

State Office of Administrative Hearings



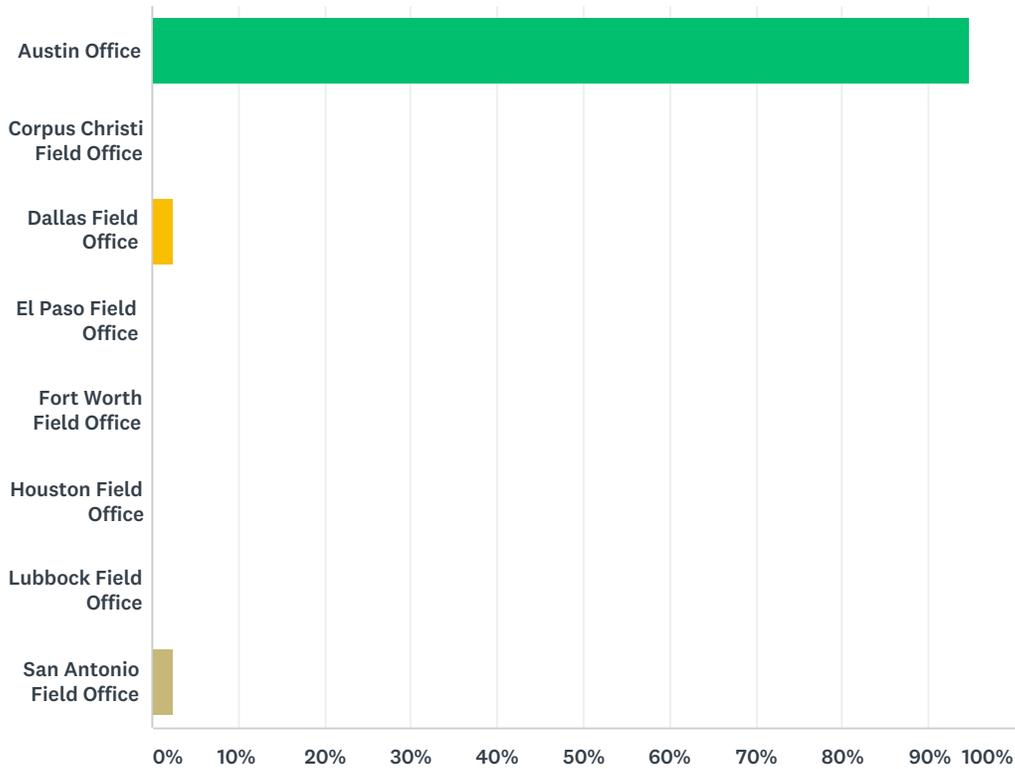
Mediation Customer Service Survey

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:

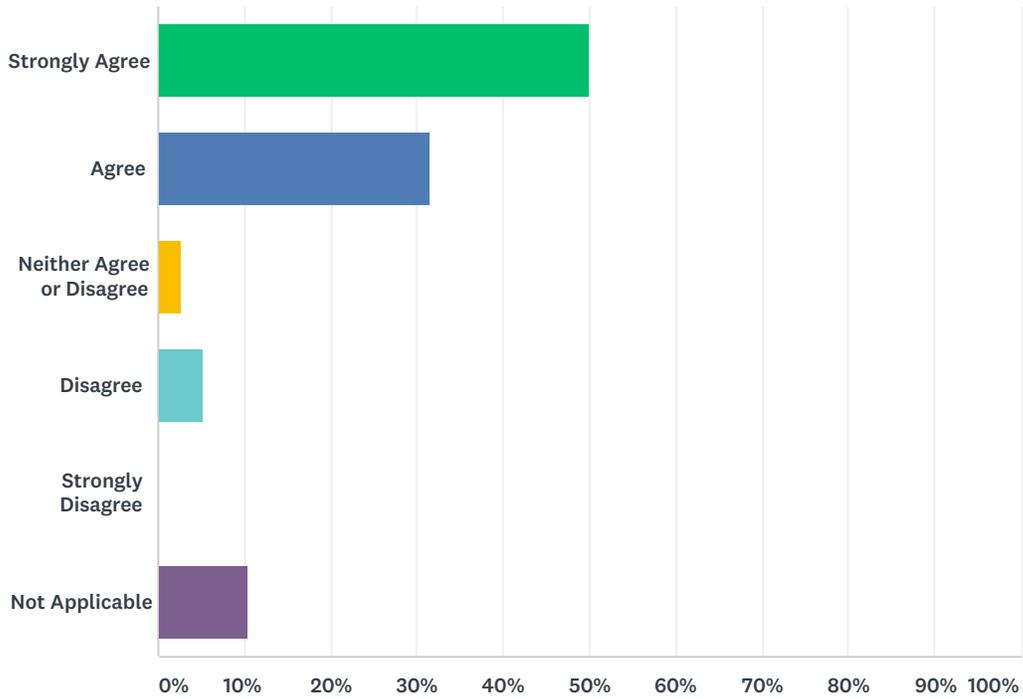
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Austin Office	94.87%	37
Corpus Christi Field Office	0.00%	0
Dallas Field Office	2.56%	1
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	2.56%	1
TOTAL		39

Q2 Administrative and docketing staff were courteous and professional.

