

# State Office of Administrative Hearings



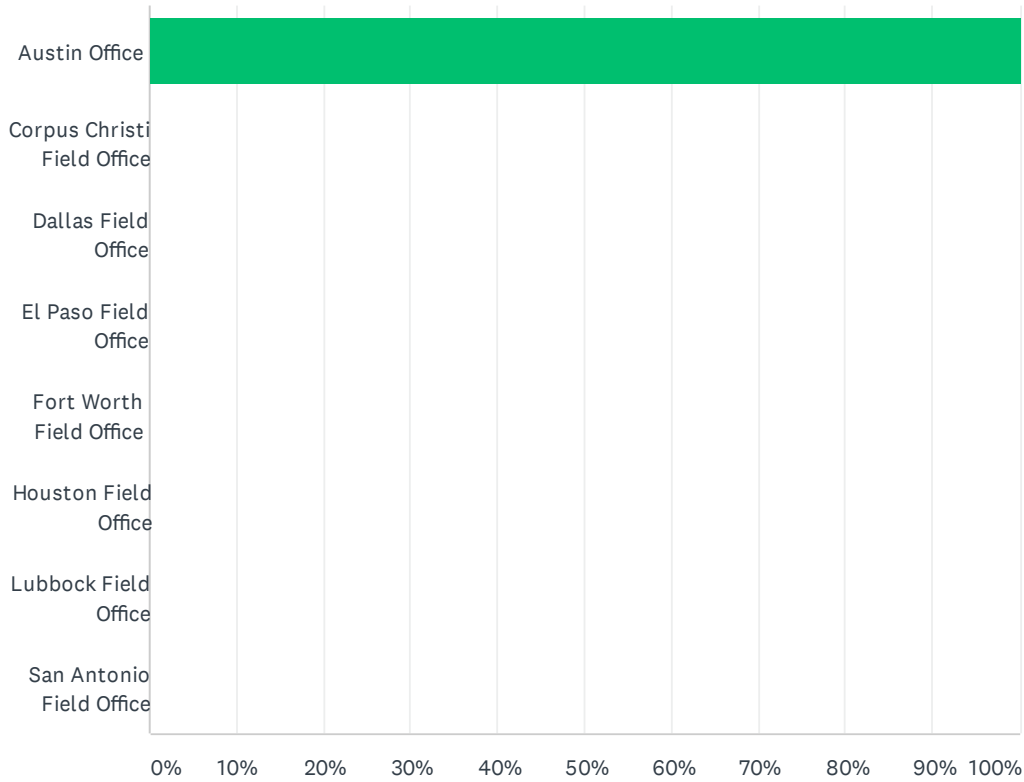
## Mediation Customer Service Survey

### 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:

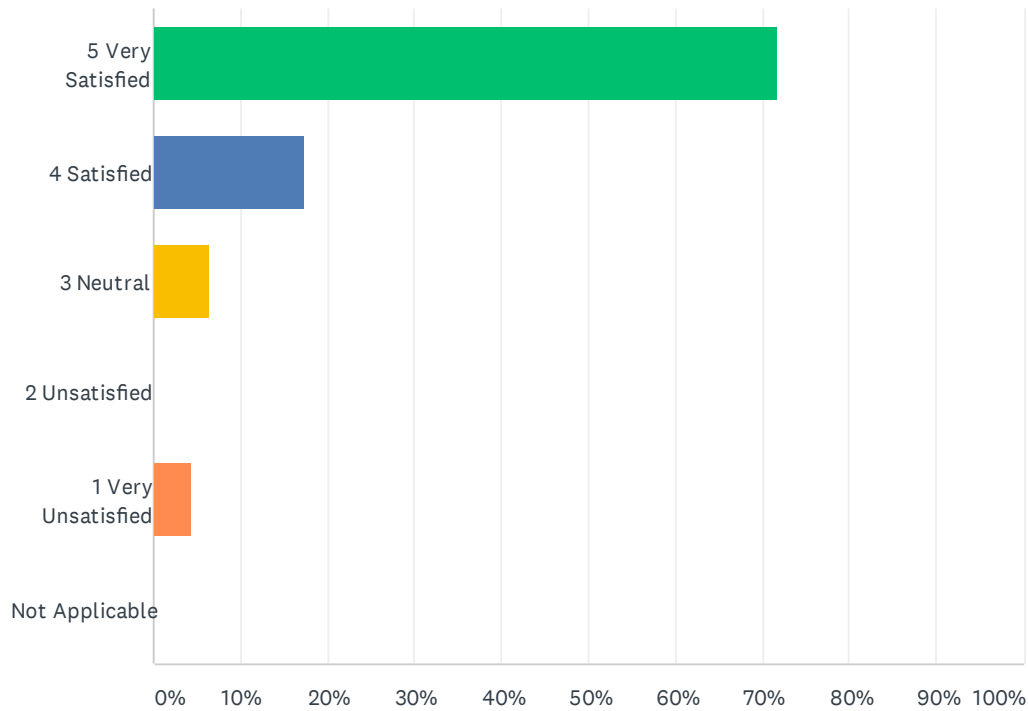
Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
Austin Office	100.00%	47
Corpus Christi Field Office	0.00%	0
Dallas Field Office	0.00%	0
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	0.00%	0
<b>TOTAL</b>		<b>47</b>

