Disagree	5.67%	11
Not Applicable	5.15%	10
TOTAL		194

Q9 The hearing room was clean and well-kept.

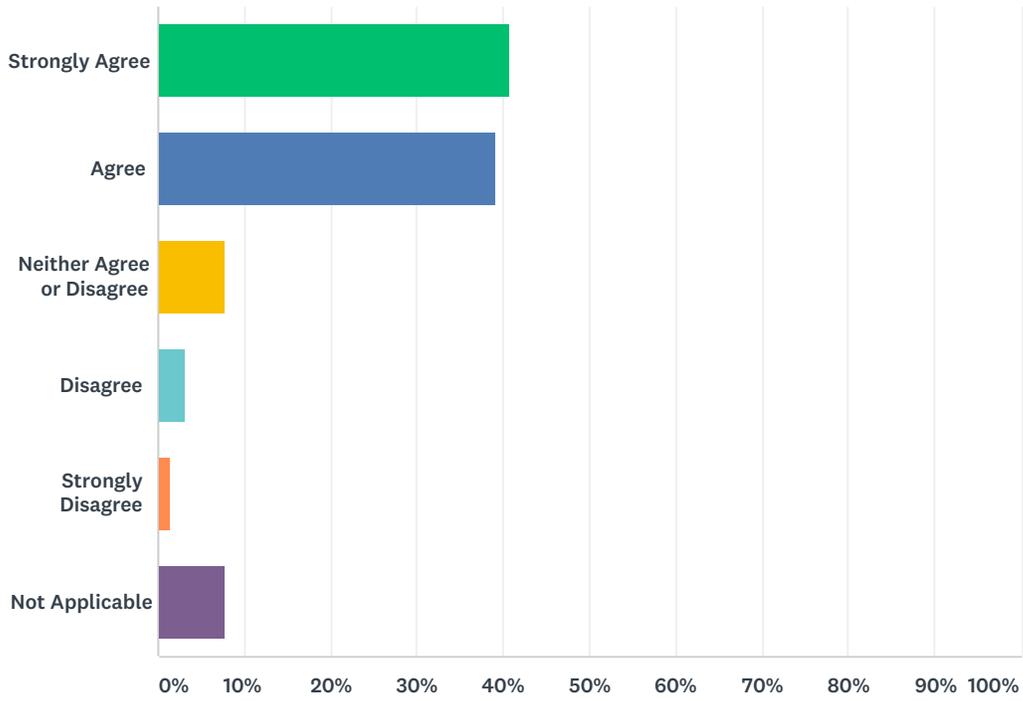
Answered: 194 Skipped: 30



ANSWER CHOICES	RESPONSES	
Strongly Agree	39.18%	76
Agree	38.14%	74
Neither Agree or Disagree	8.25%	16
Disagree	4.12%	8
Strongly Disagree	0.52%	1
Not Applicable	9.79%	19
TOTAL		194

Q10 The office location was accessible.

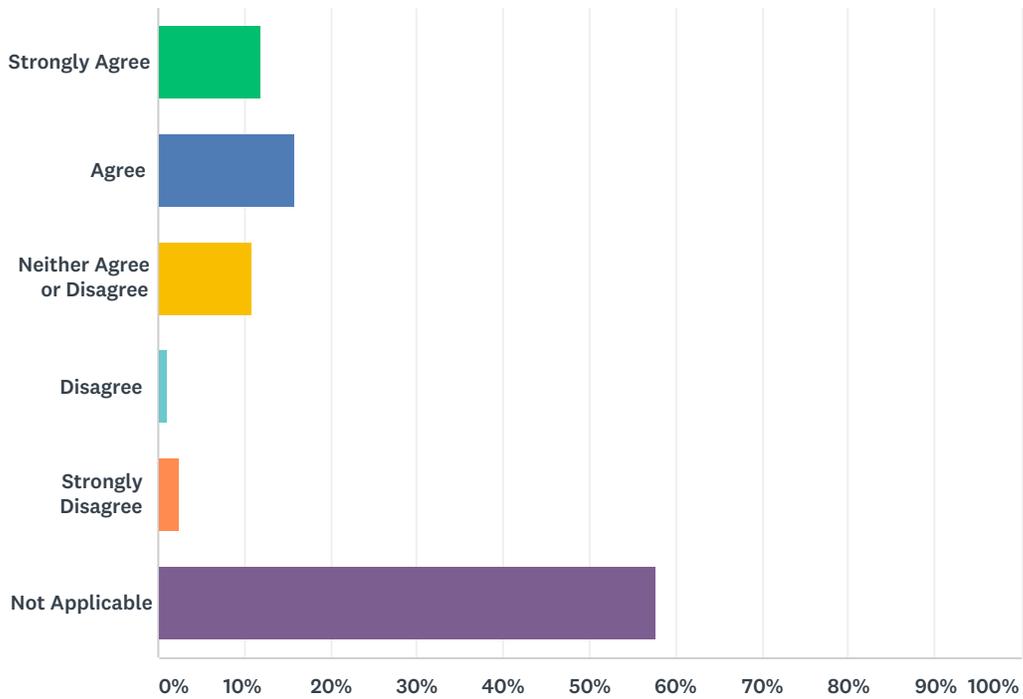
Answered: 194 Skipped: 30



ANSWER CHOICES	RESPONSES	
Strongly Agree	40.72%	79
Agree	39.18%	76
Neither Agree or Disagree	7.73%	15
Disagree	3.09%	6
Strongly Disagree	1.55%	3
Not Applicable	7.73%	15
TOTAL		194