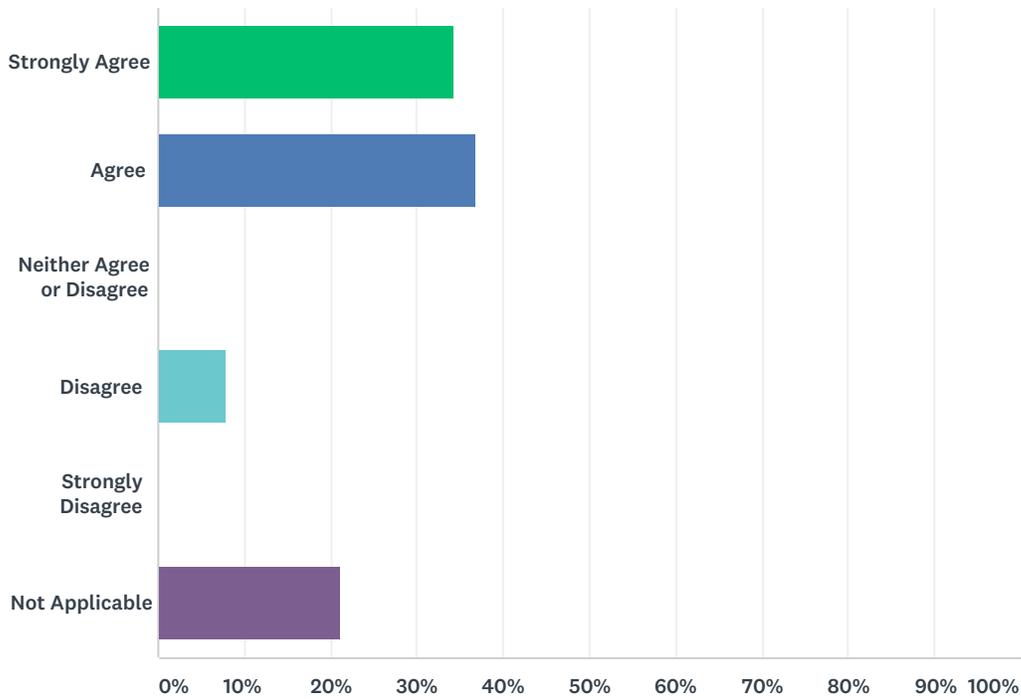
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	50.00%	19
Agree	31.58%	12
Neither Agree or Disagree	2.63%	1
Disagree	5.26%	2
Strongly Disagree	0.00%	0
Not Applicable	10.53%	4
TOTAL		38

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

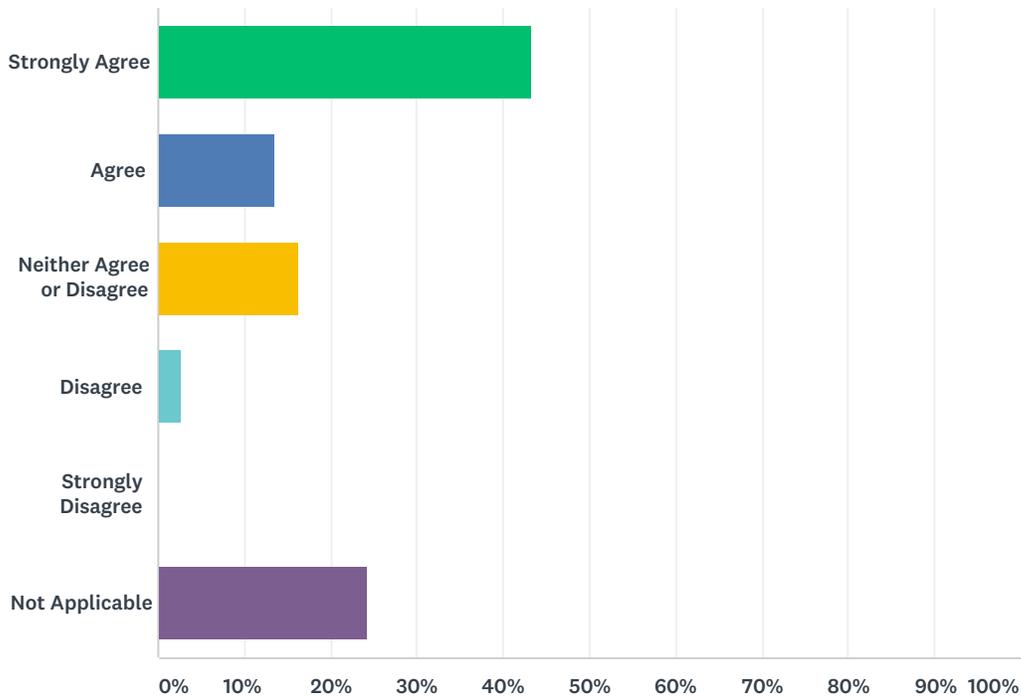
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.21%	13
Agree	36.84%	14
Neither Agree or Disagree	0.00%	0
Disagree	7.89%	3
Strongly Disagree	0.00%	0
Not Applicable	21.05%	8
TOTAL		38

