

# State Office of Administrative Hearings



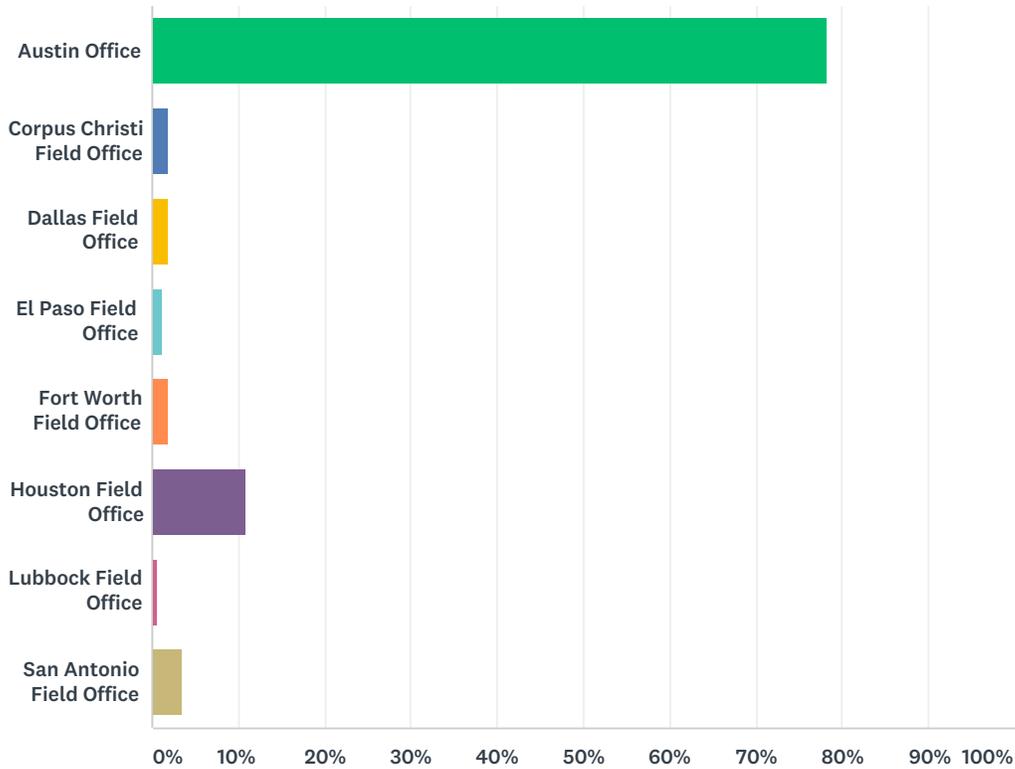
## Hearings Customer Service Survey

### Fiscal Year 2019 Survey Results

September 1, 2018 through August 31, 2019

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

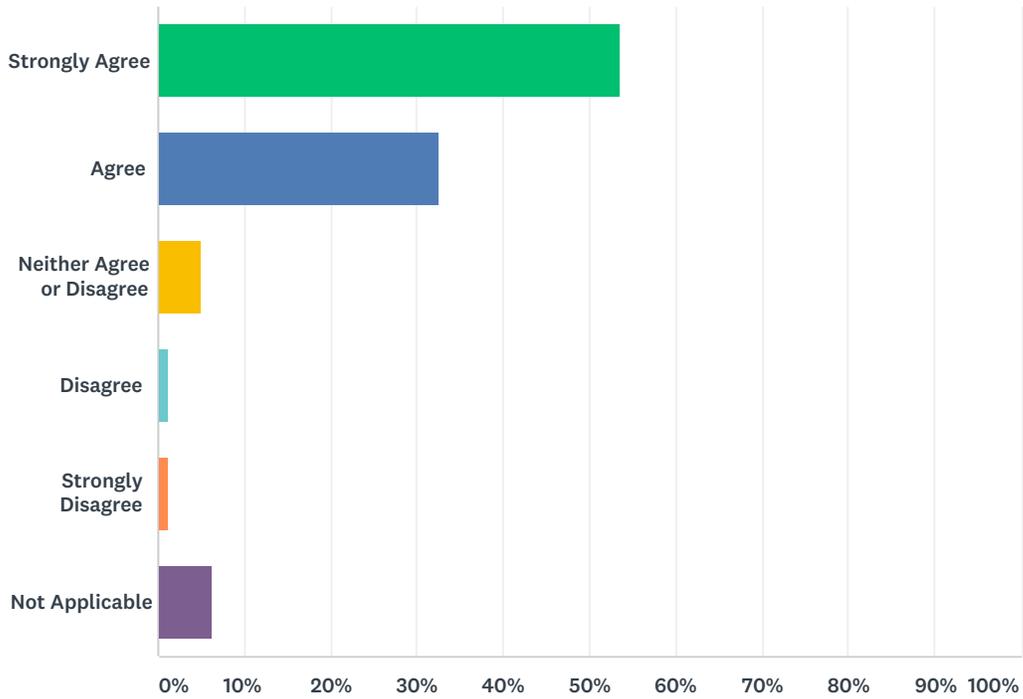
Answered: 166 Skipped: 0



ANSWER CHOICES	RESPONSES	
Austin Office	78.31%	130
Corpus Christi Field Office	1.81%	3
Dallas Field Office	1.81%	3
El Paso Field Office	1.20%	2
