

# State Office of Administrative Hearings



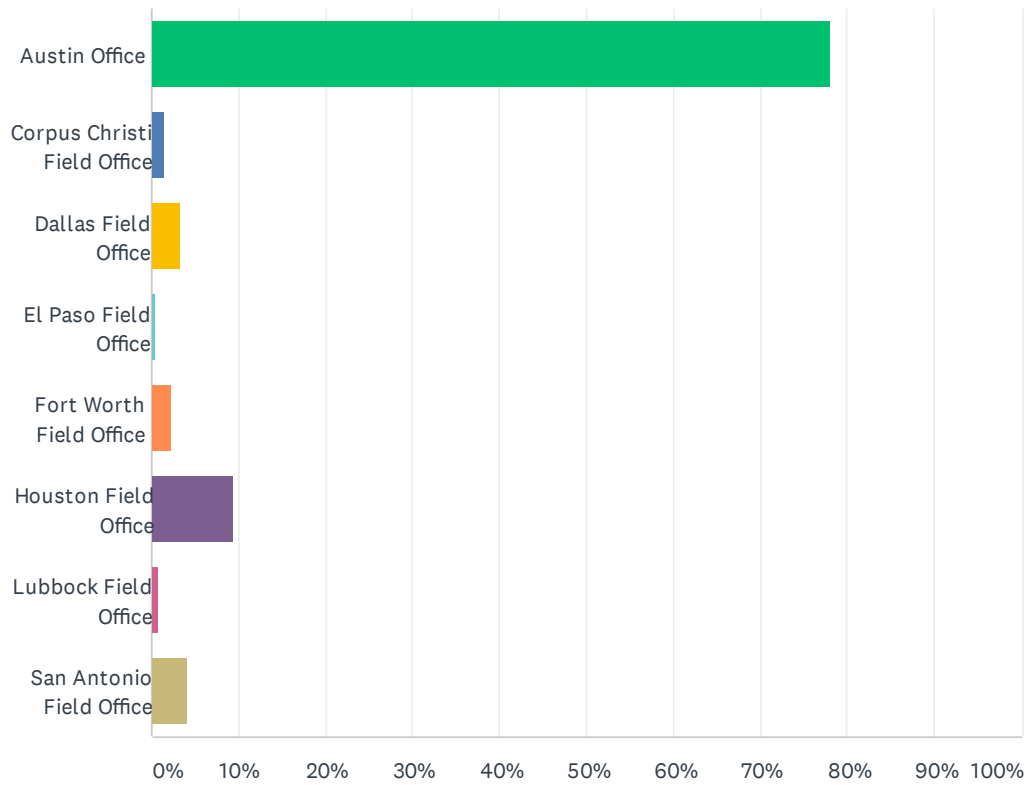
## Hearings Customer Service Survey

### Fiscal Year 2021 Survey Results

September 1, 2020, through August 31, 2021

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

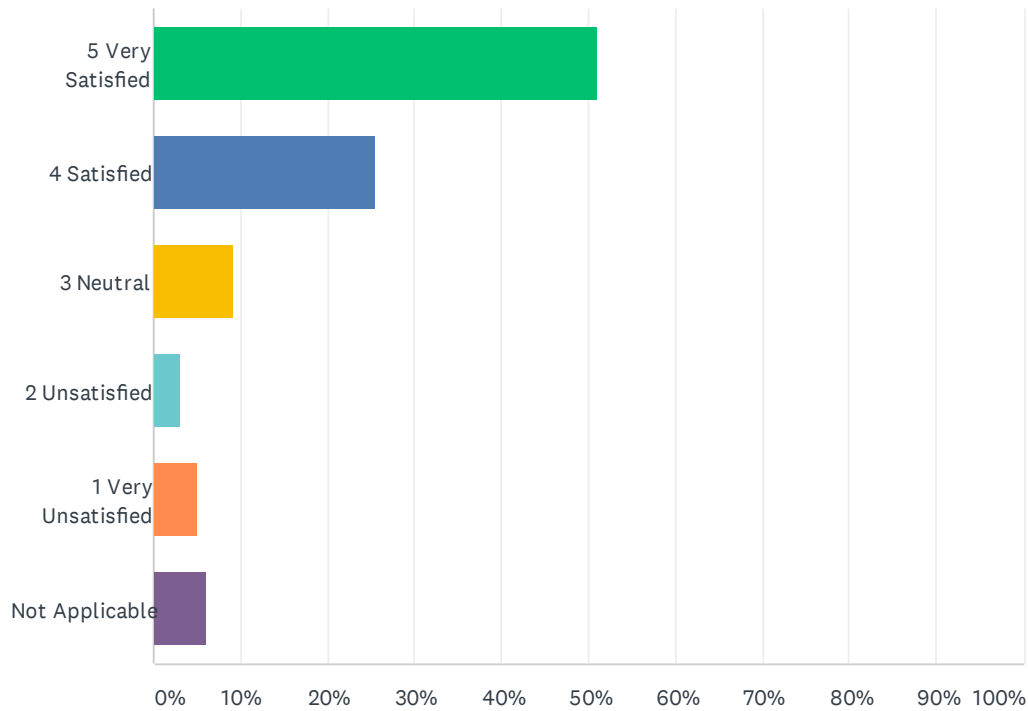
Answered: 214 Skipped: 0



ANSWER CHOICES	RESPONSES	
Austin Office	78.04%	167
Corpus Christi Field Office	1.40%	3
Dallas Field Office	3.27%	7
El Paso Field Office	0.47%	1
Fort Worth Field Office	2.34%	5
Houston Field Office	9.35%	20
Lubbock Field Office	0.93%	2
San Antonio Field Office	4.21%	9
<b>TOTAL</b>		<b>214</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?