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

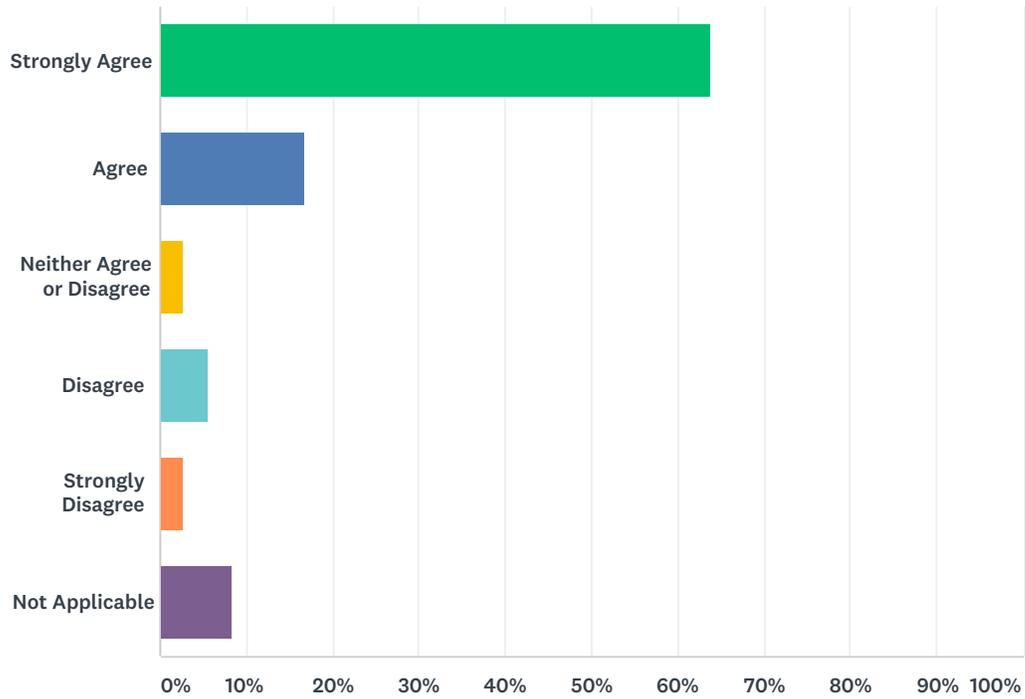
Answered: 37 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	43.24%	16
Agree	13.51%	5
Neither Agree or Disagree	16.22%	6
Disagree	2.70%	1
Strongly Disagree	0.00%	0
Not Applicable	24.32%	9
TOTAL		37

Q5 The mediator was courteous and professional.

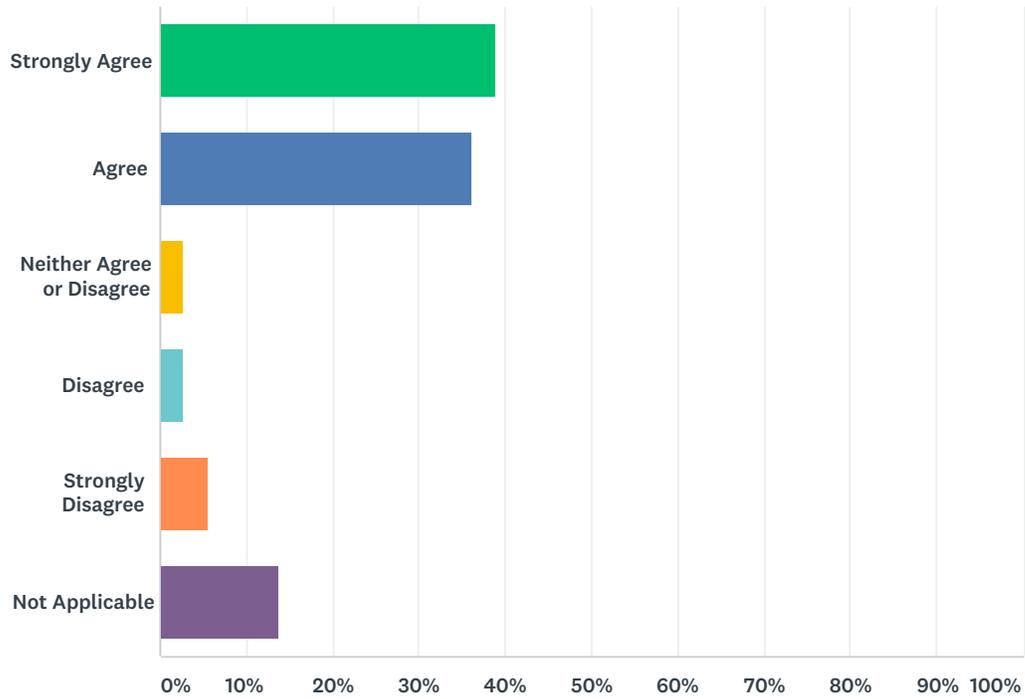
Answered: 36 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	63.89%	23
Agree	16.67%	6
Neither Agree or Disagree	2.78%	1
Disagree	5.56%	2
Strongly Disagree	2.78%	1
Not Applicable	8.33%	3
TOTAL		36

