

State Office of Administrative Hearings



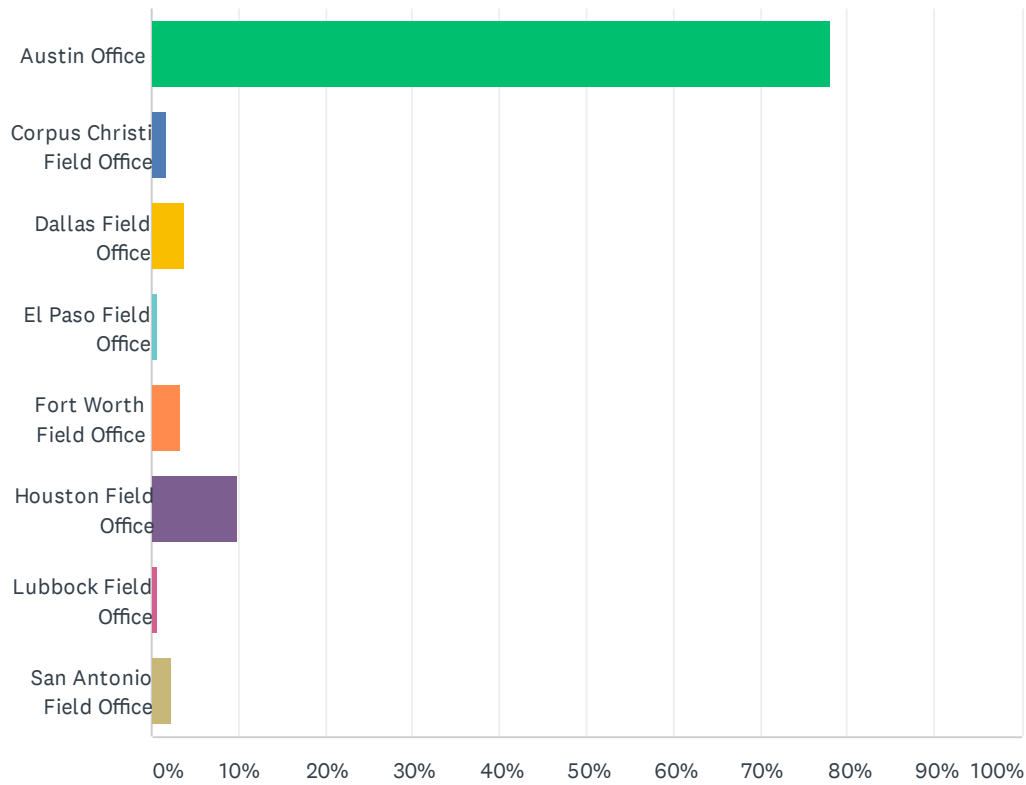
Hearings Customer Service Survey

Fiscal Year 2020 Survey Results

September 1, 2019, through August 31, 2020

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

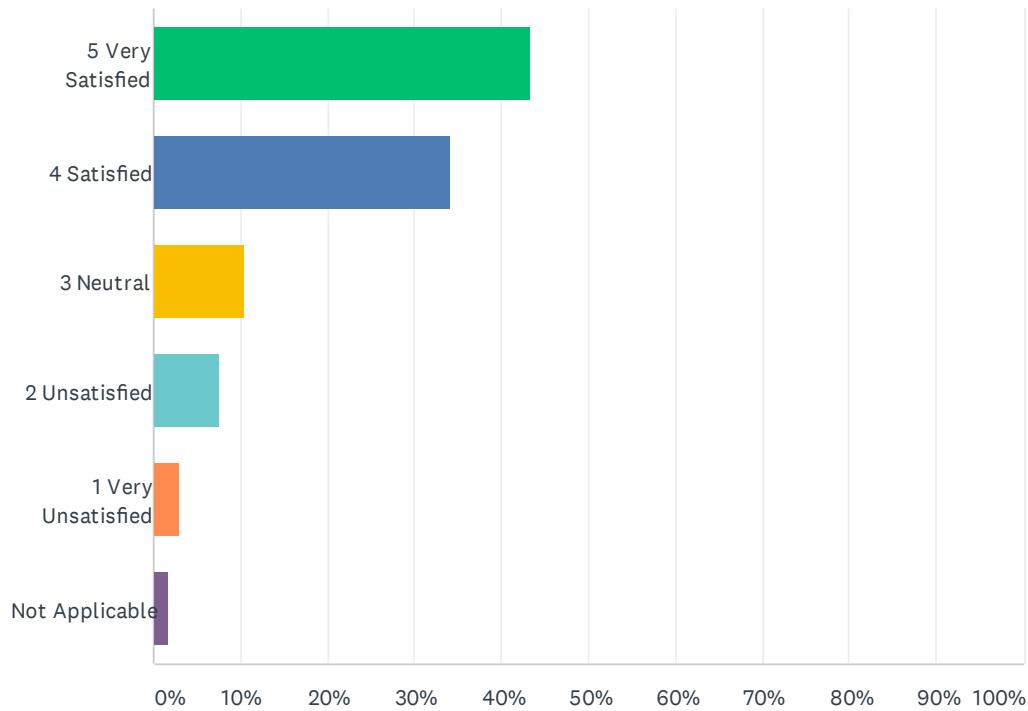
Answered: 182 Skipped: 1



ANSWER CHOICES	RESPONSES	
Austin Office	78.02%	142
Corpus Christi Field Office	1.65%	3
Dallas Field Office	3.85%	7
El Paso Field Office	0.55%	1
Fort Worth Field Office	3.30%	6
Houston Field Office	9.89%	18
Lubbock Field Office	0.55%	1
San Antonio Field Office	2.20%	4
TOTAL		182