## 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?

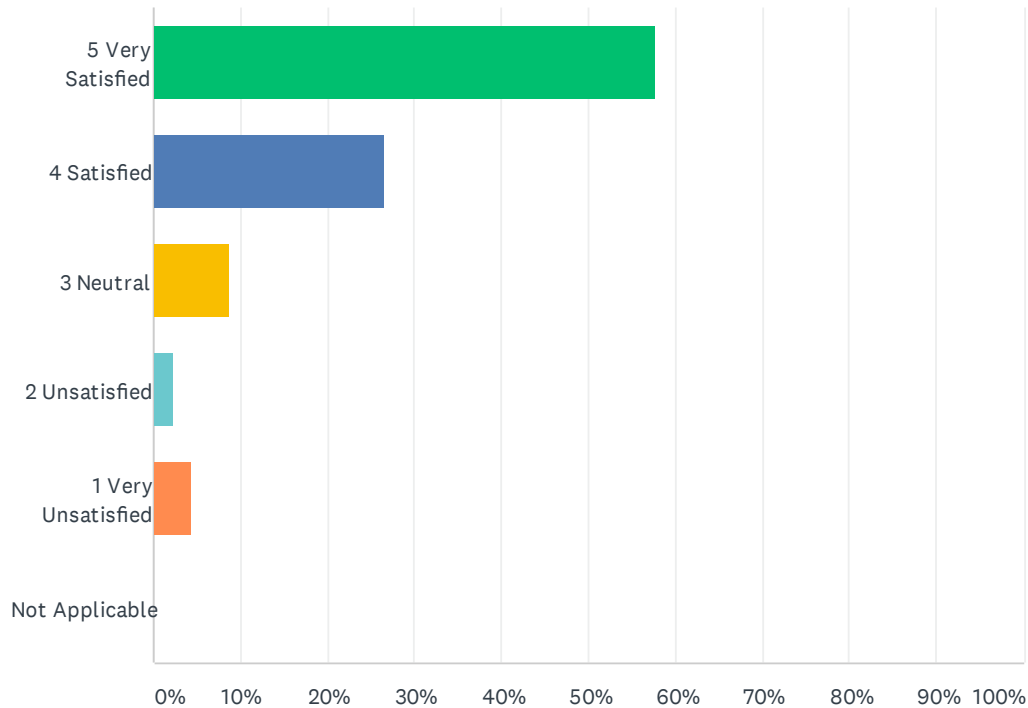
Answered: 46 Skipped: 1



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	71.74%	33
4 Satisfied	17.39%	8
3 Neutral	6.52%	3
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	4.35%	2
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>46</b>

### 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?

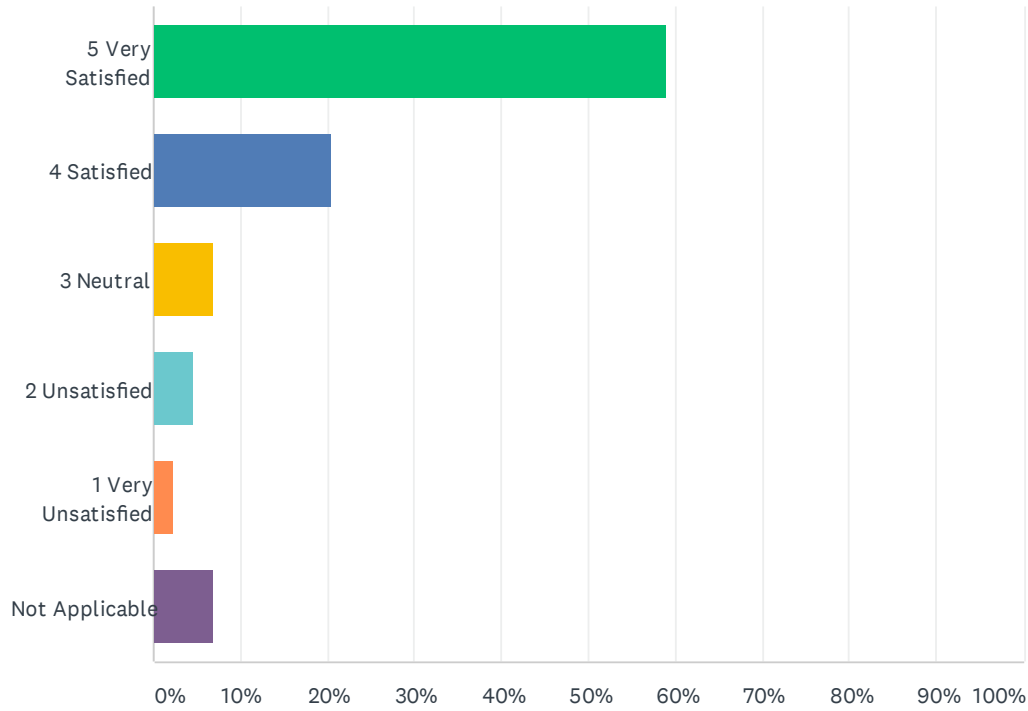
Answered: 45 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	57.78%	26
4 Satisfied	26.67%	12
3 Neutral	8.89%	4
2 Unsatisfied	2.22%	1
1 Very Unsatisfied	4.44%	2
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>45</b>

