

State Office of Administrative Hearings



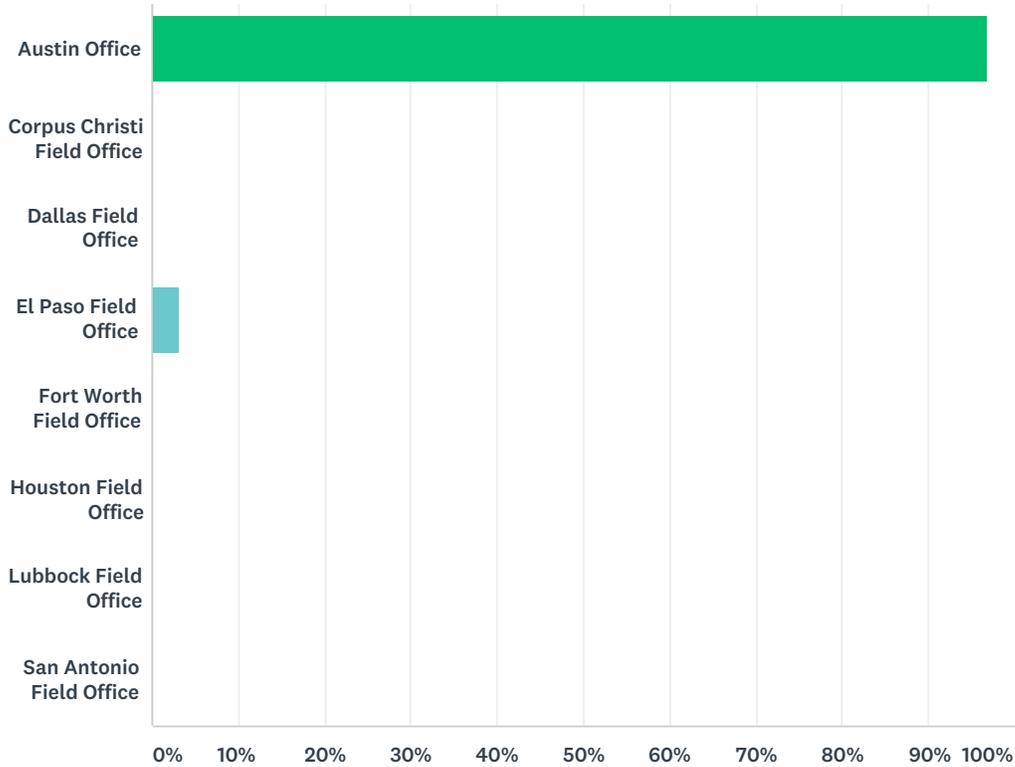
Mediation Customer Service Survey

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:

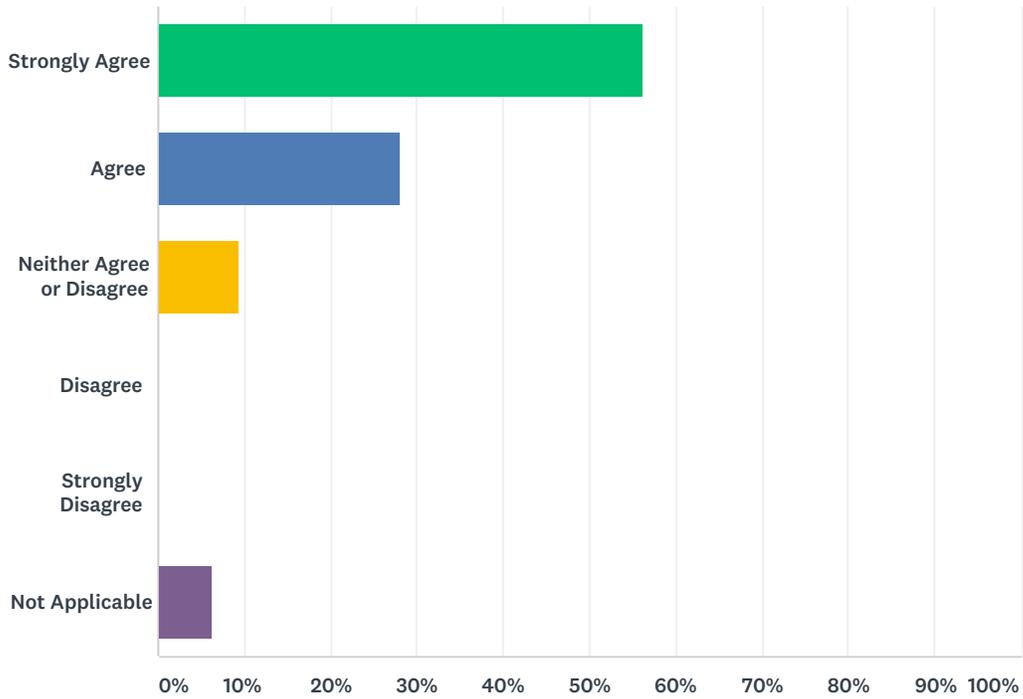
Answered: 31 Skipped: 1



ANSWER CHOICES	RESPONSES	
Austin Office	96.77%	30
Corpus Christi Field Office	0.00%	0
Dallas Field Office	0.00%	0
El Paso Field Office	3.23%	1
Fort Worth Field Office	0.00%	0
Houston Field Office	0.00%	0
Lubbock Field Office	0.00%	0
San Antonio Field Office	0.00%	0
TOTAL		31

Q2 Administrative and docketing staff were courteous and professional.

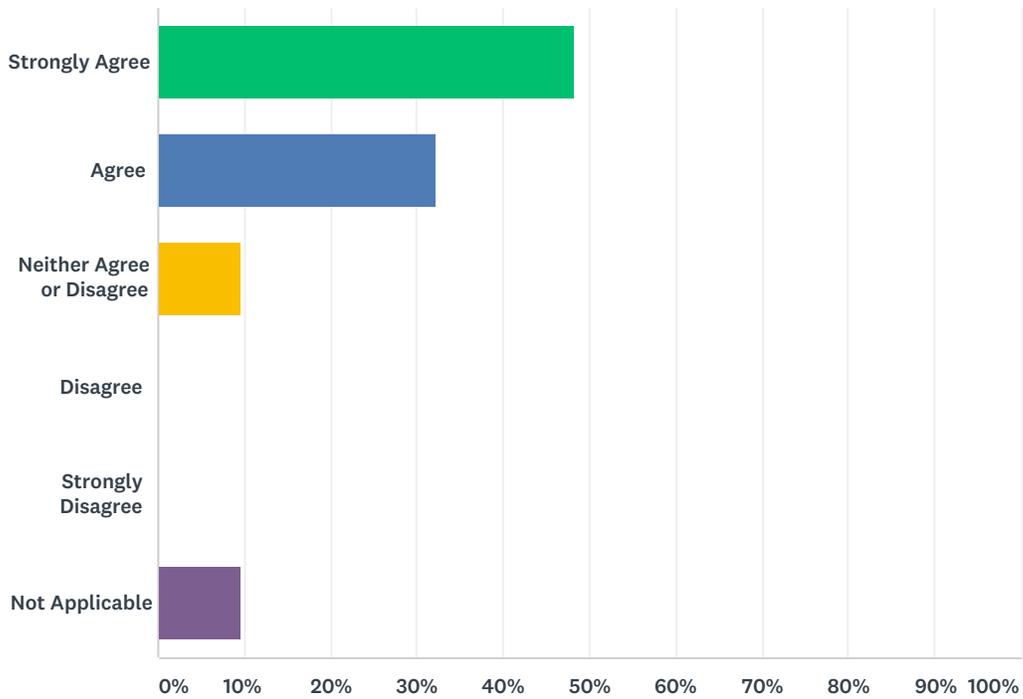
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	56.25%	18
Agree	28.13%	9
Neither Agree or Disagree	9.38%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	6.25%	2
TOTAL		32

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

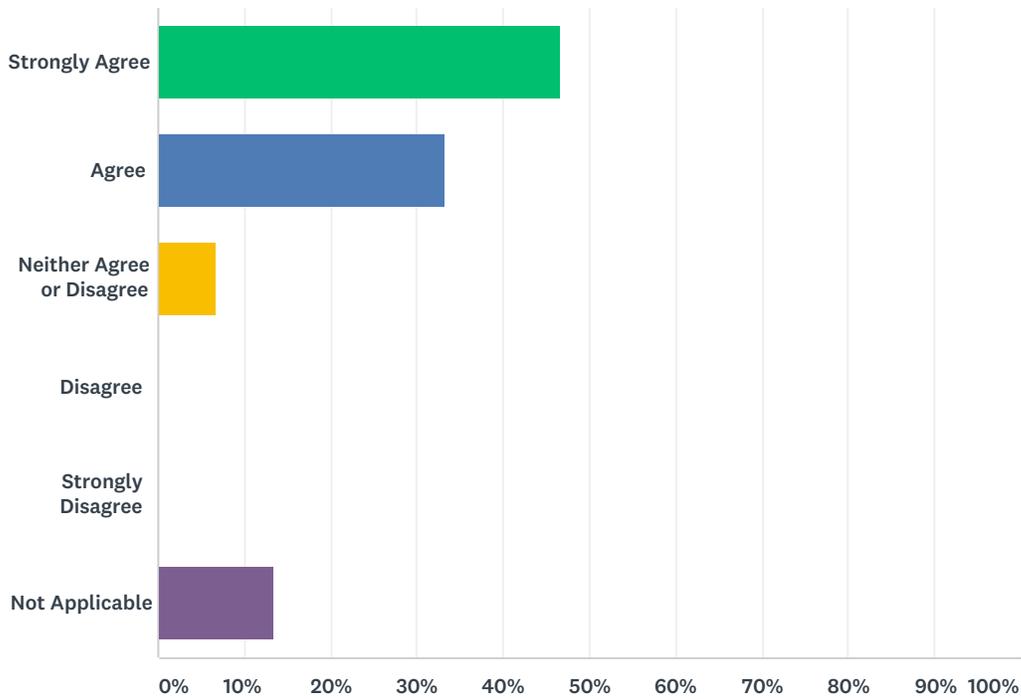
Answered: 31 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	48.39%	15
Agree	32.26%	10
Neither Agree or Disagree	9.68%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	9.68%	3
TOTAL		31