Q2 How satisfied are you with agency administrative and docketing staff, including employee courtesy, friendliness, professionalism, and knowledgeability, and whether staff members adequately identify themselves to customers by name?

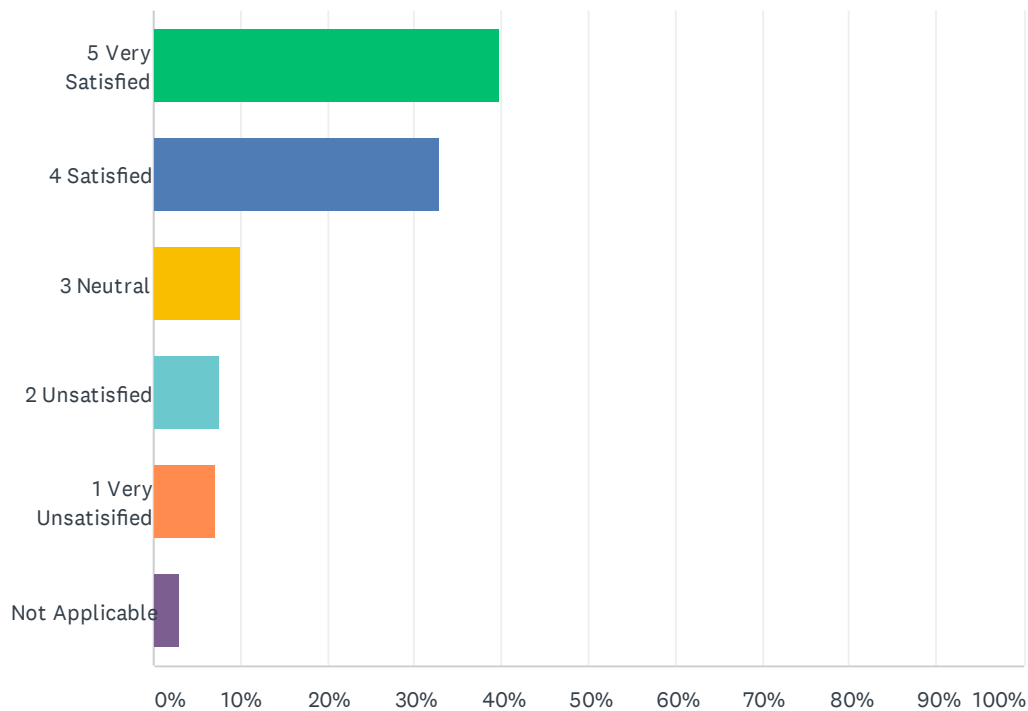
Answered: 173 Skipped: 10



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	43.35%	75
4 Satisfied	34.10%	59
3 Neutral	10.40%	18
2 Unsatisfied	7.51%	13
1 Very Unsatisfied	2.89%	5
Not Applicable	1.73%	3
TOTAL		173

Q3 How satisfied are you with the ability of the agency staff to timely respond to you, including the amount of time you waited for a response or for service in person?