Fort Worth Field Office	1.81%	3
Houston Field Office	10.84%	18
Lubbock Field Office	0.60%	1
San Antonio Field Office	3.61%	6
<b>TOTAL</b>		<b>166</b>

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

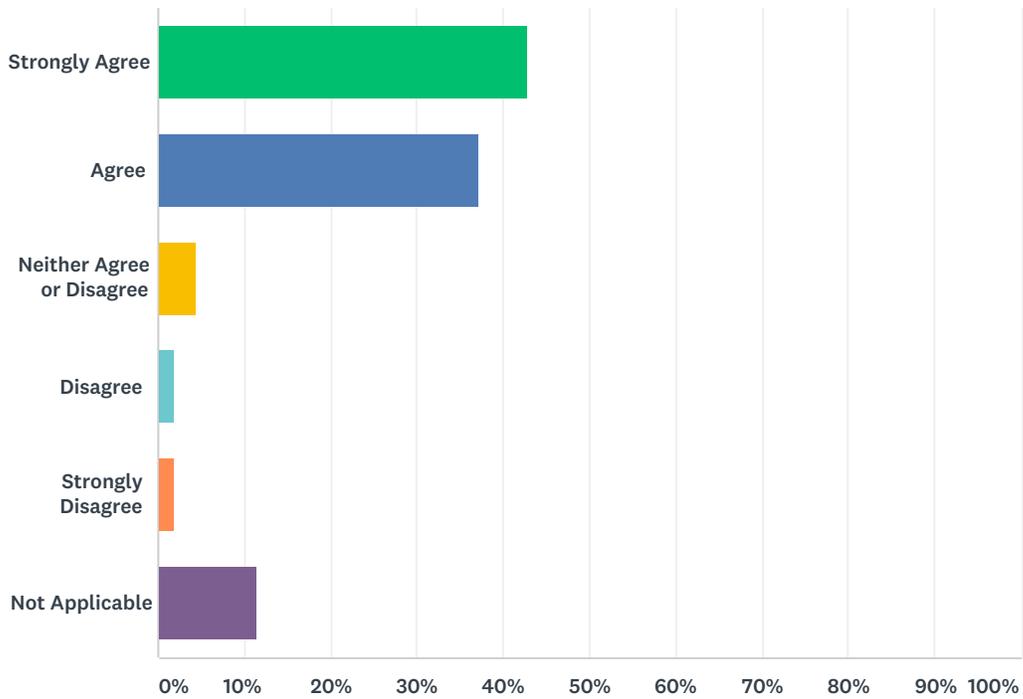
Answered: 159 Skipped: 7



ANSWER CHOICES	RESPONSES	
Strongly Agree	53.46%	85
Agree	32.70%	52
Neither Agree or Disagree	5.03%	8
Disagree	1.26%	2
Strongly Disagree	1.26%	2
Not Applicable	6.29%	10
<b>TOTAL</b>		<b>159</b>