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

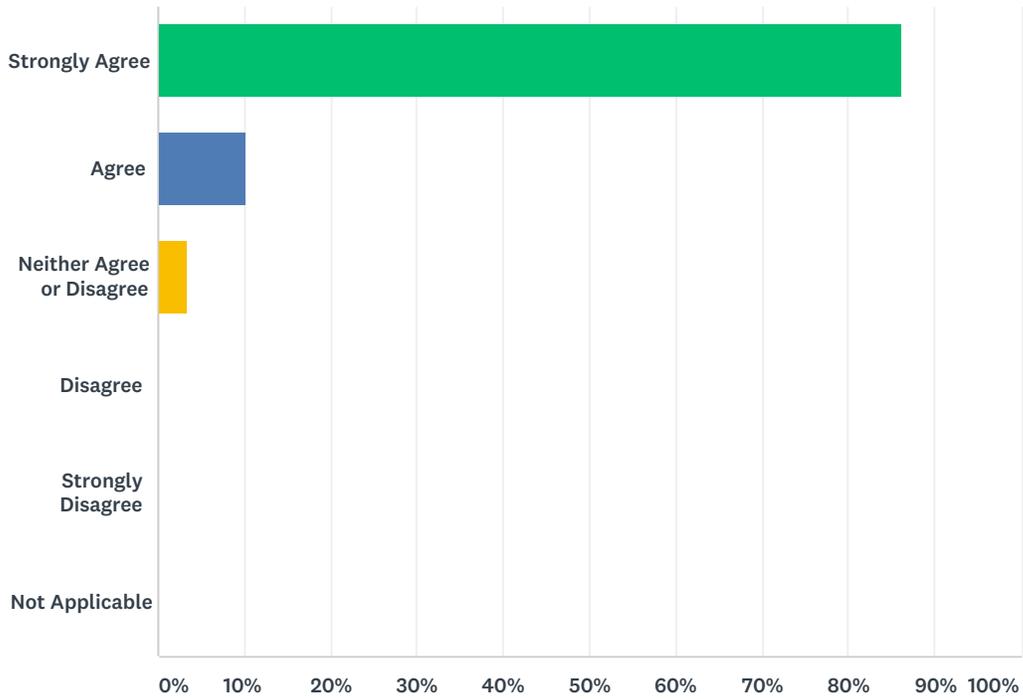
Answered: 30 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	46.67%	14
Agree	33.33%	10
Neither Agree or Disagree	6.67%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	13.33%	4
TOTAL		30

Q5 The mediator was courteous and professional.