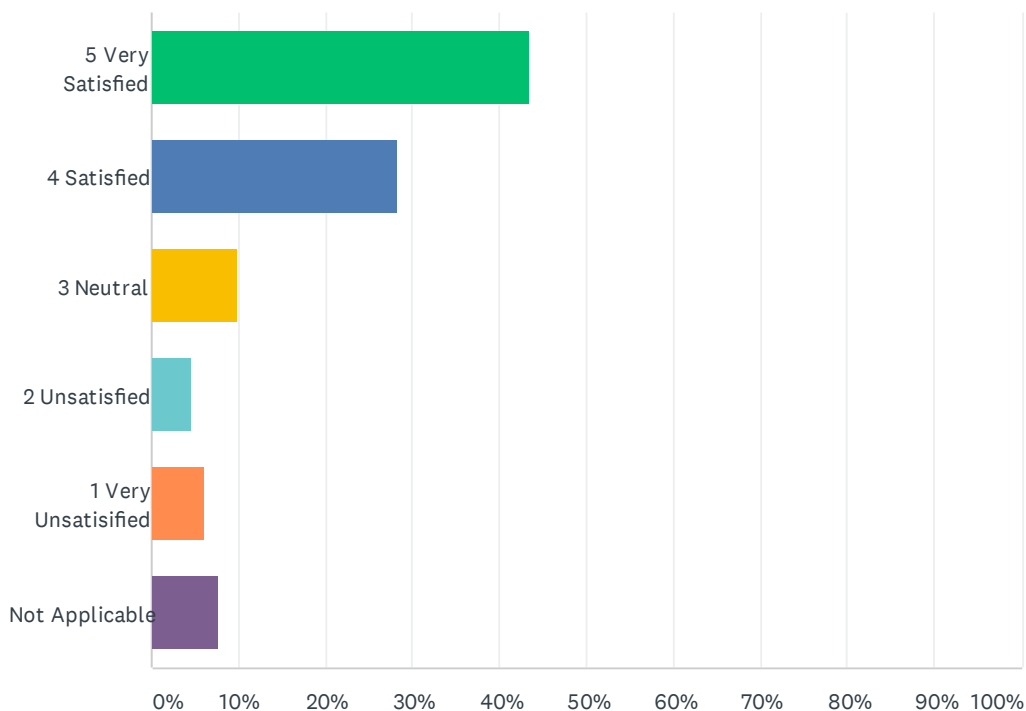
Answered: 196 Skipped: 18



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	51.02%	100
4 Satisfied	25.51%	50
3 Neutral	9.18%	18
2 Unsatisfied	3.06%	6
1 Very Unsatisfied	5.10%	10
Not Applicable	6.12%	12
<b>TOTAL</b>		<b>196</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?

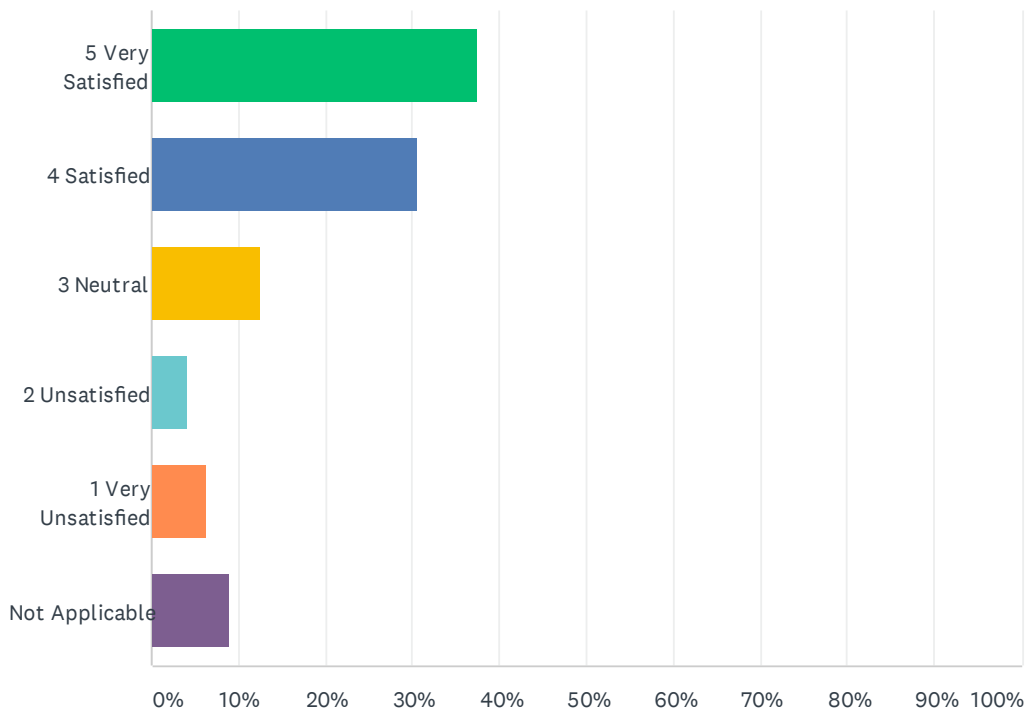
Answered: 195 Skipped: 19



ANSWER CHOICES	RESPONSES
5 Very Satisfied	43.59% 85
4 Satisfied	28.21% 55
3 Neutral	9.74% 19
2 Unsatisfied	4.62% 9
1 Very Unsatisfied	6.15% 12
Not Applicable	7.69% 15
<b>TOTAL</b>	<b>195</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?