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

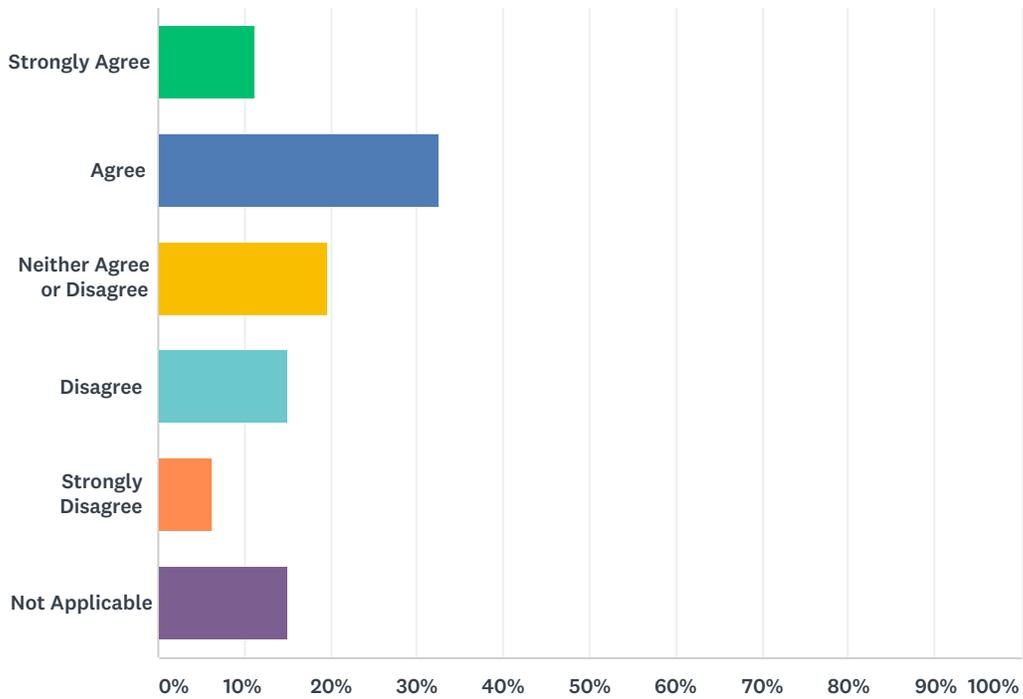
Answered: 194 Skipped: 30



ANSWER CHOICES	RESPONSES	
Strongly Agree	11.86%	23
Agree	15.98%	31
Neither Agree or Disagree	10.82%	21
Disagree	1.03%	2
Strongly Disagree	2.58%	5
Not Applicable	57.73%	112
TOTAL		194

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

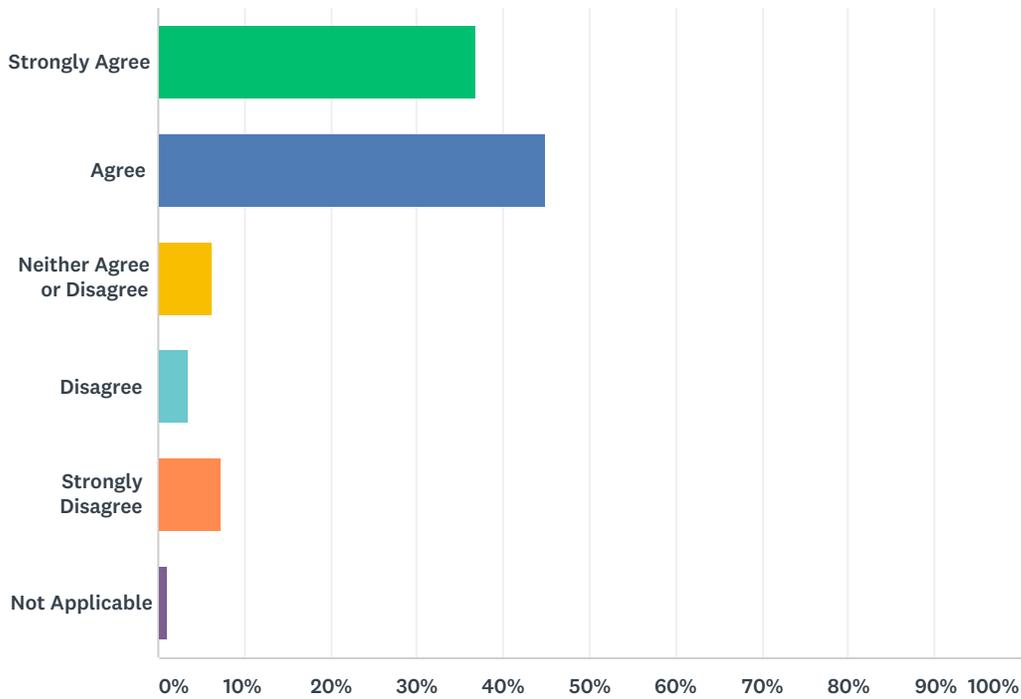
Answered: 193 Skipped: 31



ANSWER CHOICES	RESPONSES	
Strongly Agree	11.40%	22
Agree	32.64%	63
Neither Agree or Disagree	19.69%	38
Disagree	15.03%	29
Strongly Disagree	6.22%	12
Not Applicable	15.03%	29
TOTAL		193

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

Answered: 193 Skipped: 31



ANSWER CHOICES	RESPONSES	
Strongly Agree	36.79%	71
Agree	45.08%	87
Neither Agree or Disagree	6.22%	12
Disagree	3.63%	7
Strongly Disagree	7.25%	14
Not Applicable	1.04%	2
TOTAL		193

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: 64 Skipped: 160