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

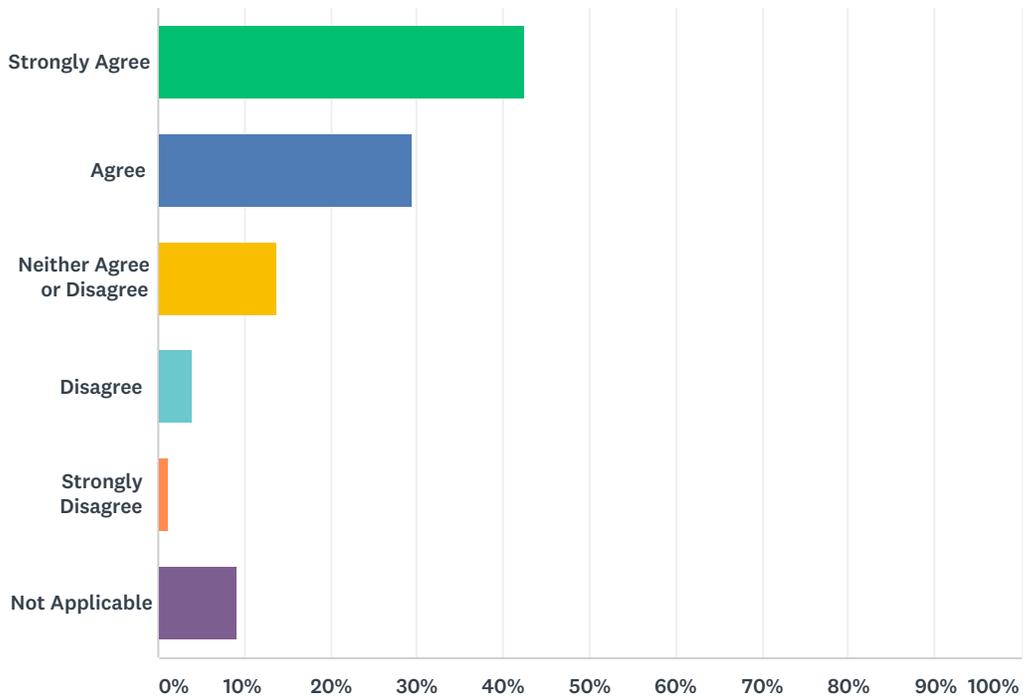
Answered: 156 Skipped: 10



ANSWER CHOICES	RESPONSES	
Strongly Agree	42.95%	67
Agree	37.18%	58
Neither Agree or Disagree	4.49%	7
Disagree	1.92%	3
Strongly Disagree	1.92%	3
Not Applicable	11.54%	18
<b>TOTAL</b>		<b>156</b>

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

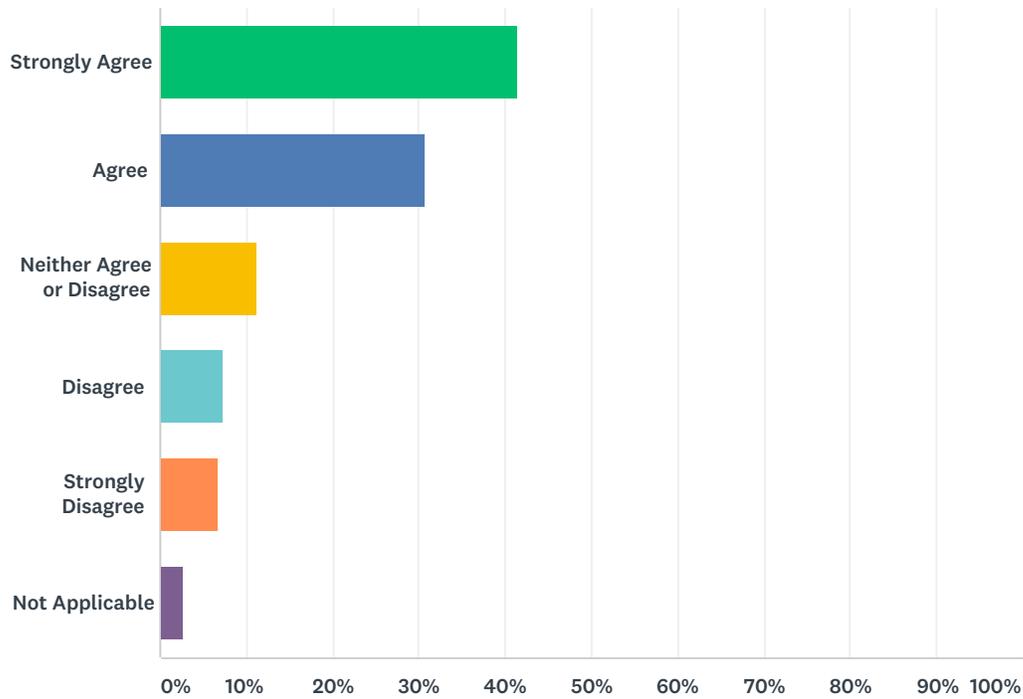
Answered: 153 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Agree	42.48%	65
Agree	29.41%	45
Neither Agree or Disagree	13.73%	21
Disagree	3.92%	6
Strongly Disagree	1.31%	2
Not Applicable	9.15%	14
<b>TOTAL</b>		<b>153</b>