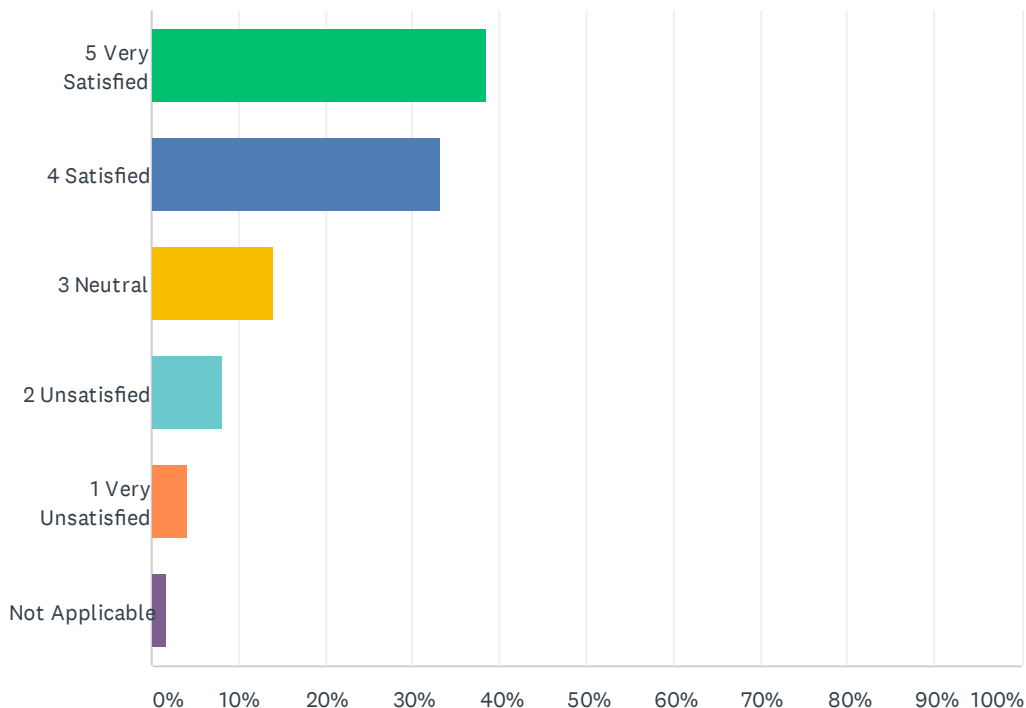
Answered: 171 Skipped: 12



ANSWER CHOICES	RESPONSES
5 Very Satisfied	39.77% 68
4 Satisfied	32.75% 56
3 Neutral	9.94% 17
2 Unsatisfied	7.60% 13
1 Very Unsatisfied	7.02% 12
Not Applicable	2.92% 5
TOTAL	171

Q4 How satisfied are you with agency communications, including telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any other communications?

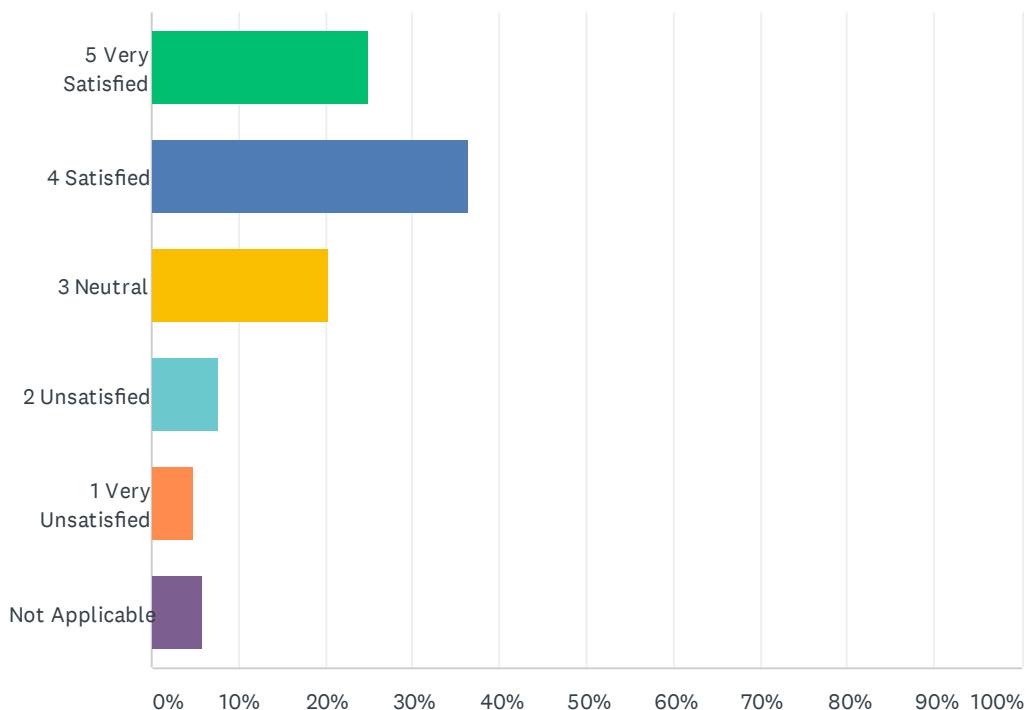
Answered: 171 Skipped: 12



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	38.60%	66
4 Satisfied	33.33%	57
3 Neutral	14.04%	24
2 Unsatisfied	8.19%	14
1 Very Unsatisfied	4.09%	7
Not Applicable	1.75%	3
TOTAL		171

Q5 How satisfied are you with the agency’s Internet website, including the ease of use of the site, mobile access to the site, and organization and content such as a listing of offices, services, programs, and whom to contact for further information?