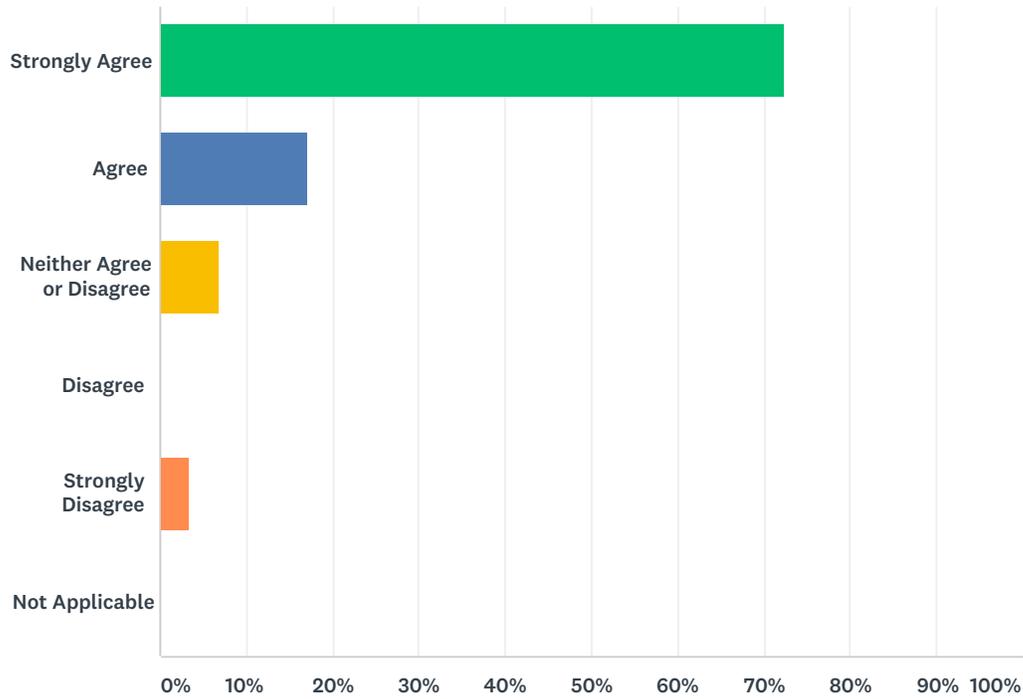
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	86.21%	25
Agree	10.34%	3
Neither Agree or Disagree	3.45%	1
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		29

Q6 The mediator was fair and impartial.

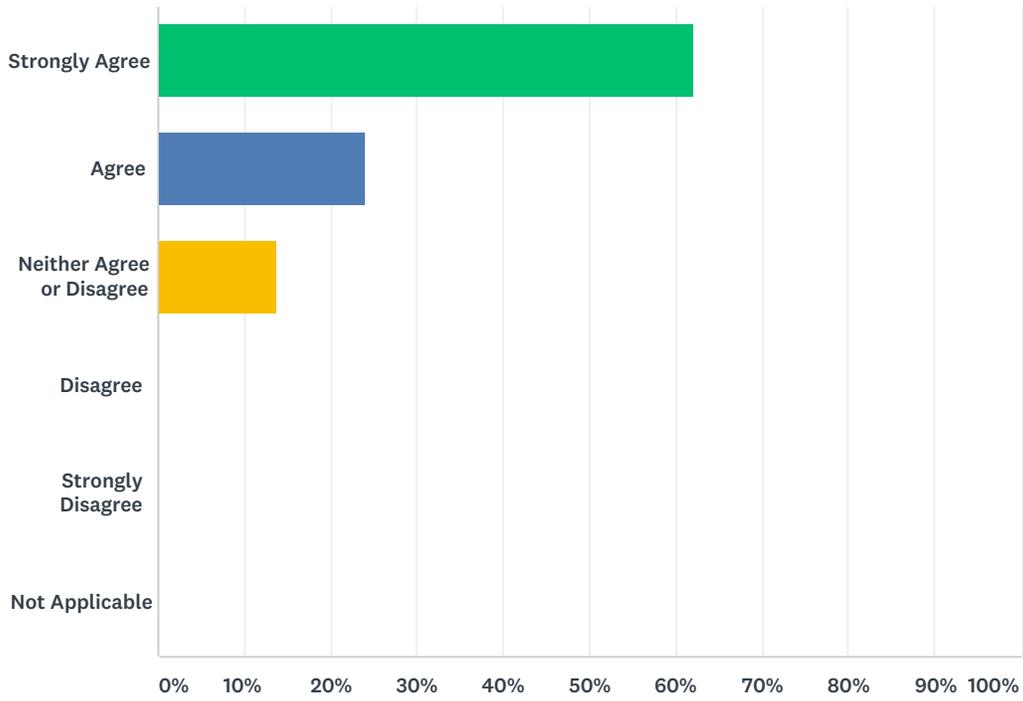
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	72.41%	21
Agree	17.24%	5
Neither Agree or Disagree	6.90%	2
Disagree	0.00%	0
Strongly Disagree	3.45%	1
Not Applicable	0.00%	0
TOTAL		29

Q7 The mediator understood the issues and the relevant law.