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

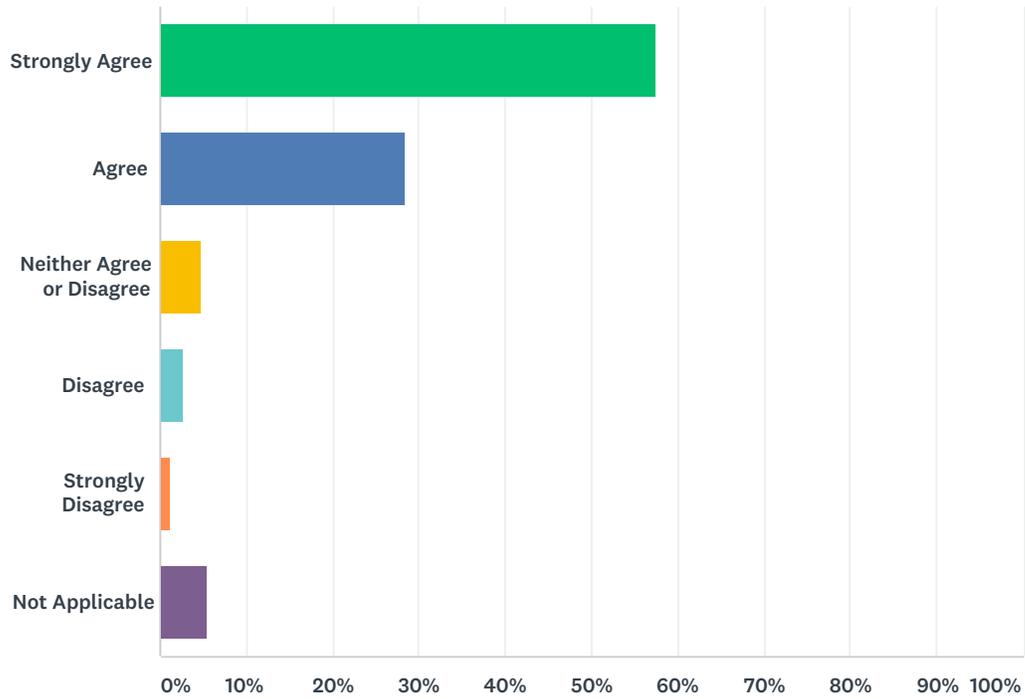
Answered: 150 Skipped: 16



ANSWER CHOICES	RESPONSES	
Strongly Agree	41.33%	62
Agree	30.67%	46
Neither Agree or Disagree	11.33%	17
Disagree	7.33%	11
Strongly Disagree	6.67%	10
Not Applicable	2.67%	4
<b>TOTAL</b>		<b>150</b>