### 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?

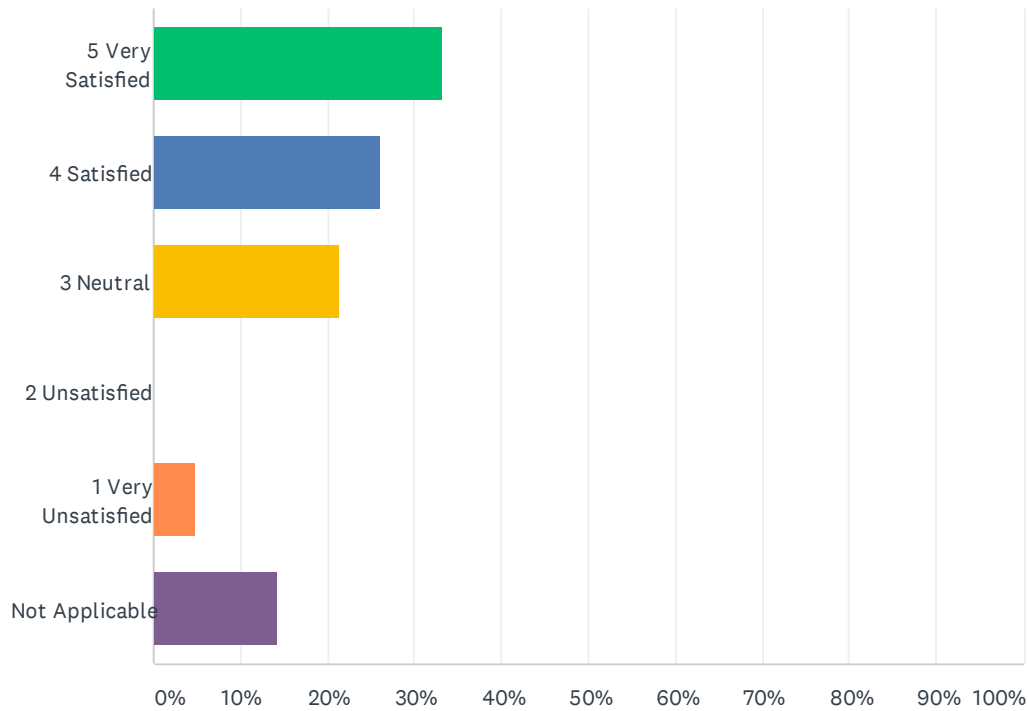
Answered: 44 Skipped: 3



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	59.09%	26
4 Satisfied	20.45%	9
3 Neutral	6.82%	3
2 Unsatisfied	4.55%	2
1 Very Unsatisfied	2.27%	1
Not Applicable	6.82%	3
<b>TOTAL</b>		<b>44</b>

### 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?

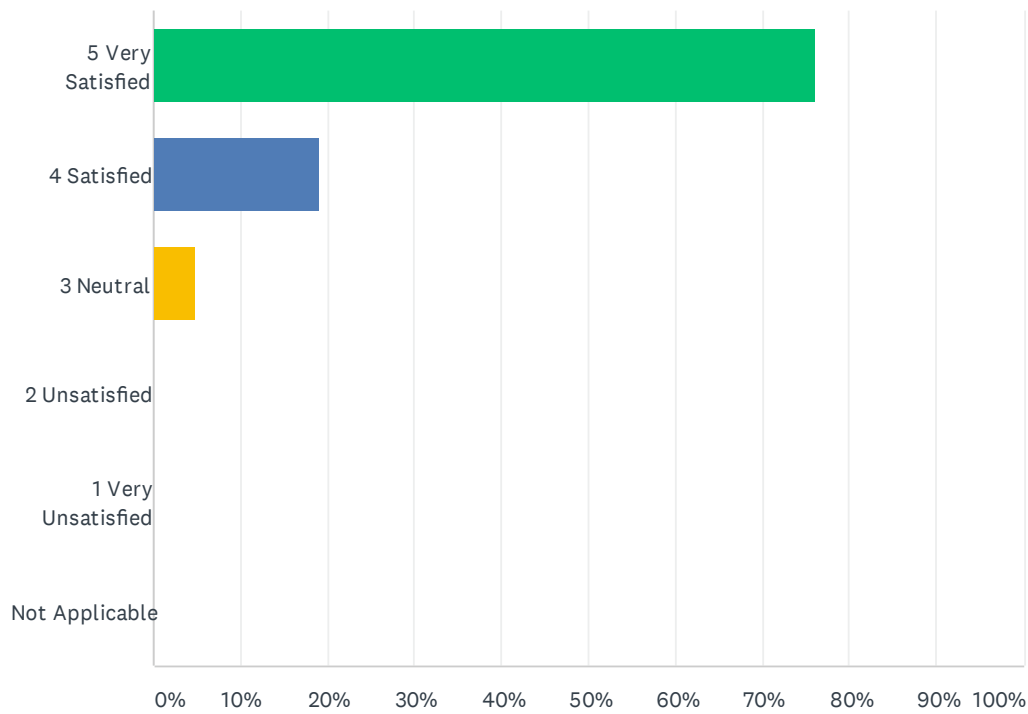
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	33.33%	14
4 Satisfied	26.19%	11
3 Neutral	21.43%	9
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	4.76%	2
Not Applicable	14.29%	6
<b>TOTAL</b>		<b>42</b>