Q6 The mediator was fair and impartial.

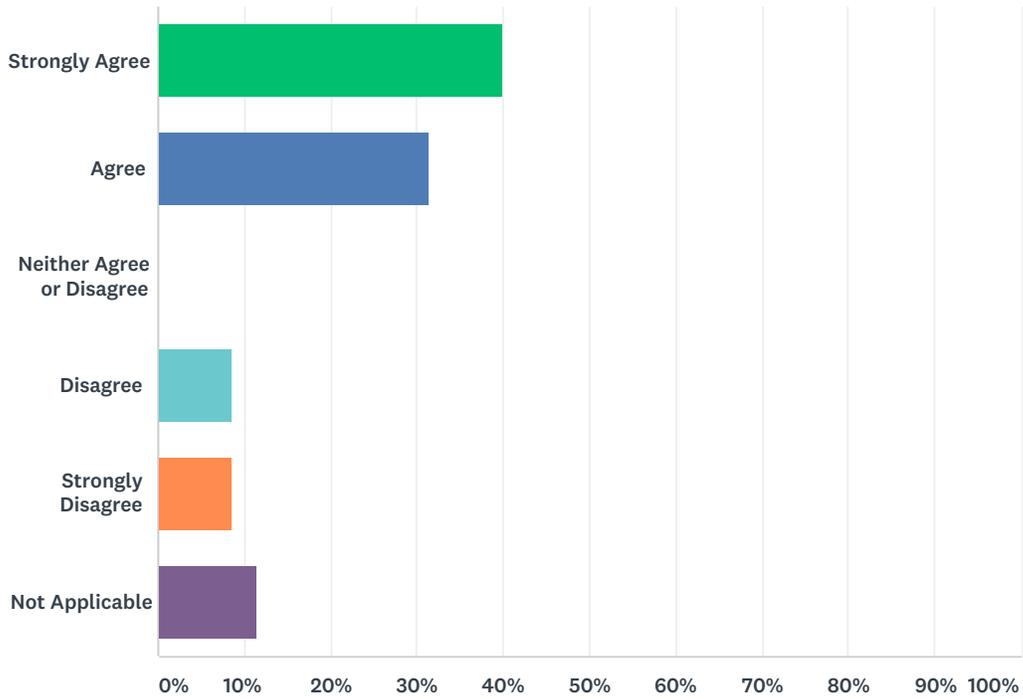
Answered: 36 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	38.89%	14
Agree	36.11%	13
Neither Agree or Disagree	2.78%	1
Disagree	2.78%	1
Strongly Disagree	5.56%	2
Not Applicable	13.89%	5
TOTAL		36

Q7 The mediator understood the issues and the relevant law.