## Q6 The Administrative Law Judge was courteous and professional.

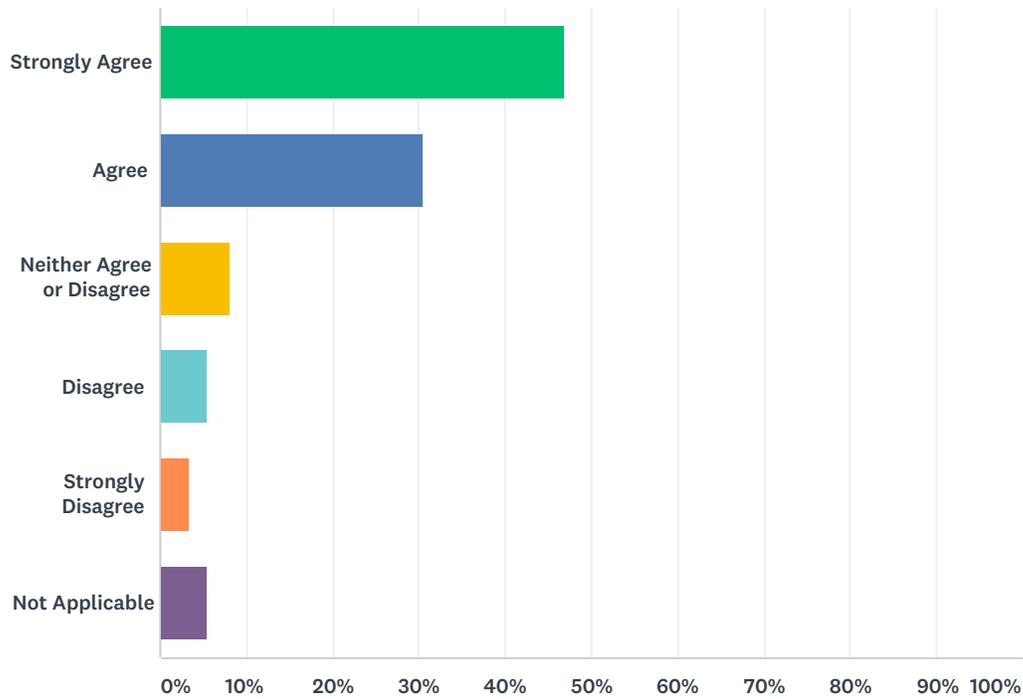
Answered: 148 Skipped: 18



ANSWER CHOICES	RESPONSES	
Strongly Agree	57.43%	85
Agree	28.38%	42
Neither Agree or Disagree	4.73%	7
Disagree	2.70%	4
Strongly Disagree	1.35%	2
Not Applicable	5.41%	8
<b>TOTAL</b>		<b>148</b>

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

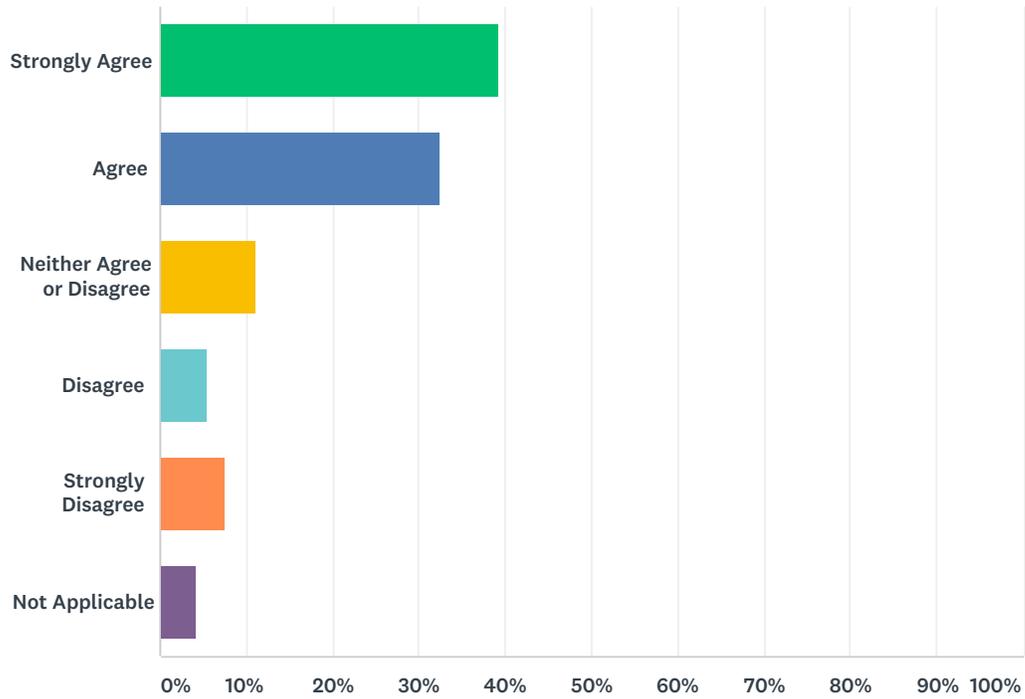
Answered: 147 Skipped: 19



ANSWER CHOICES	RESPONSES	
Strongly Agree	46.94%	69
Agree	30.61%	45
Neither Agree or Disagree	8.16%	12
Disagree	5.44%	8
Strongly Disagree	3.40%	5
Not Applicable	5.44%	8
<b>TOTAL</b>		<b>147</b>