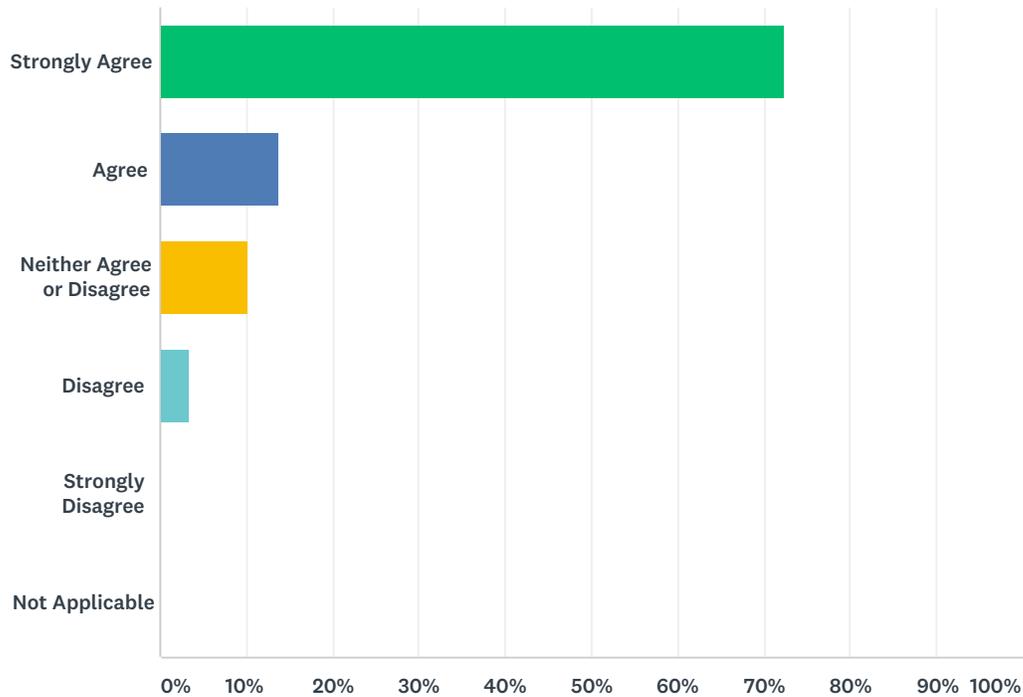
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	62.07%	18
Agree	24.14%	7
Neither Agree or Disagree	13.79%	4
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		29

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

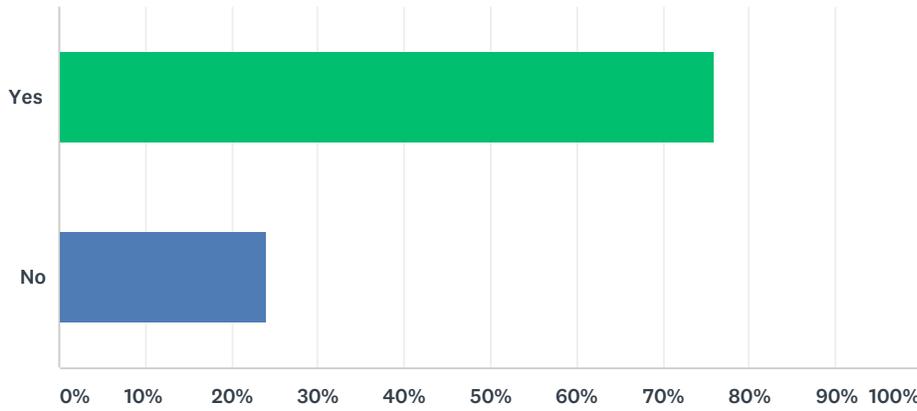
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	72.41%	21
Agree	13.79%	4
Neither Agree or Disagree	10.34%	3
Disagree	3.45%	1
Strongly Disagree	0.00%	0
Not Applicable	0.00%	0
TOTAL		29

Q9 Did your case settle as a result of mediation?

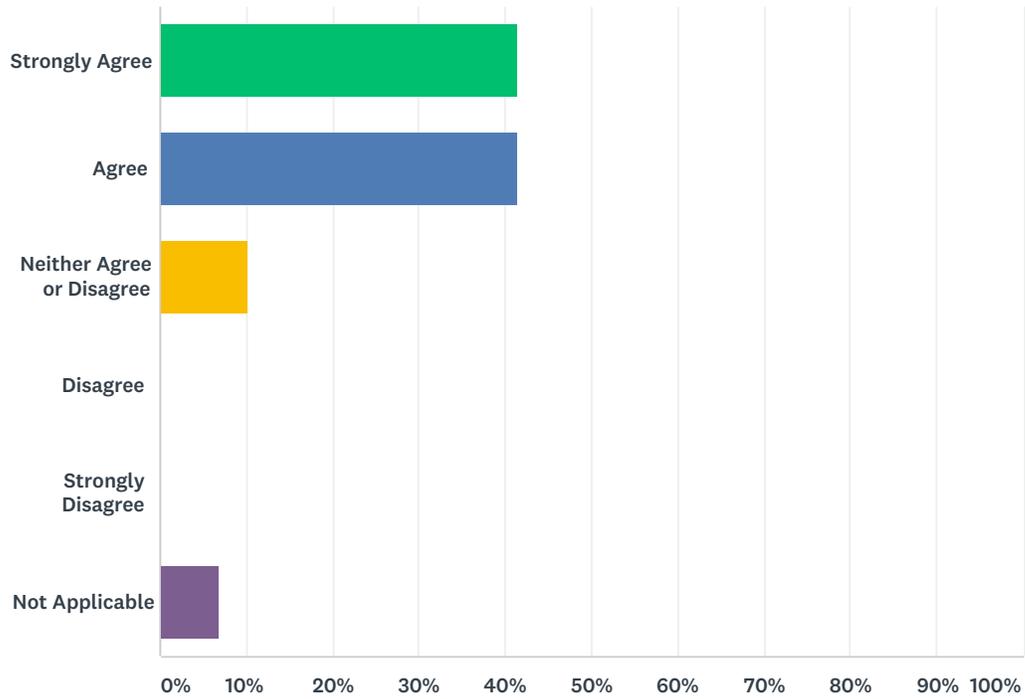
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	75.86%	22
No	24.14%	7
TOTAL		29