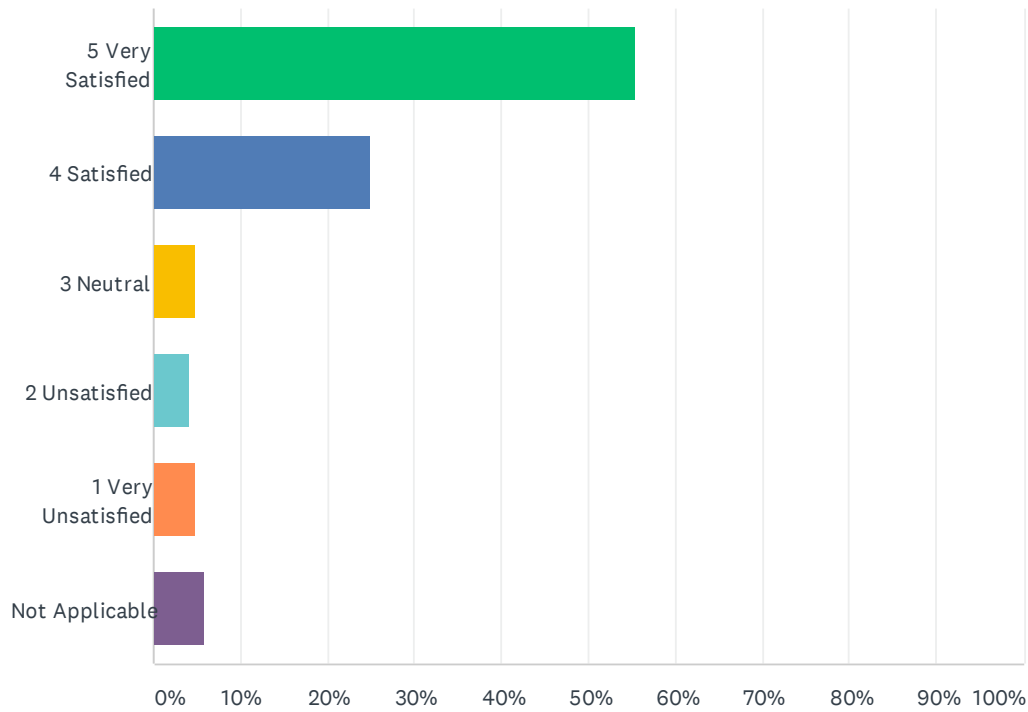
Answered: 168 Skipped: 15



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	25.00%	42
4 Satisfied	36.31%	61
3 Neutral	20.24%	34
2 Unsatisfied	7.74%	13
1 Very Unsatisfied	4.76%	8
Not Applicable	5.95%	10
TOTAL		168

Q6 How satisfied are you with the courtesy and professionalism of the Administrative Law Judge assigned to preside over your case?

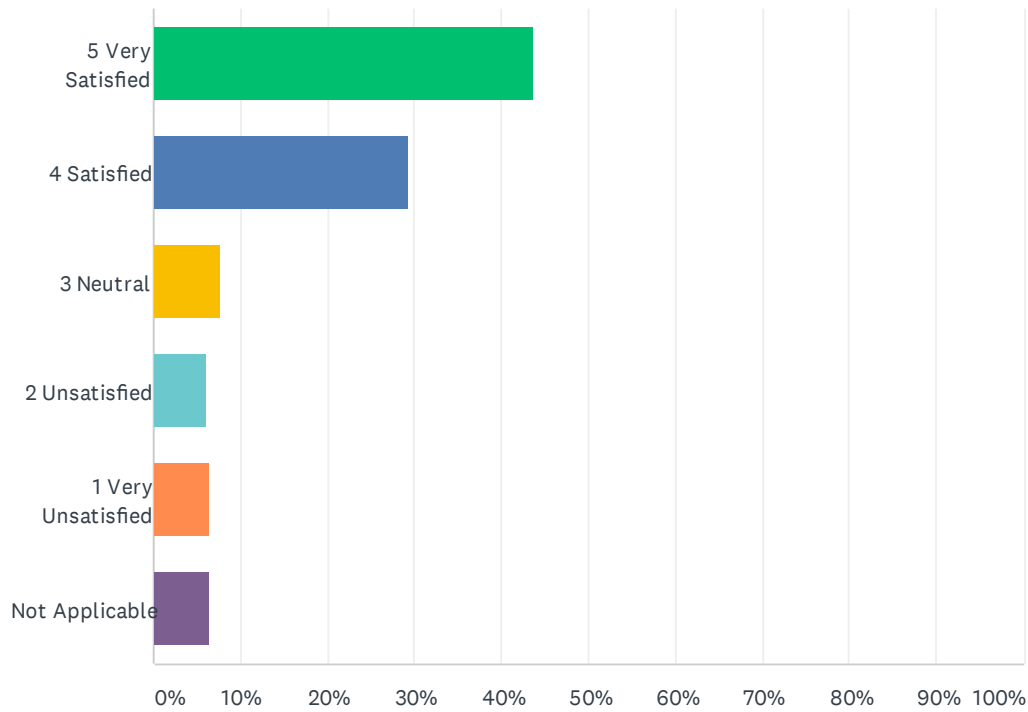
Answered: 168 Skipped: 15



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	55.36%	93
4 Satisfied	25.00%	42
3 Neutral	4.76%	8
2 Unsatisfied	4.17%	7
1 Very Unsatisfied	4.76%	8
Not Applicable	5.95%	10
TOTAL		168

Q7 How satisfied are you with the fairness and efficiency of the Administrative Law Judge assigned to preside over your case?