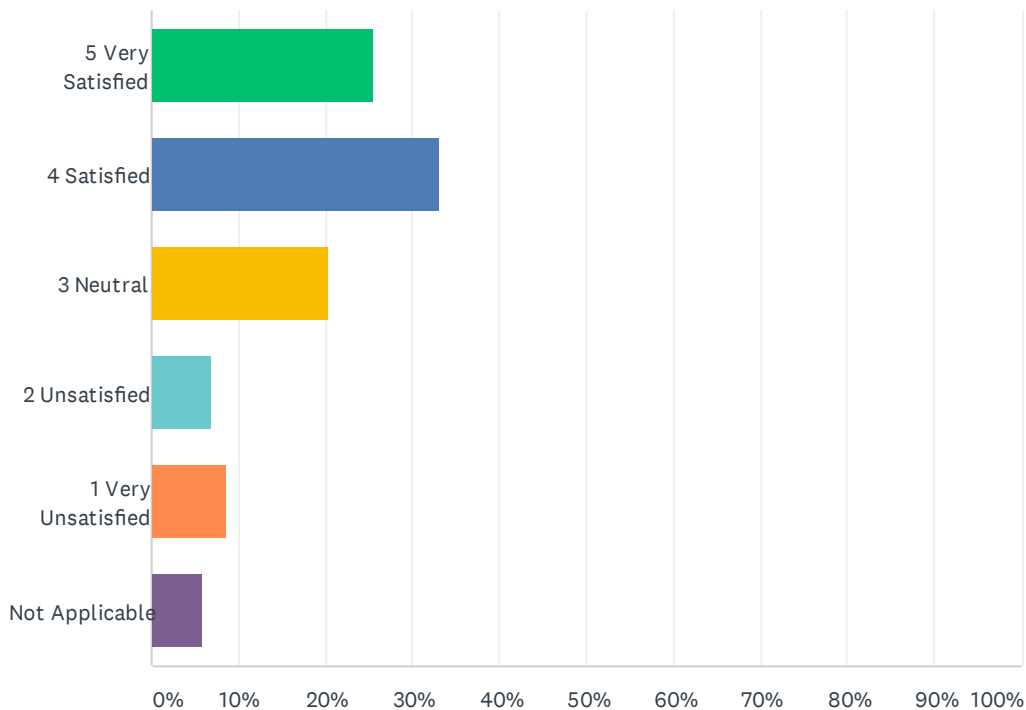
Answered: 190 Skipped: 24



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	37.37%	71
4 Satisfied	30.53%	58
3 Neutral	12.63%	24
2 Unsatisfied	4.21%	8
1 Very Unsatisfied	6.32%	12
Not Applicable	8.95%	17
<b>TOTAL</b>		<b>190</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?