## Q6 How satisfied are you with the courtesy and professionalism of the Mediator(s) assigned to facilitate your settlement conference?

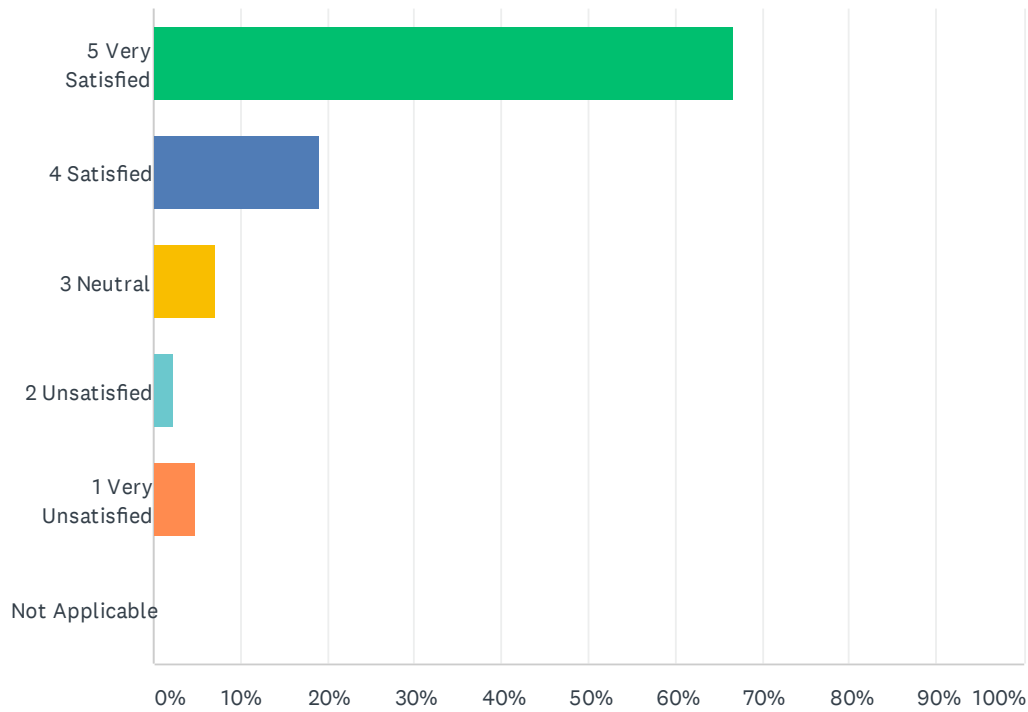
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	76.19%	32
4 Satisfied	19.05%	8
3 Neutral	4.76%	2
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>42</b>

## Q7 How satisfied are you with the fairness and efficiency of the Mediator(s) assigned to facilitate your settlement conference?