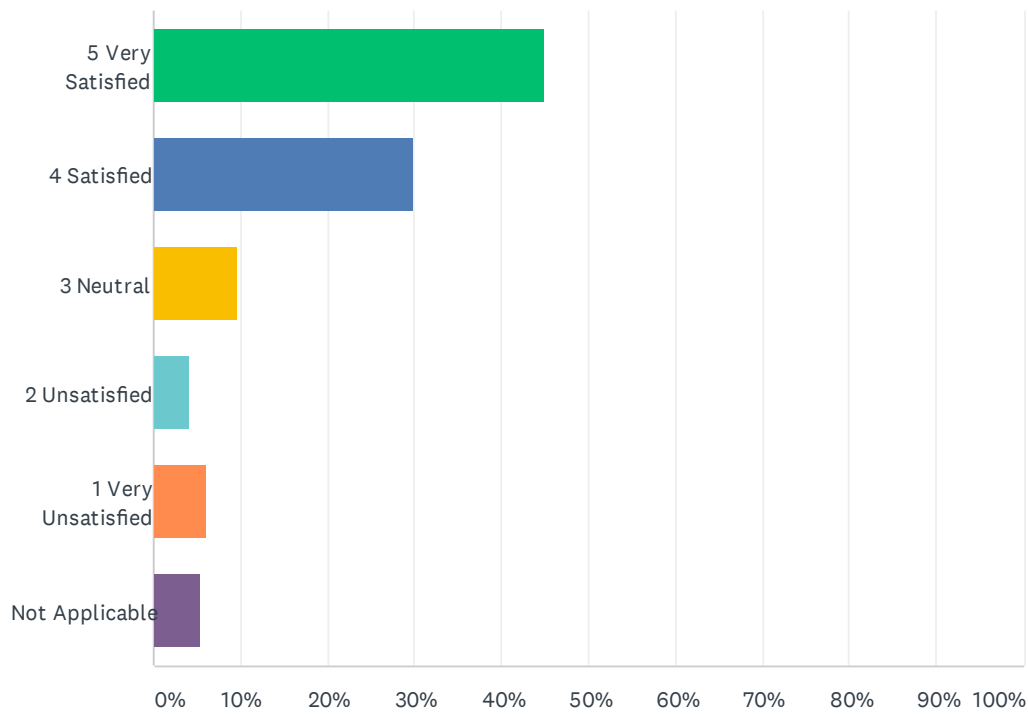
Answered: 167 Skipped: 16



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	43.71%	73
4 Satisfied	29.34%	49
3 Neutral	7.78%	13
2 Unsatisfied	5.99%	10
1 Very Unsatisfied	6.59%	11
Not Applicable	6.59%	11
TOTAL		167

Q8 How satisfied are you with the knowledgeability of the Administrative Law Judge about the law and procedures applicable in your case?

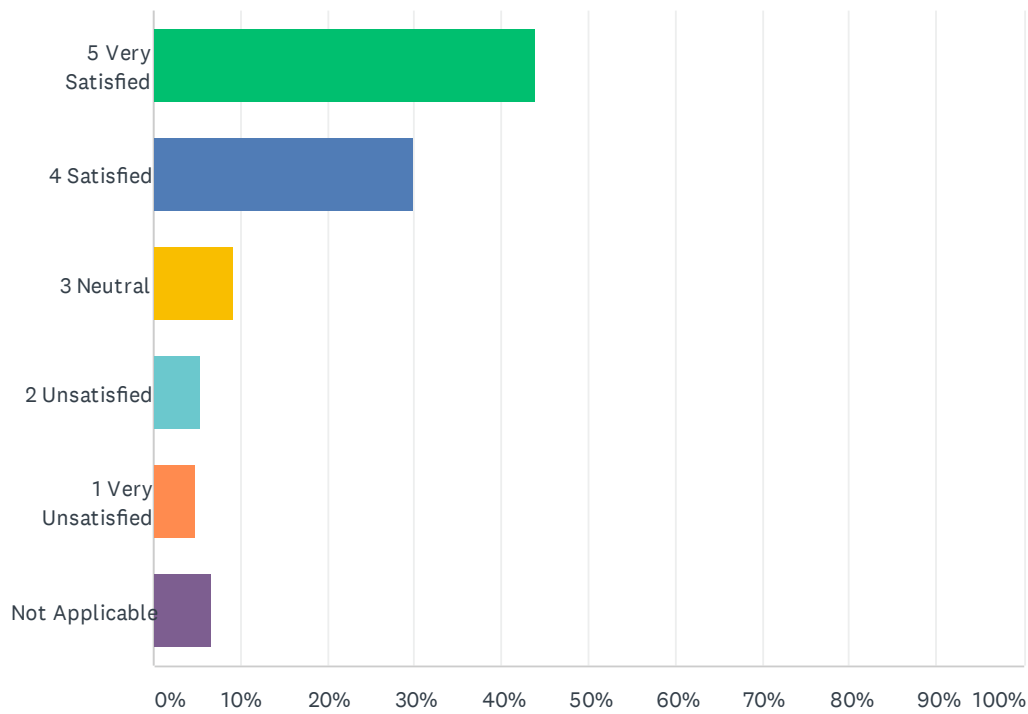
Answered: 167 Skipped: 16



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	44.91%	75
4 Satisfied	29.94%	50
3 Neutral	9.58%	16
2 Unsatisfied	4.19%	7
1 Very Unsatisfied	5.99%	10
Not Applicable	5.39%	9
TOTAL		167

Q9 How satisfied are you with the clarity and written quality of the Administrative Law Judge’s decision in your case?