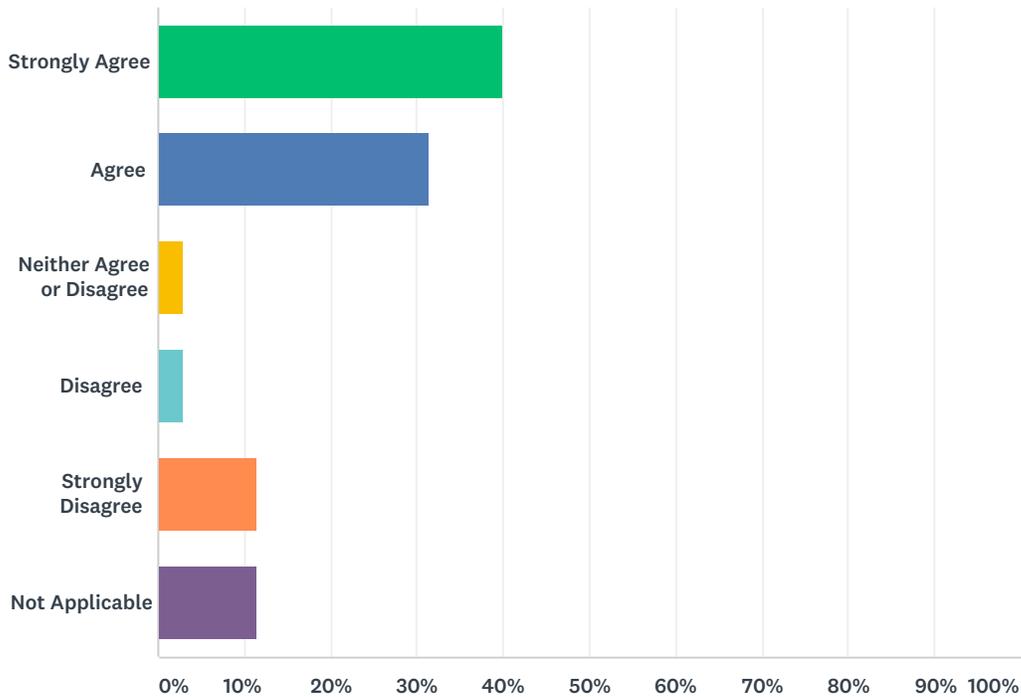
Answered: 35 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Agree	40.00%	14
Agree	31.43%	11
Neither Agree or Disagree	0.00%	0
Disagree	8.57%	3
Strongly Disagree	8.57%	3
Not Applicable	11.43%	4
TOTAL		35

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

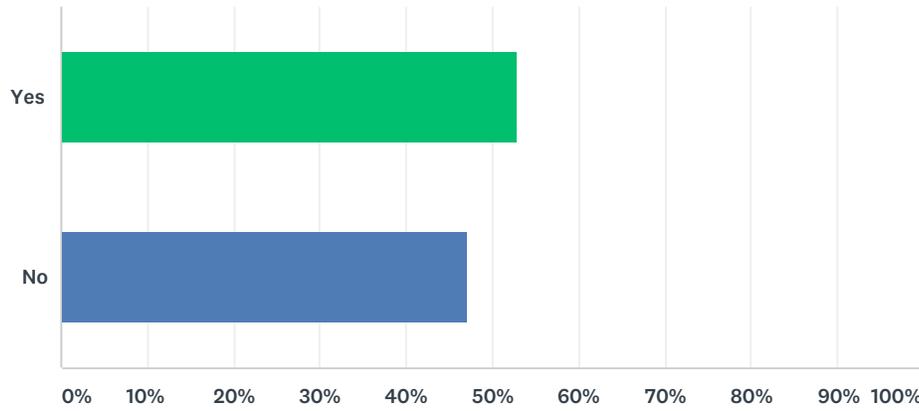
Answered: 35 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Agree	40.00%	14
Agree	31.43%	11
Neither Agree or Disagree	2.86%	1
Disagree	2.86%	1
Strongly Disagree	11.43%	4
Not Applicable	11.43%	4
TOTAL		35

Q9 Did your case settle as a result of mediation?

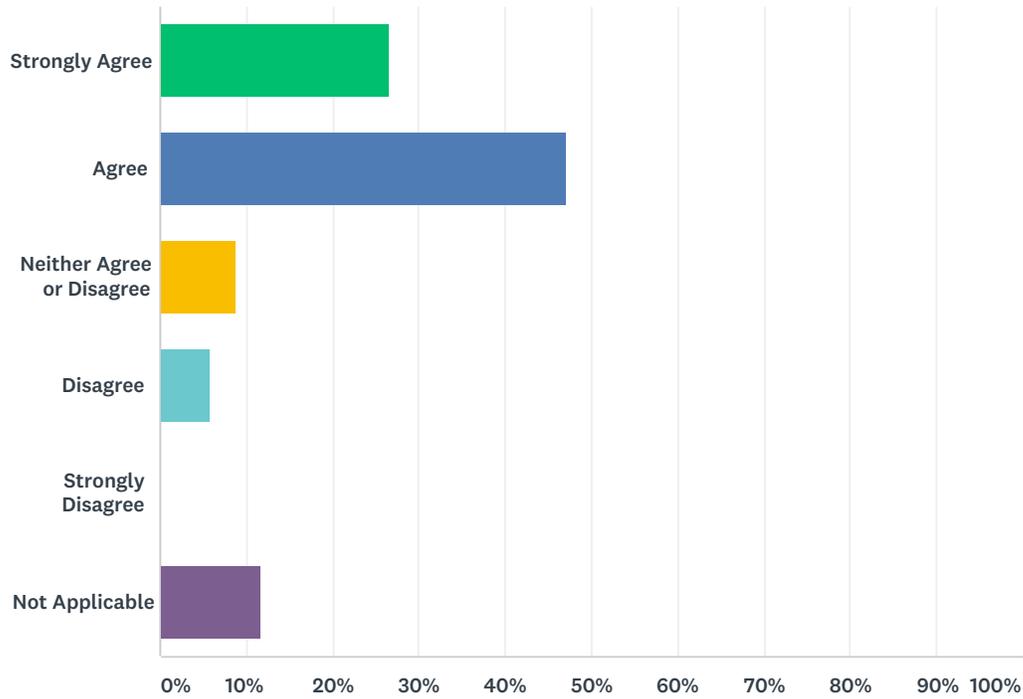
Answered: 34 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	52.94%	18
No	47.06%	16
TOTAL		34