Answered: 42 Skipped: 5

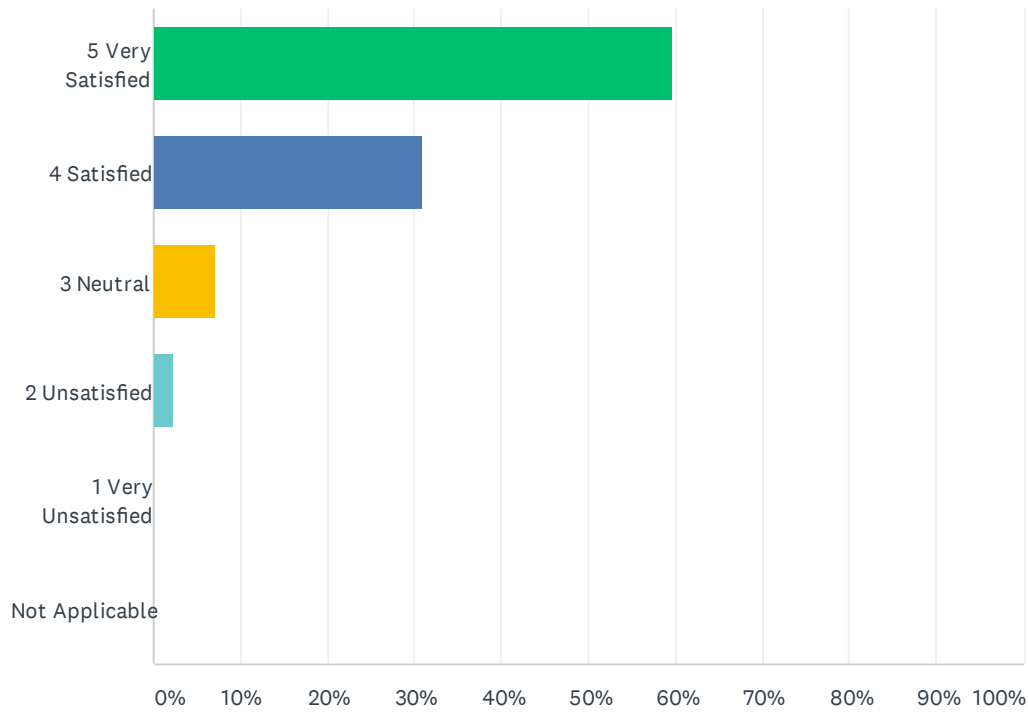


ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	28
4 Satisfied	19.05%	8
3 Neutral	7.14%	3
2 Unsatisfied	2.38%	1
1 Very Unsatisfied	4.76%	2
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>42</b>



## Q8 How satisfied are you with the Mediator’s understanding of the issues and the relevant law applicable in your mediation?

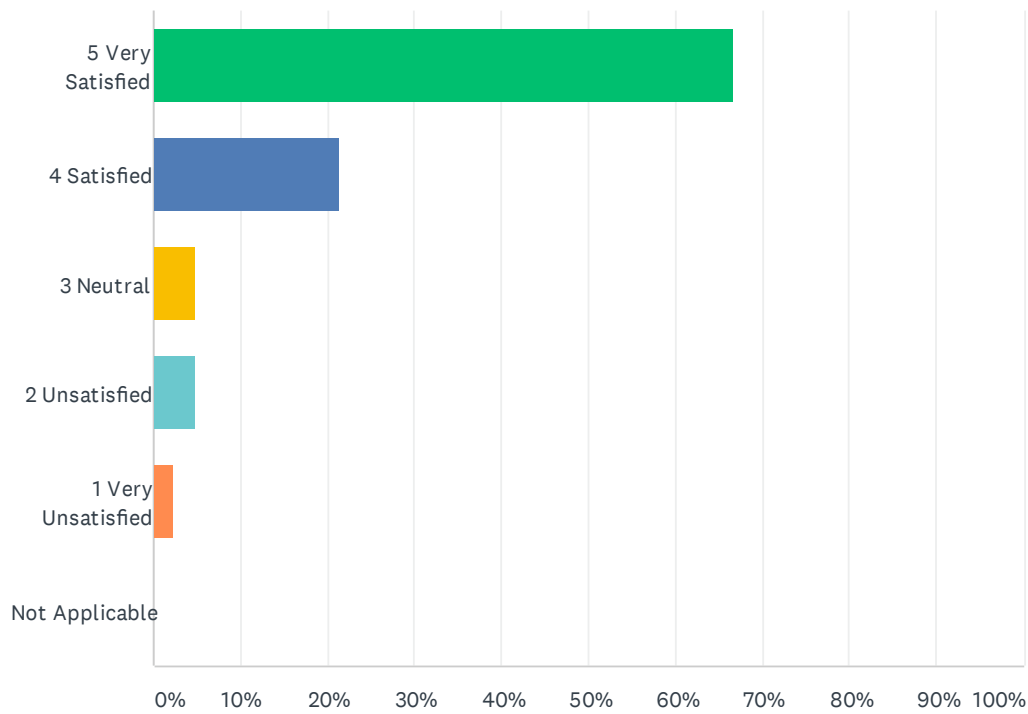
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	59.52%	25
4 Satisfied	30.95%	13
3 Neutral	7.14%	3
2 Unsatisfied	2.38%	1
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>42</b>

### Q9 How satisfied are you with the mediator’s control of the process and allowance of adequate time to the parties to evaluate their options?

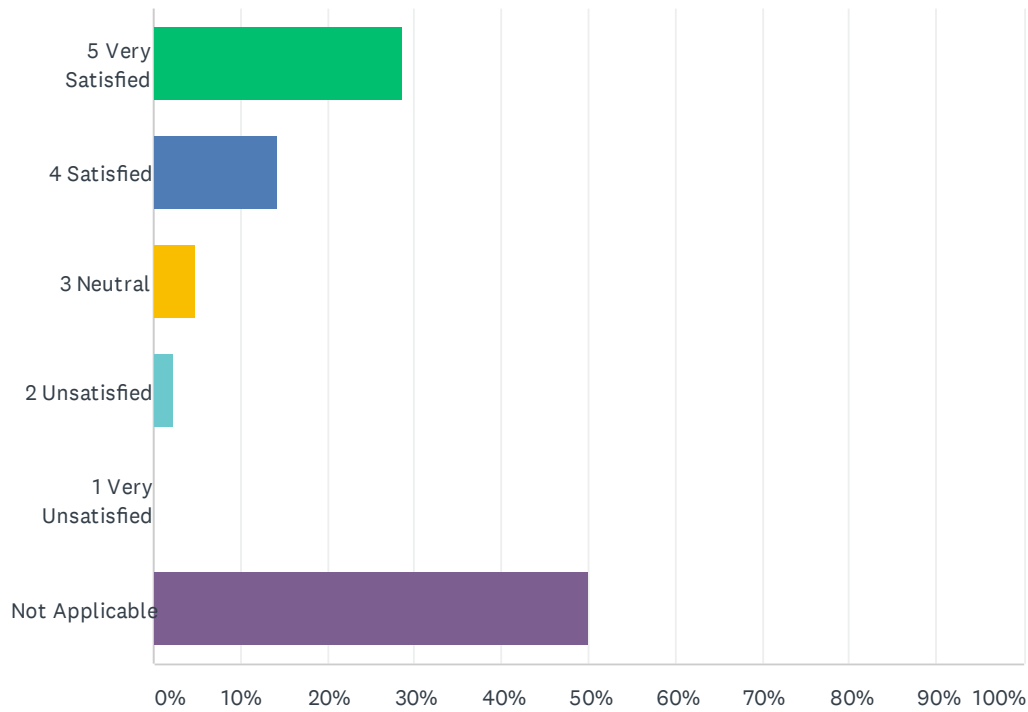
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	28
4 Satisfied	21.43%	9
3 Neutral	4.76%	2
2 Unsatisfied	4.76%	2
1 Very Unsatisfied	2.38%	1
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>42</b>