Q10 The mediation room was clean and well-kept.

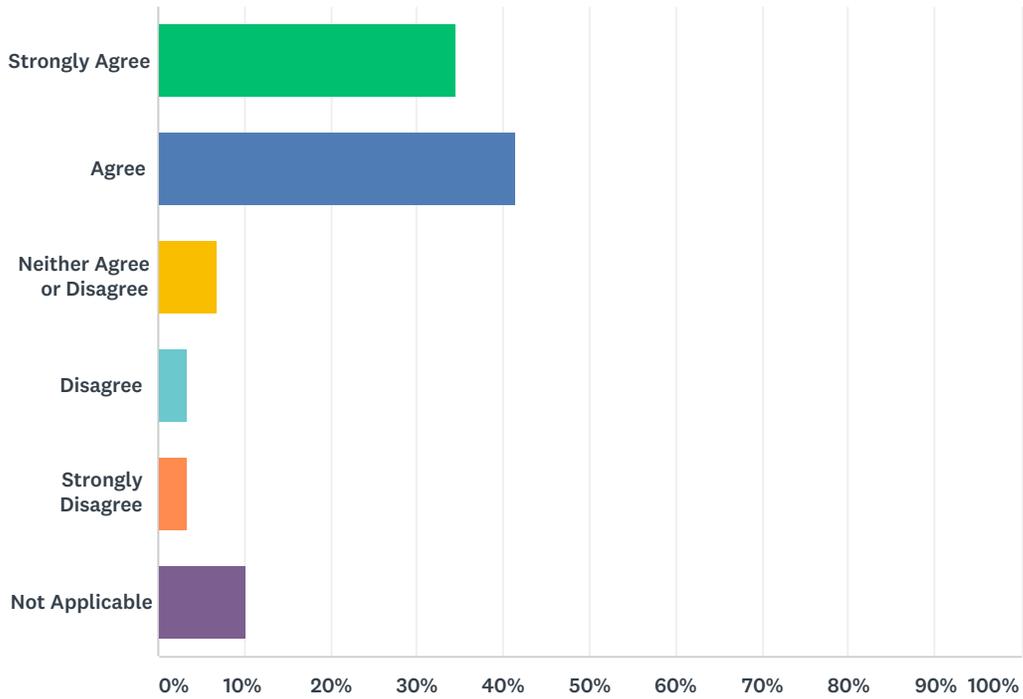
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	41.38%	12
Agree	41.38%	12
Neither Agree or Disagree	10.34%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	6.90%	2
TOTAL		29

Q11 The office location was accessible.