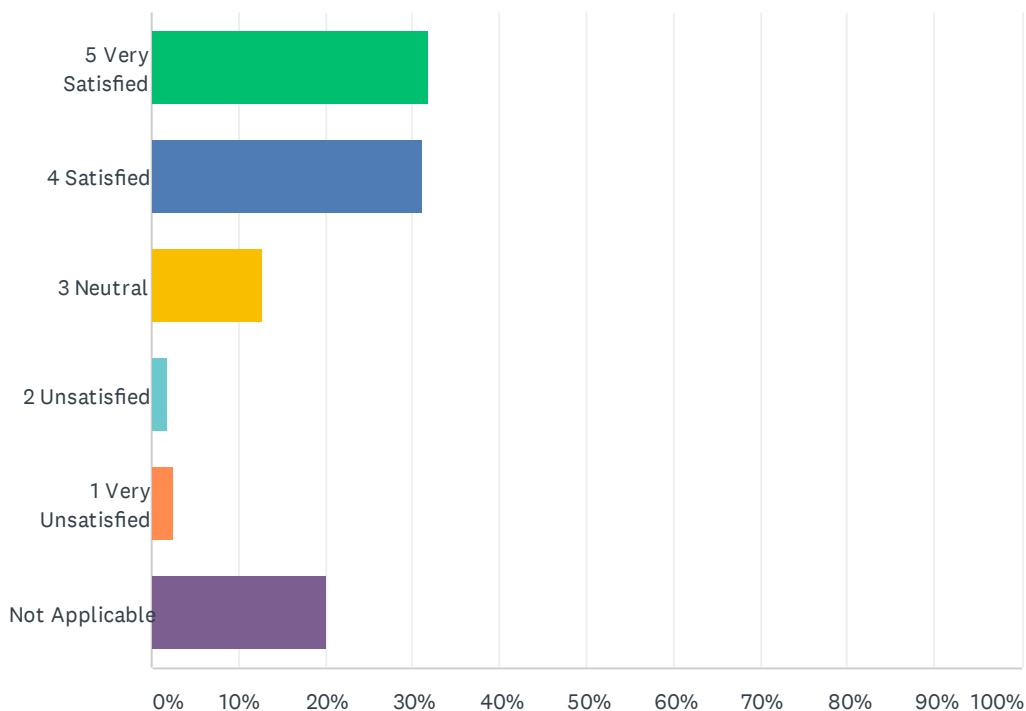
Answered: 164 Skipped: 19



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	43.90%	72
4 Satisfied	29.88%	49
3 Neutral	9.15%	15
2 Unsatisfied	5.49%	9
1 Very Unsatisfied	4.88%	8
Not Applicable	6.71%	11
TOTAL		164

Q10 How satisfied are you with the agency’s facilities, including your ability to access the office location, the hearing room, signs, and cleanliness?