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

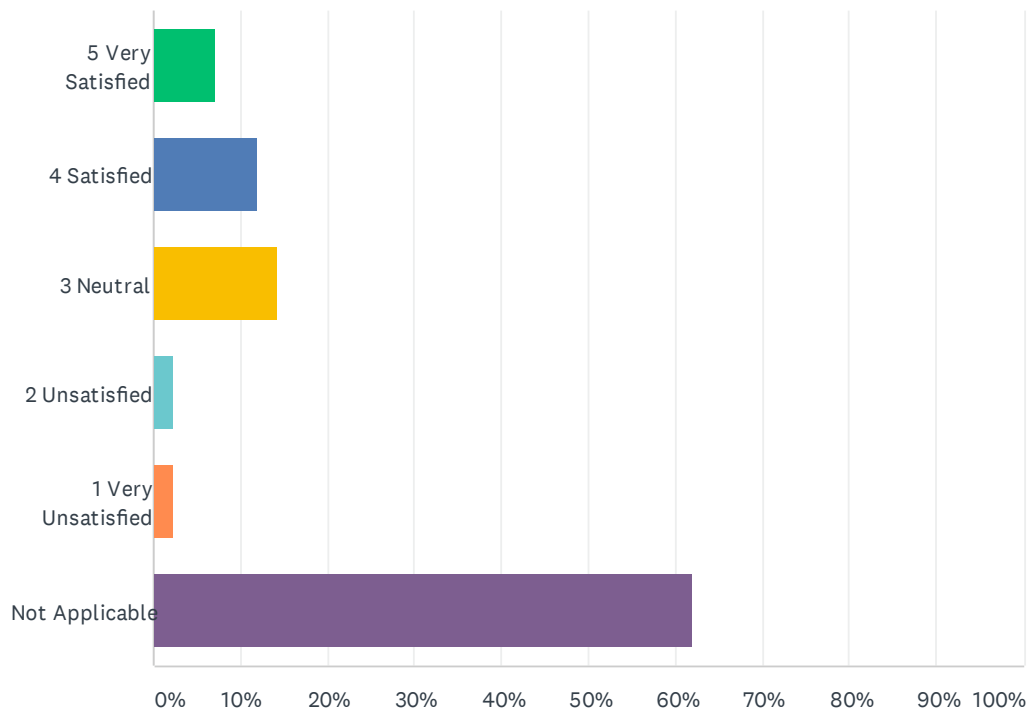
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	28.57%	12
4 Satisfied	14.29%	6
3 Neutral	4.76%	2
2 Unsatisfied	2.38%	1
1 Very Unsatisfied	0.00%	0
Not Applicable	50.00%	21
<b>TOTAL</b>		<b>42</b>