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

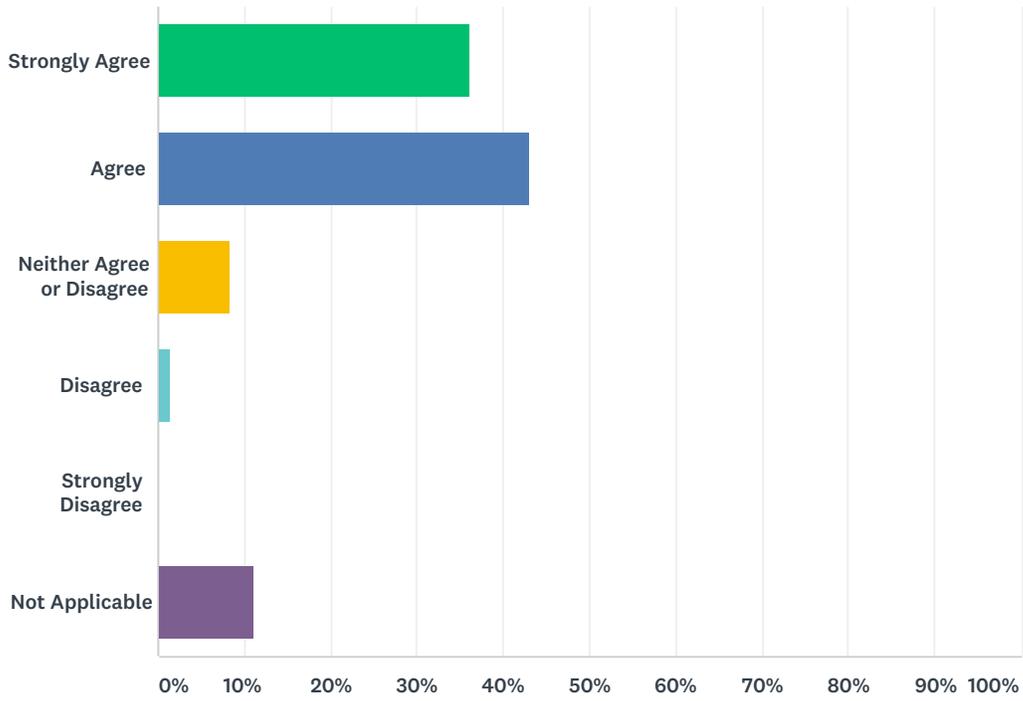
Answered: 145 Skipped: 21



ANSWER CHOICES	RESPONSES	
Strongly Agree	39.31%	57
Agree	32.41%	47
Neither Agree or Disagree	11.03%	16
Disagree	5.52%	8
Strongly Disagree	7.59%	11
Not Applicable	4.14%	6
<b>TOTAL</b>		<b>145</b>

### Q9 The hearing room was clean and well-kept.

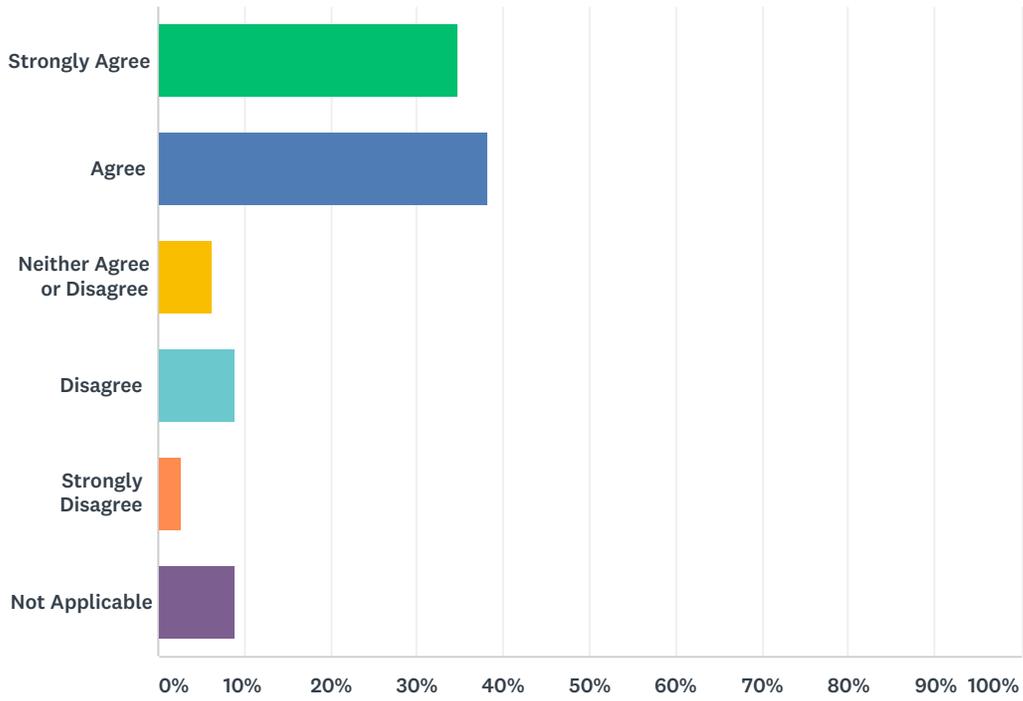
Answered: 144 Skipped: 22



ANSWER CHOICES	RESPONSES	
Strongly Agree	36.11%	52
Agree	43.06%	62
Neither Agree or Disagree	8.33%	12
Disagree	1.39%	2
Strongly Disagree	0.00%	0
Not Applicable	11.11%	16
<b>TOTAL</b>		<b>144</b>