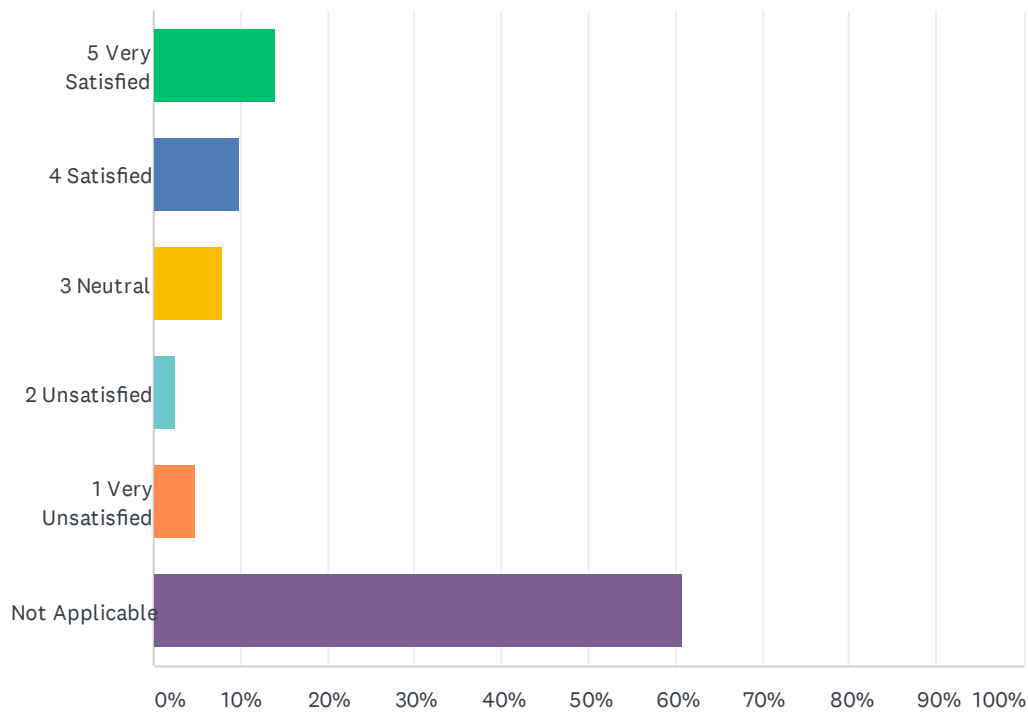
Answered: 164 Skipped: 19



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	31.71%	52
4 Satisfied	31.10%	51
3 Neutral	12.80%	21
2 Unsatisfied	1.83%	3
1 Very Unsatisfied	2.44%	4
Not Applicable	20.12%	33
TOTAL		164

Q11 How satisfied were you with the content and usefulness of the State Office of Administrative Hearings self-represented litigant guide?

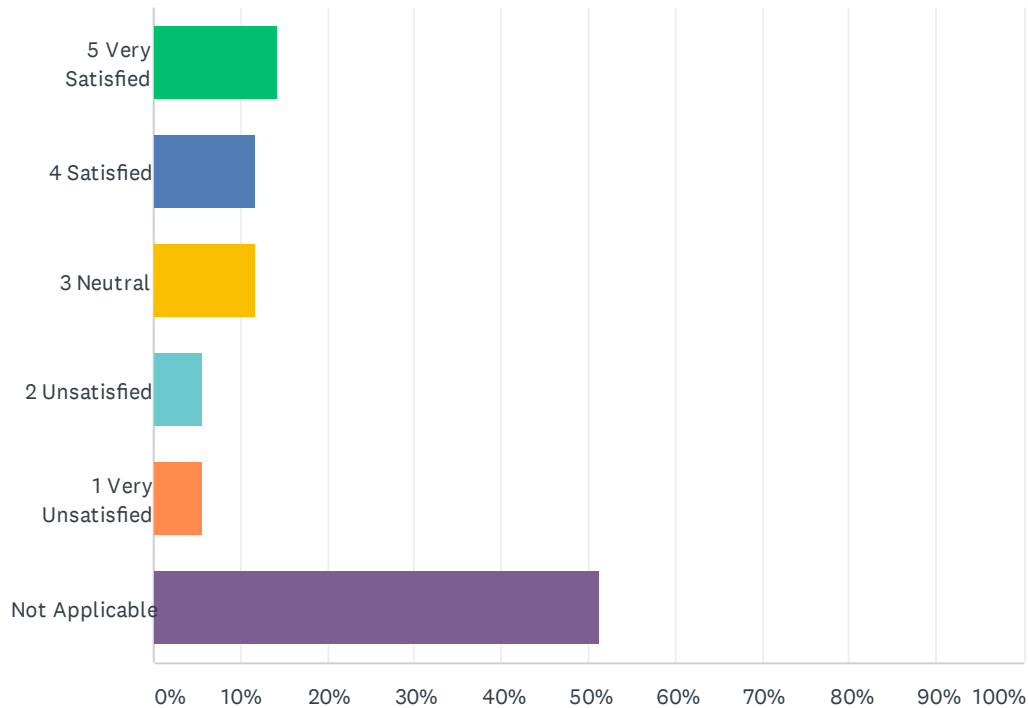
Answered: 164 Skipped: 19



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	14.02%	23
4 Satisfied	9.76%	16
3 Neutral	7.93%	13
2 Unsatisfied	2.44%	4
1 Very Unsatisfied	4.88%	8
Not Applicable	60.98%	100
TOTAL		164

Q12 How satisfied are you with the agency’s complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