Q10 The mediation room was clean and well-kept.

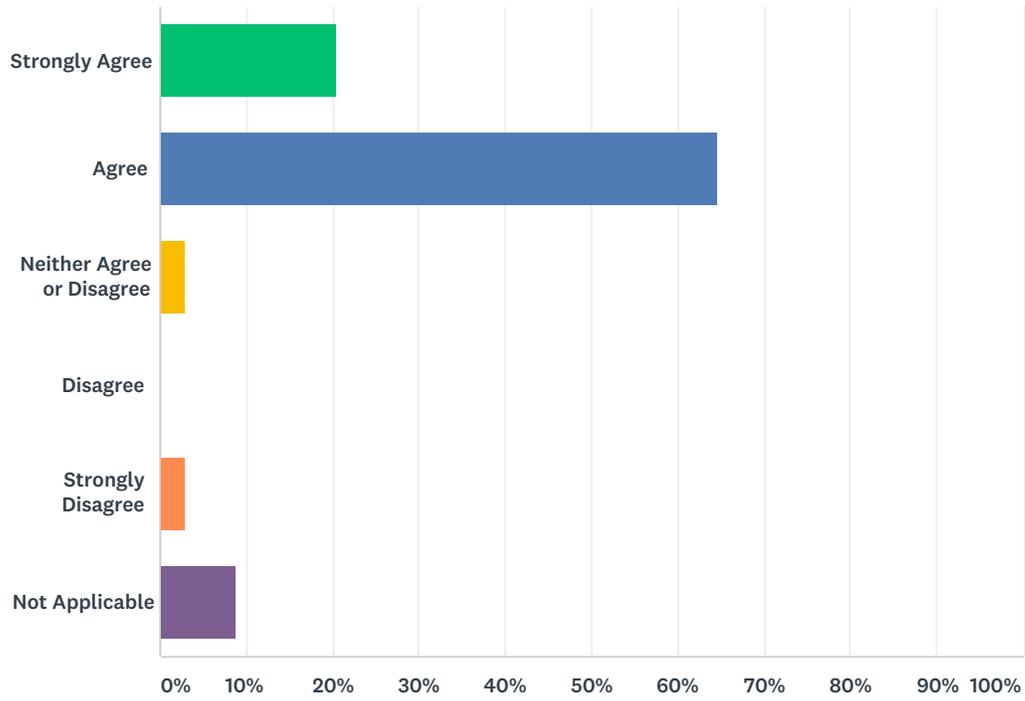
Answered: 34 Skipped: 5



ANSWER CHOICES	RESPONSES	
Strongly Agree	26.47%	9
Agree	47.06%	16
Neither Agree or Disagree	8.82%	3
Disagree	5.88%	2
Strongly Disagree	0.00%	0
Not Applicable	11.76%	4
TOTAL		34

Q11 The office location was accessible.