### Q10 The office location was accessible.

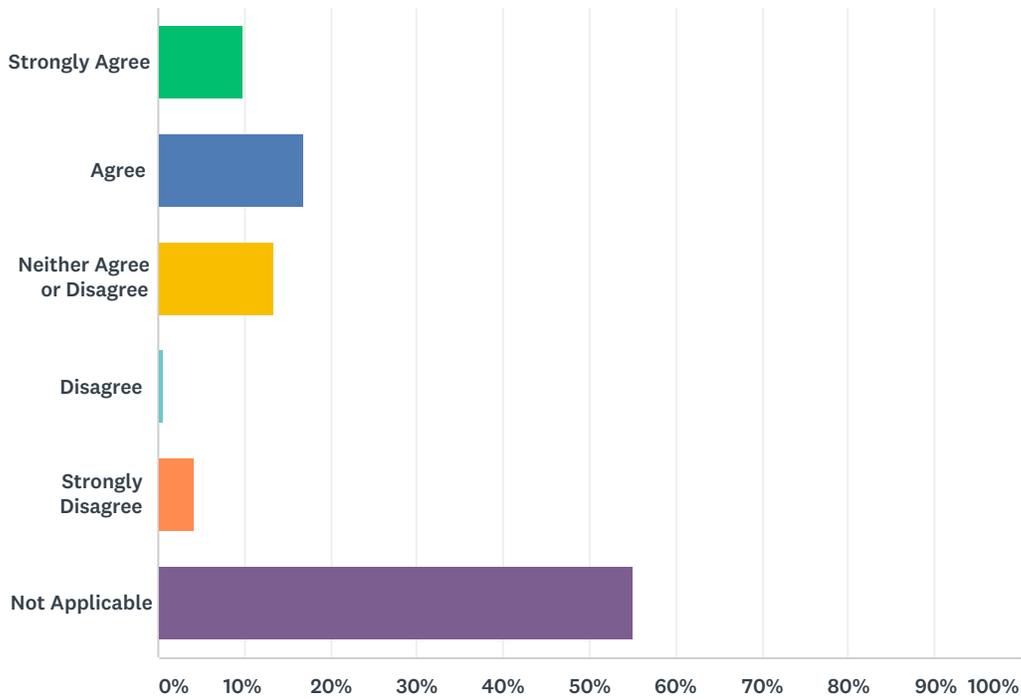
Answered: 144 Skipped: 22



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.72%	50
Agree	38.19%	55
Neither Agree or Disagree	6.25%	9
Disagree	9.03%	13
Strongly Disagree	2.78%	4
Not Applicable	9.03%	13
<b>TOTAL</b>		<b>144</b>