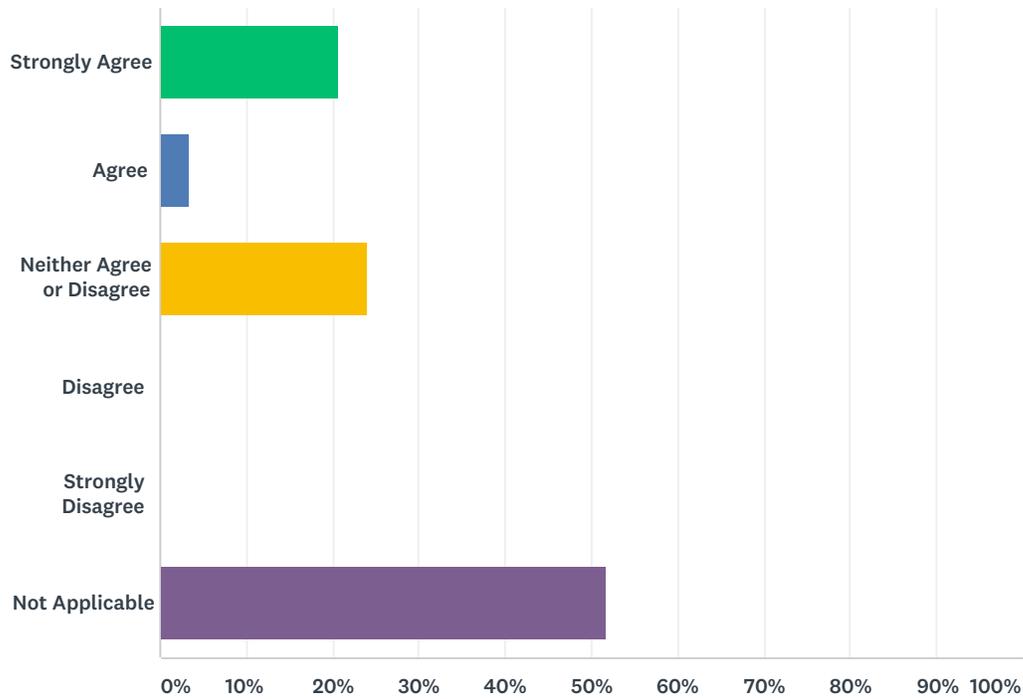
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.48%	10
Agree	41.38%	12
Neither Agree or Disagree	6.90%	2
Disagree	3.45%	1
Strongly Disagree	3.45%	1
Not Applicable	10.34%	3
TOTAL		29

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

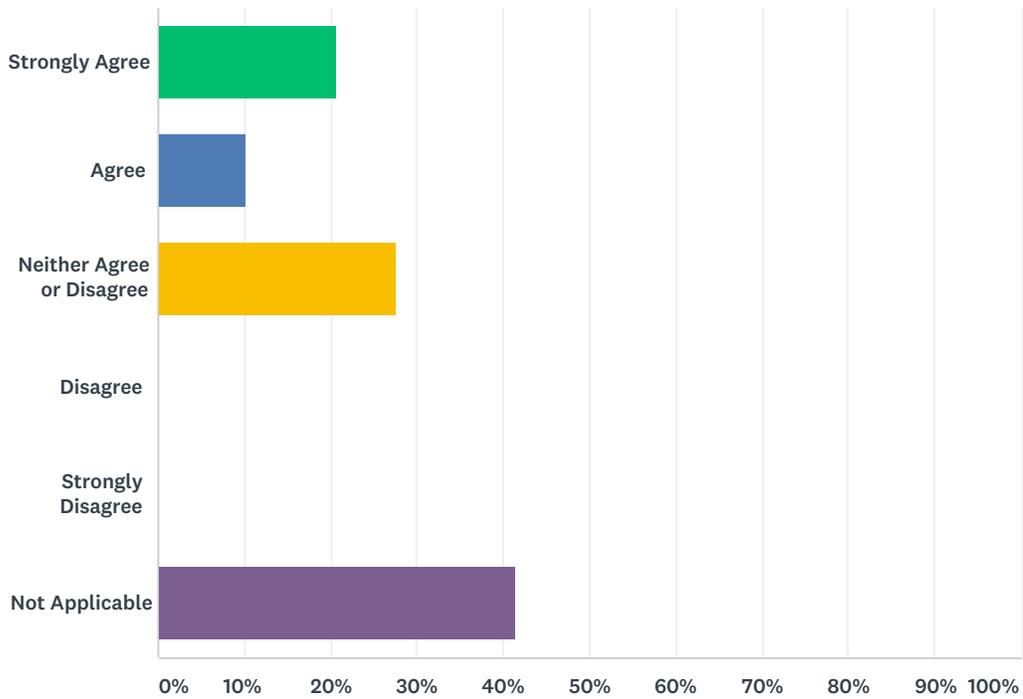
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	20.69%	6
Agree	3.45%	1
Neither Agree or Disagree	24.14%	7
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	51.72%	15
TOTAL		29