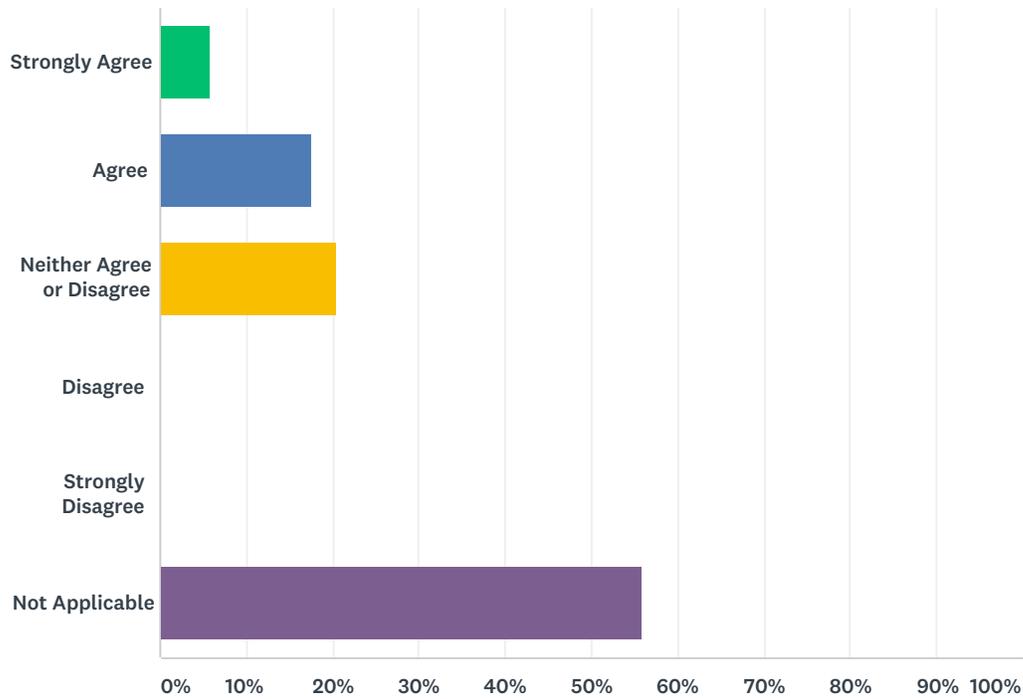
Answered: 34 Skipped: 5



ANSWER CHOICES	RESPONSES	
Strongly Agree	20.59%	7
Agree	64.71%	22
Neither Agree or Disagree	2.94%	1
Disagree	0.00%	0
Strongly Disagree	2.94%	1
Not Applicable	8.82%	3
TOTAL		34

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

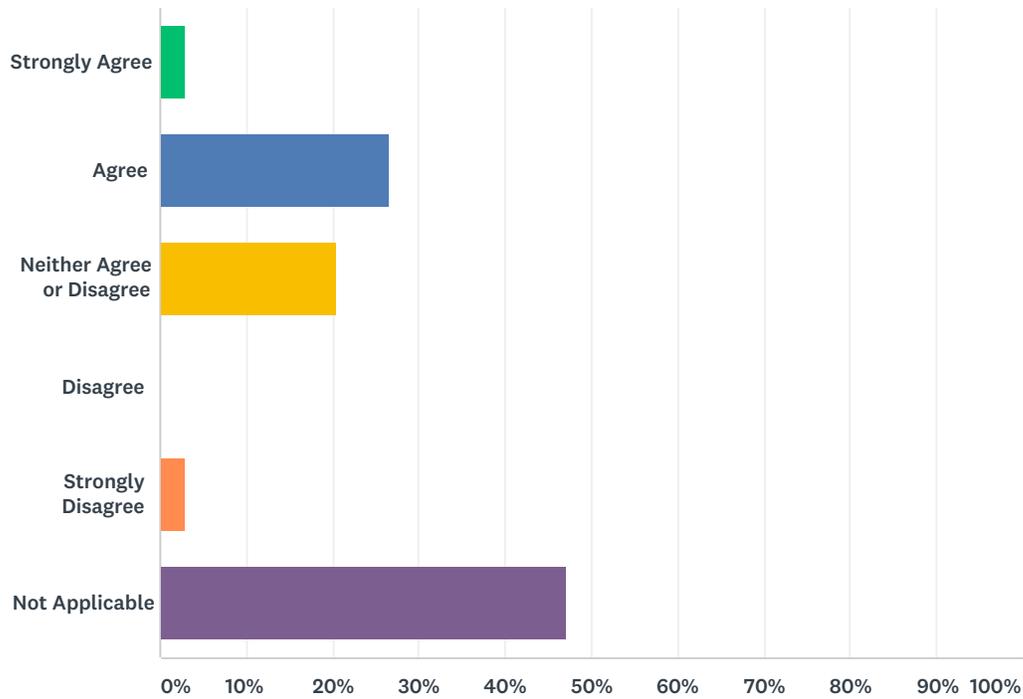
Answered: 34 Skipped: 5



ANSWER CHOICES	RESPONSES	
Strongly Agree	5.88%	2
Agree	17.65%	6
Neither Agree or Disagree	20.59%	7
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	55.88%	19
TOTAL		34