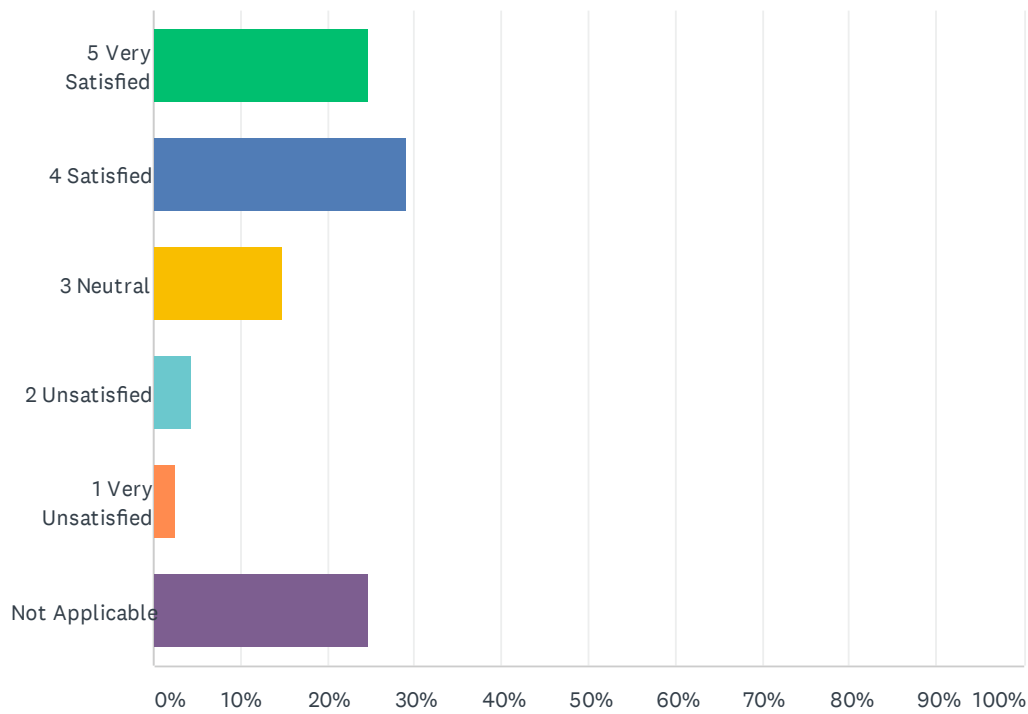
Answered: 162 Skipped: 21



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	14.20%	23
4 Satisfied	11.73%	19
3 Neutral	11.73%	19
2 Unsatisfied	5.56%	9
1 Very Unsatisfied	5.56%	9
Not Applicable	51.23%	83
TOTAL		162

Q13 Please rate your overall satisfaction with the remote hearings technology and process at the State Office of Administrative Hearings.

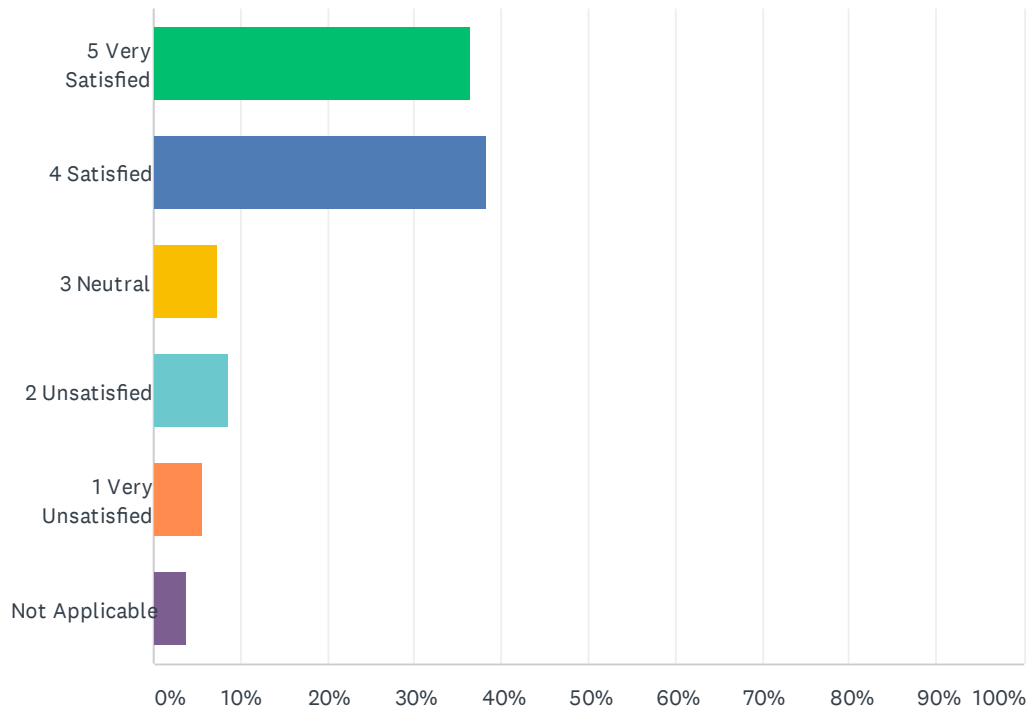
Answered: 162 Skipped: 21



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	24.69%	40
4 Satisfied	29.01%	47
3 Neutral	14.81%	24
2 Unsatisfied	4.32%	7
1 Very Unsatisfied	2.47%	4
Not Applicable	24.69%	40
TOTAL		162

Q14 Please rate your overall satisfaction with the hearings process at the State Office of Administrative Hearings.

Answered: 162 Skipped: 21



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	36.42%	59
4 Satisfied	38.27%	62
3 Neutral	7.41%	12
2 Unsatisfied	8.64%	14
1 Very Unsatisfied	5.56%	9
Not Applicable	3.70%	6
TOTAL		162

Q15 Please provide any additional comments you may have on staff performance, agency services, and/or suggested improvements in the space below:

Answered: 42 Skipped: 141