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

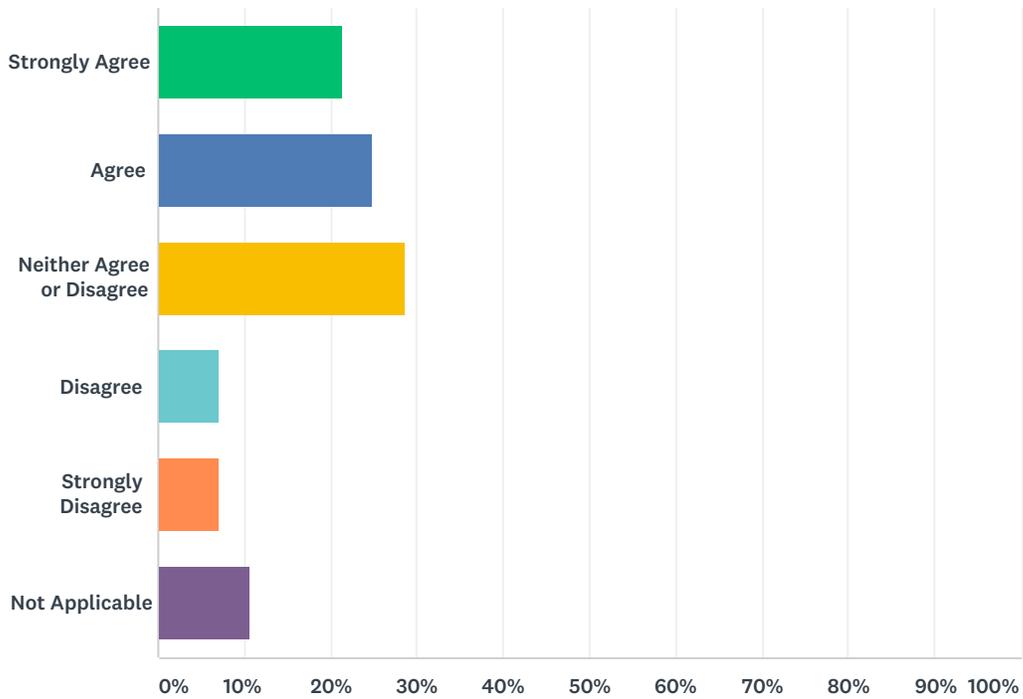
Answered: 29 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	20.69%	6
Agree	10.34%	3
Neither Agree or Disagree	27.59%	8
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Not Applicable	41.38%	12
TOTAL		29

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

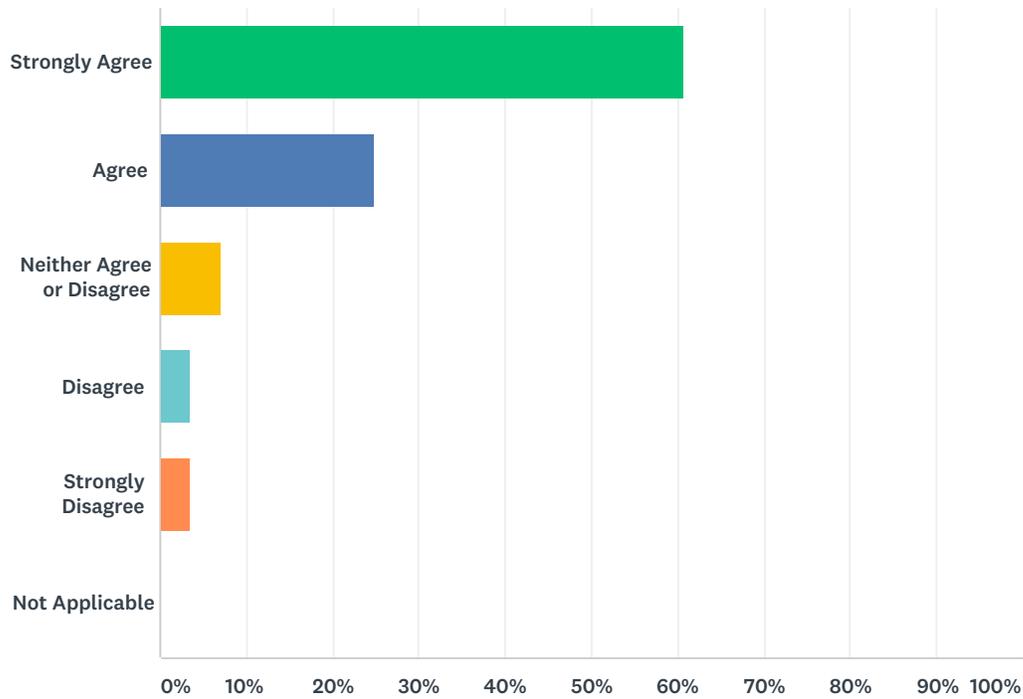
Answered: 28 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Agree	21.43%	6
Agree	25.00%	7
Neither Agree or Disagree	28.57%	8
Disagree	7.14%	2
Strongly Disagree	7.14%	2
Not Applicable	10.71%	3
TOTAL		28

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

Answered: 28 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Agree	60.71%	17
Agree	25.00%	7
Neither Agree or Disagree	7.14%	2
Disagree	3.57%	1
Strongly Disagree	3.57%	1
Not Applicable	0.00%	0
TOTAL		28

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

Answered: 5 Skipped: 27