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

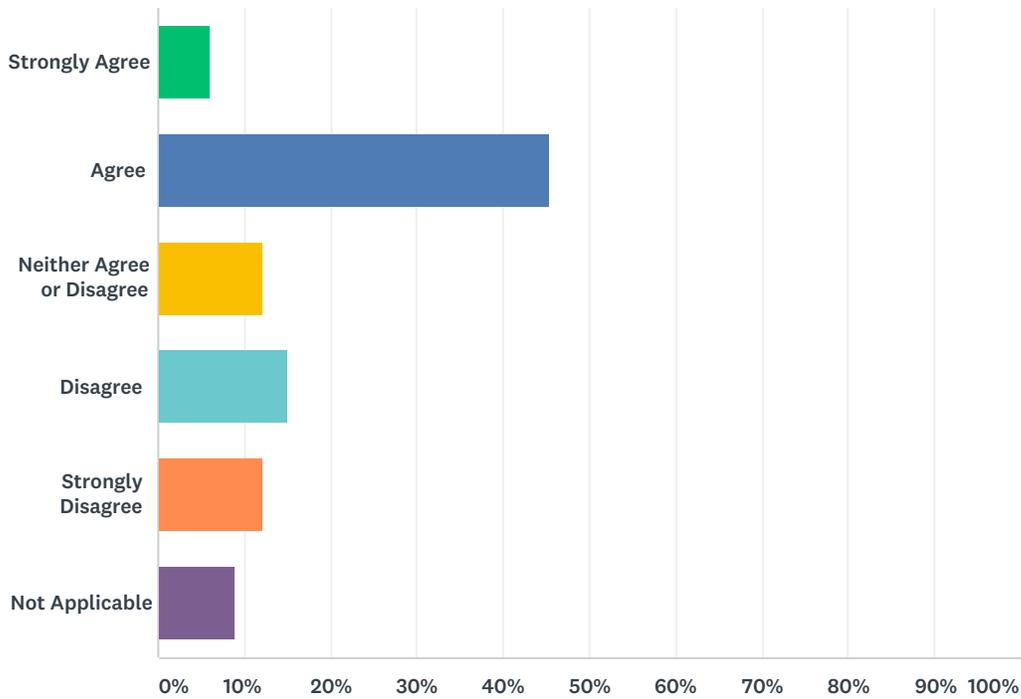
Answered: 34 Skipped: 5



ANSWER CHOICES	RESPONSES	
Strongly Agree	2.94%	1
Agree	26.47%	9
Neither Agree or Disagree	20.59%	7
Disagree	0.00%	0
Strongly Disagree	2.94%	1
Not Applicable	47.06%	16
TOTAL		34

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

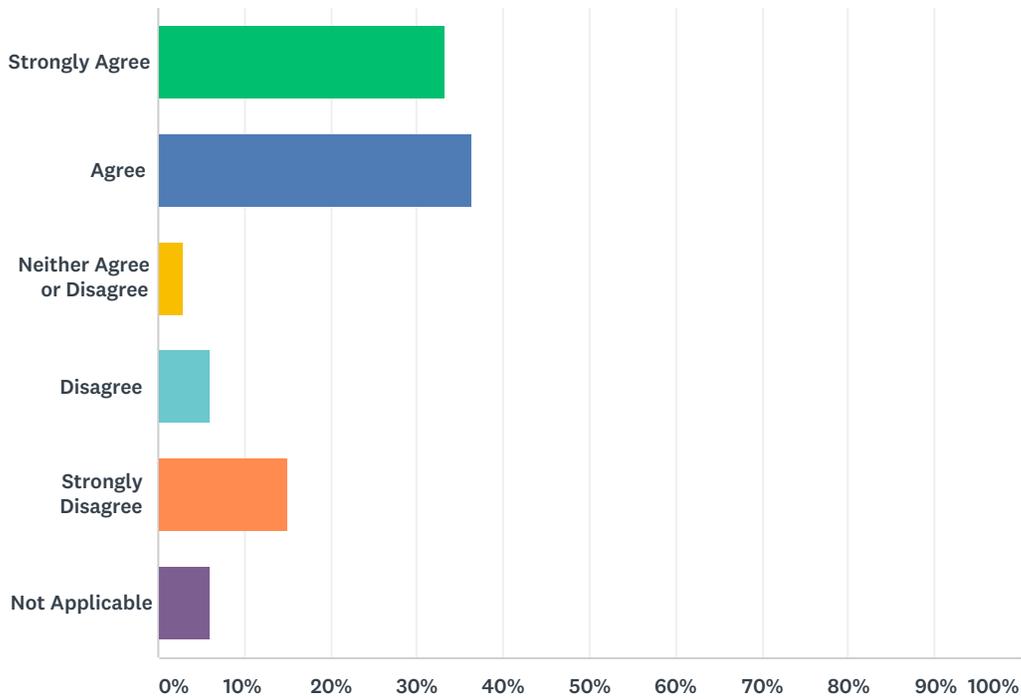
Answered: 33 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Agree	6.06%	2
Agree	45.45%	15
Neither Agree or Disagree	12.12%	4
Disagree	15.15%	5
Strongly Disagree	12.12%	4
Not Applicable	9.09%	3
TOTAL		33

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

Answered: 33 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Agree	33.33%	11
Agree	36.36%	12
Neither Agree or Disagree	3.03%	1
Disagree	6.06%	2
Strongly Disagree	15.15%	5
Not Applicable	6.06%	2
TOTAL		33

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: 31