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

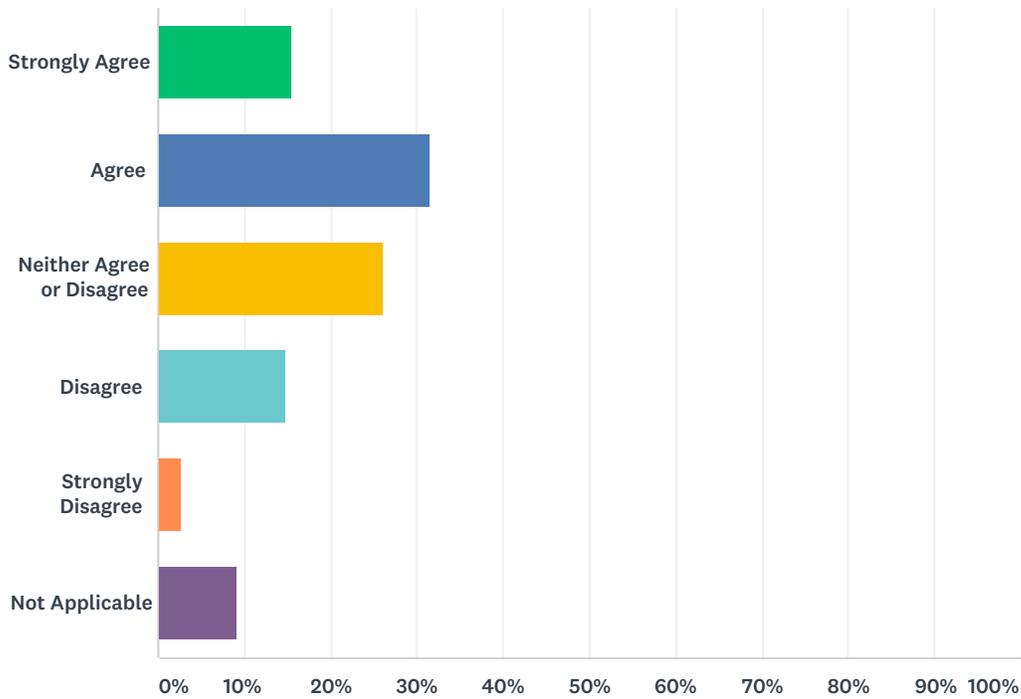
Answered: 142 Skipped: 24



ANSWER CHOICES	RESPONSES	
Strongly Agree	9.86%	14
Agree	16.90%	24
Neither Agree or Disagree	13.38%	19
Disagree	0.70%	1
Strongly Disagree	4.23%	6
Not Applicable	54.93%	78
<b>TOTAL</b>		<b>142</b>

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

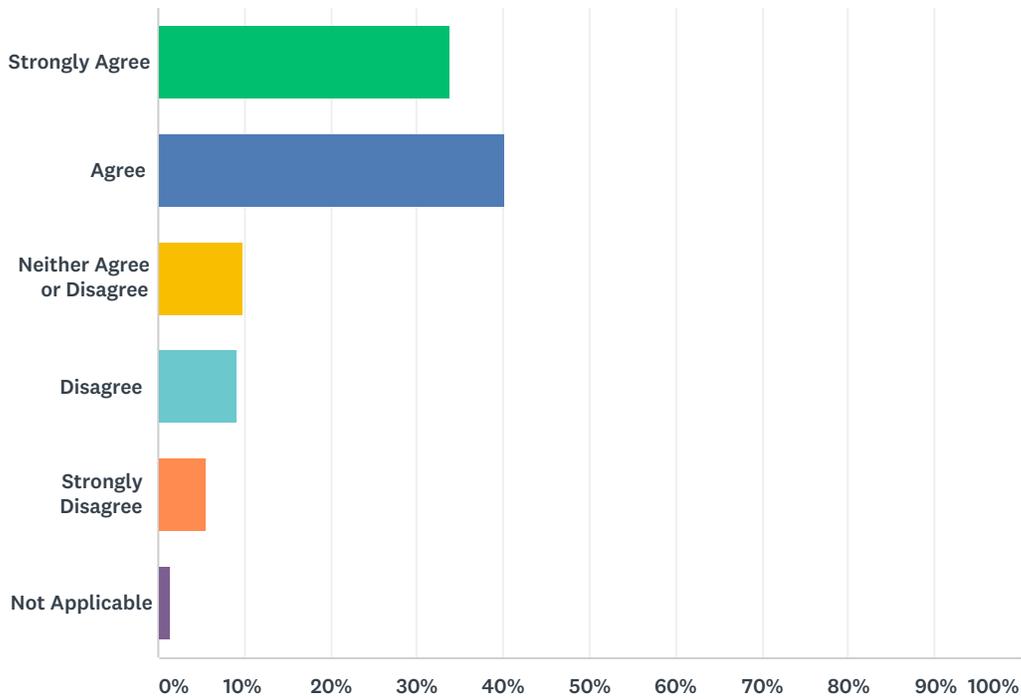
Answered: 142 Skipped: 24



ANSWER CHOICES	RESPONSES	
Strongly Agree	15.49%	22
Agree	31.69%	45
Neither Agree or Disagree	26.06%	37
Disagree	14.79%	21
Strongly Disagree	2.82%	4
Not Applicable	9.15%	13
<b>TOTAL</b>		<b>142</b>

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

Answered: 142 Skipped: 24



ANSWER CHOICES	RESPONSES	
Strongly Agree	33.80%	48
Agree	40.14%	57
Neither Agree or Disagree	9.86%	14
Disagree	9.15%	13
Strongly Disagree	5.63%	8
Not Applicable	1.41%	2
<b>TOTAL</b>		<b>142</b>

**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: 38 Skipped: 128