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

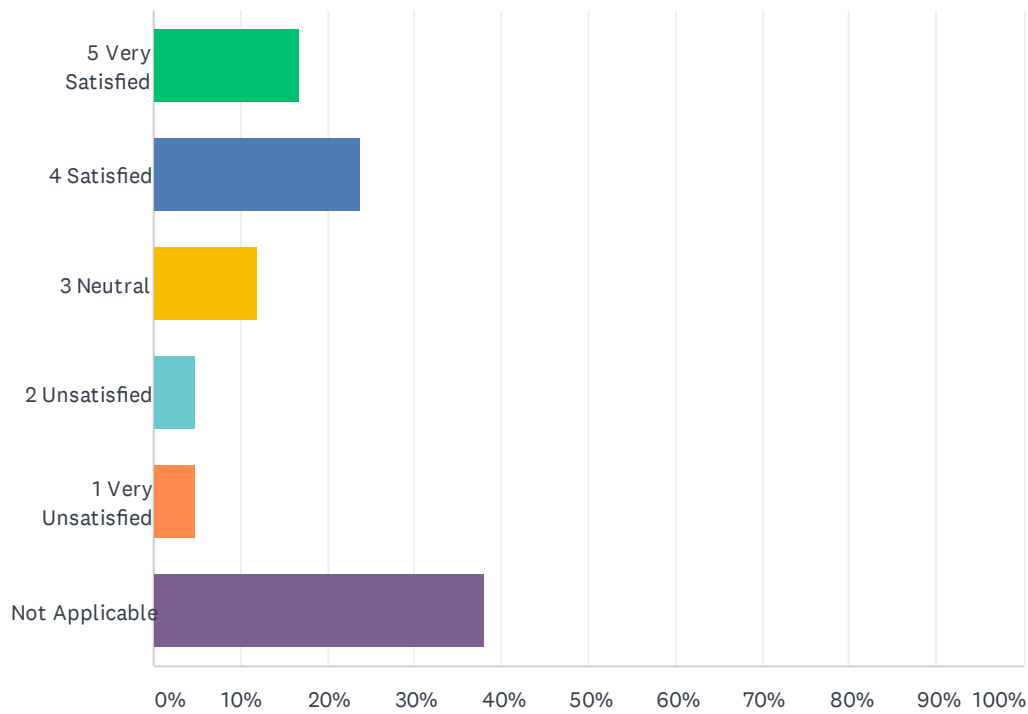
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	7.14%	3
4 Satisfied	11.90%	5
3 Neutral	14.29%	6
2 Unsatisfied	2.38%	1
1 Very Unsatisfied	2.38%	1
Not Applicable	61.90%	26
<b>TOTAL</b>		<b>42</b>

## Q12 How satisfied were you with the content and usefulness of the Guide to Mediations at the State Office of Administrative Hearings?

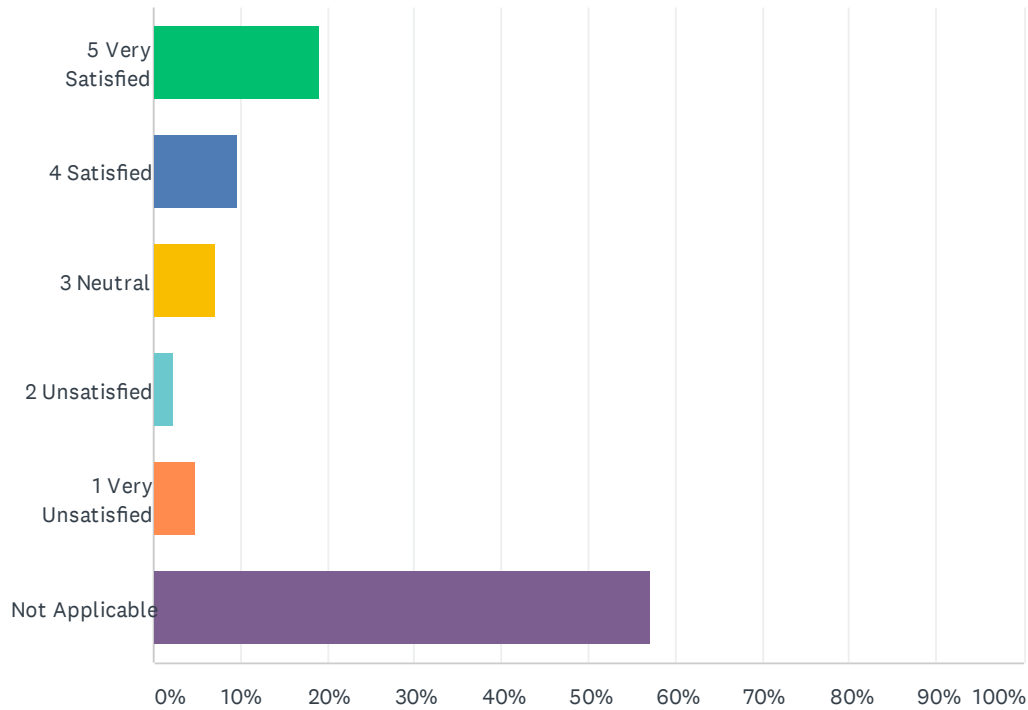
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	16.67%	7
4 Satisfied	23.81%	10
3 Neutral	11.90%	5
2 Unsatisfied	4.76%	2
1 Very Unsatisfied	4.76%	2
Not Applicable	38.10%	16
<b>TOTAL</b>		<b>42</b>

### Q13 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?

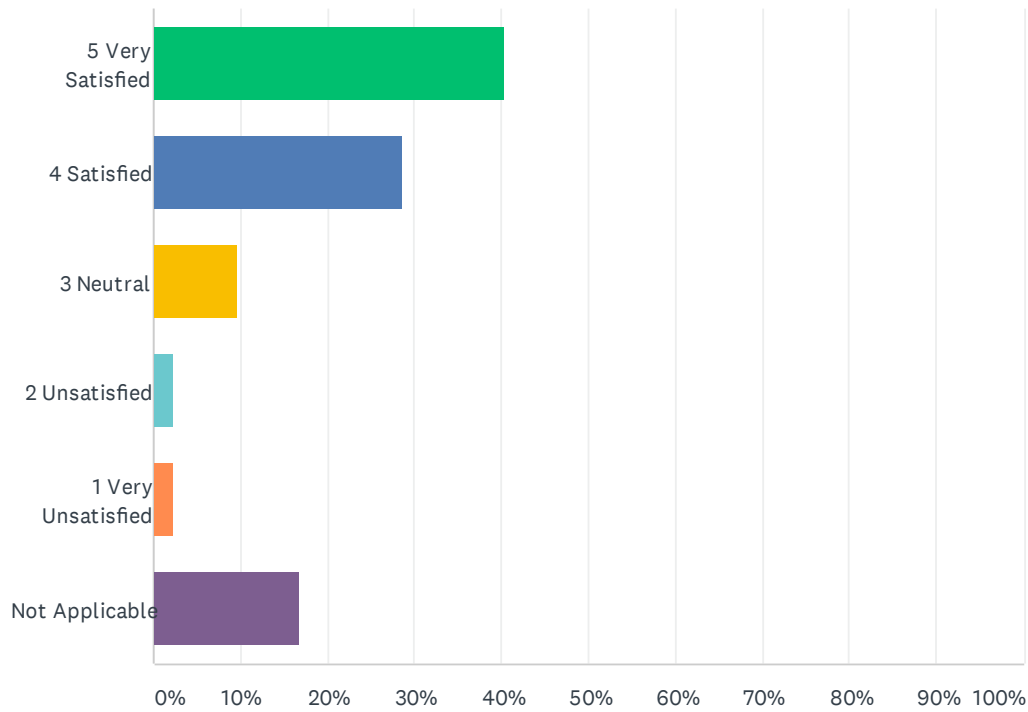
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES
5 Very Satisfied	19.05% 8
4 Satisfied	9.52% 4
3 Neutral	7.14% 3
2 Unsatisfied	2.38% 1
1 Very Unsatisfied	4.76% 2
Not Applicable	57.14% 24
<b>TOTAL</b>	<b>42</b>

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

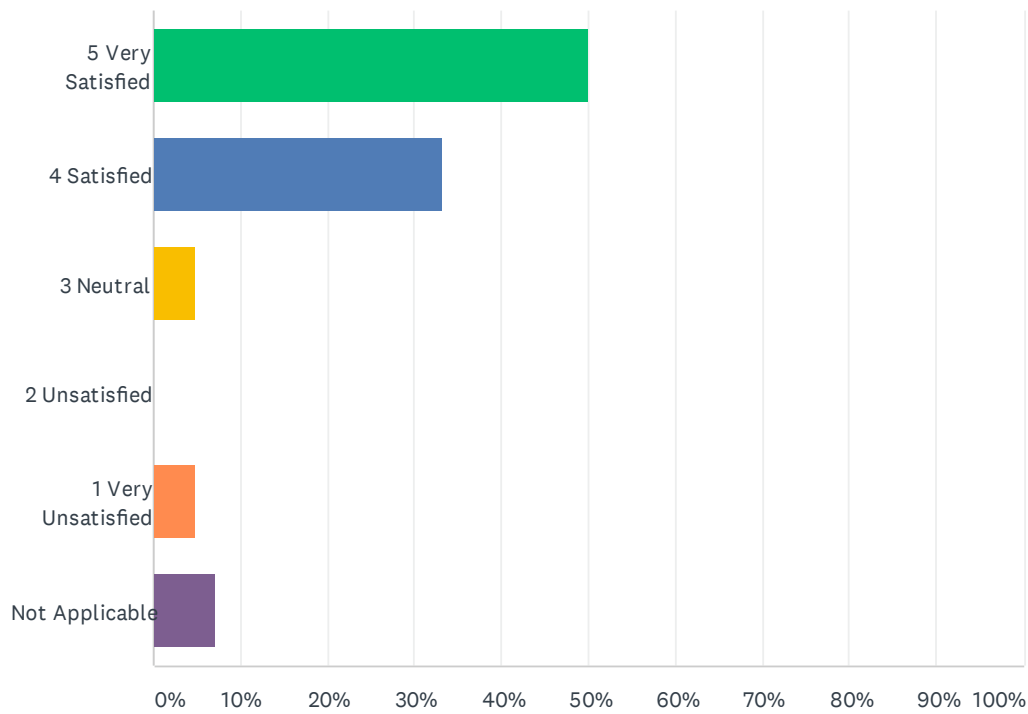
Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	40.48%	17
4 Satisfied	28.57%	12
3 Neutral	9.52%	4
2 Unsatisfied	2.38%	1
1 Very Unsatisfied	2.38%	1
Not Applicable	16.67%	7
<b>TOTAL</b>		<b>42</b>

### Q15 Please rate your overall satisfaction with the hearings process at the State Office of Administrative Mediation process.

Answered: 42 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	50.00%	21
4 Satisfied	33.33%	14
3 Neutral	4.76%	2
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	4.76%	2
Not Applicable	7.14%	3
<b>TOTAL</b>		<b>42</b>



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

Answered: 12 Skipped: 35