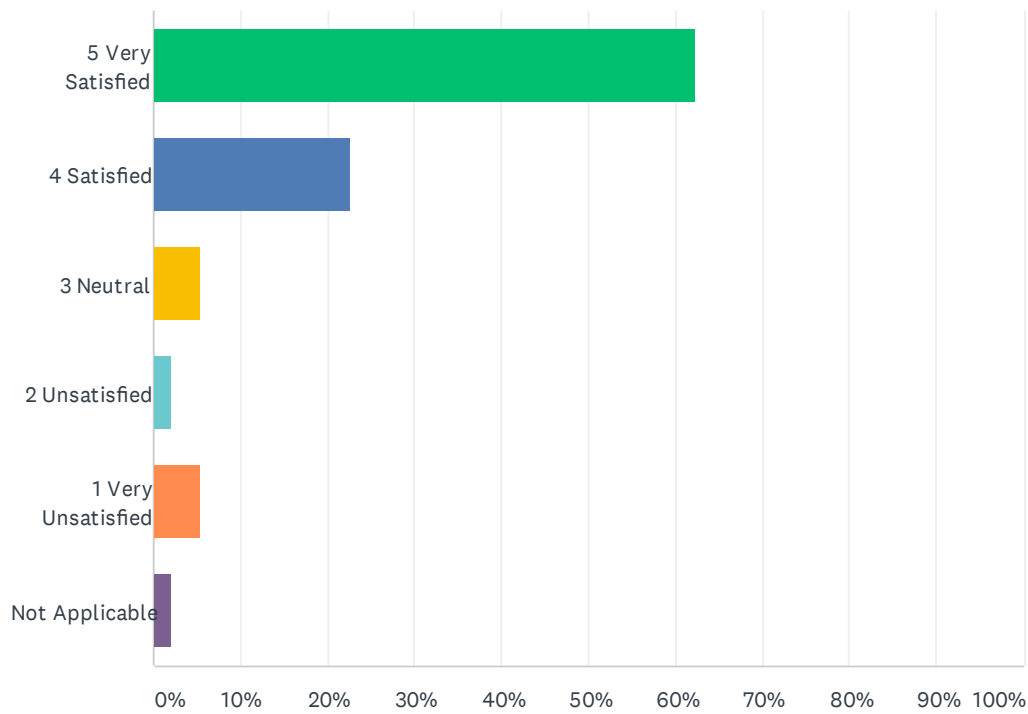
Answered: 188 Skipped: 26



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	25.53%	48
4 Satisfied	32.98%	62
3 Neutral	20.21%	38
2 Unsatisfied	6.91%	13
1 Very Unsatisfied	8.51%	16
Not Applicable	5.85%	11
<b>TOTAL</b>		<b>188</b>

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

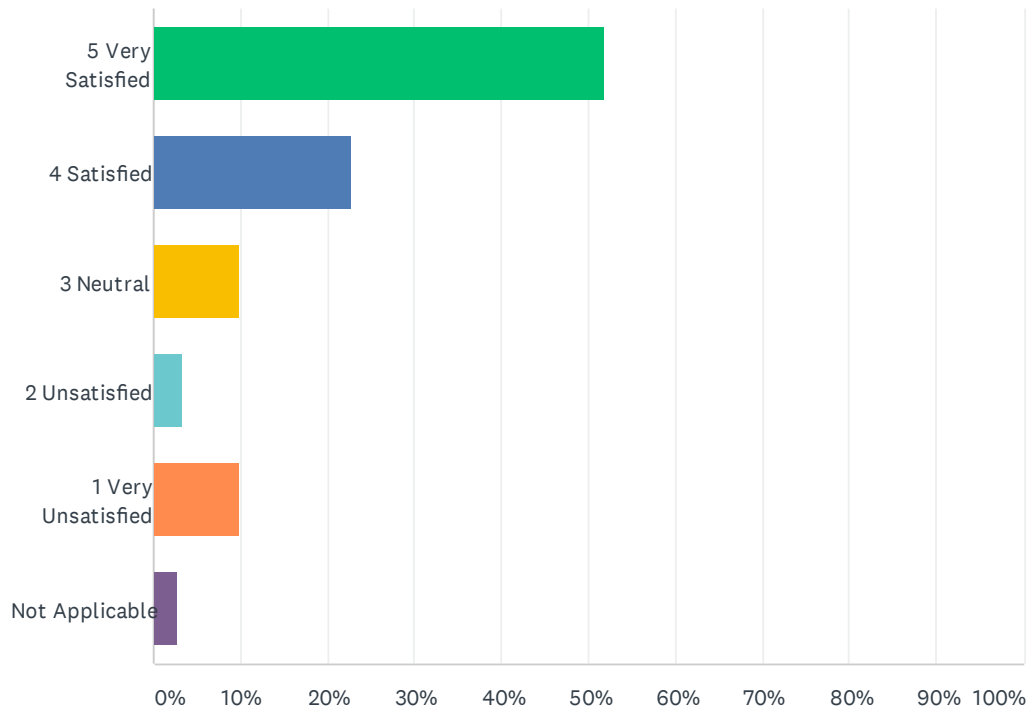
Answered: 186 Skipped: 28



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	62.37%	116
4 Satisfied	22.58%	42
3 Neutral	5.38%	10
2 Unsatisfied	2.15%	4
1 Very Unsatisfied	5.38%	10
Not Applicable	2.15%	4
<b>TOTAL</b>		<b>186</b>

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

Answered: 185 Skipped: 29

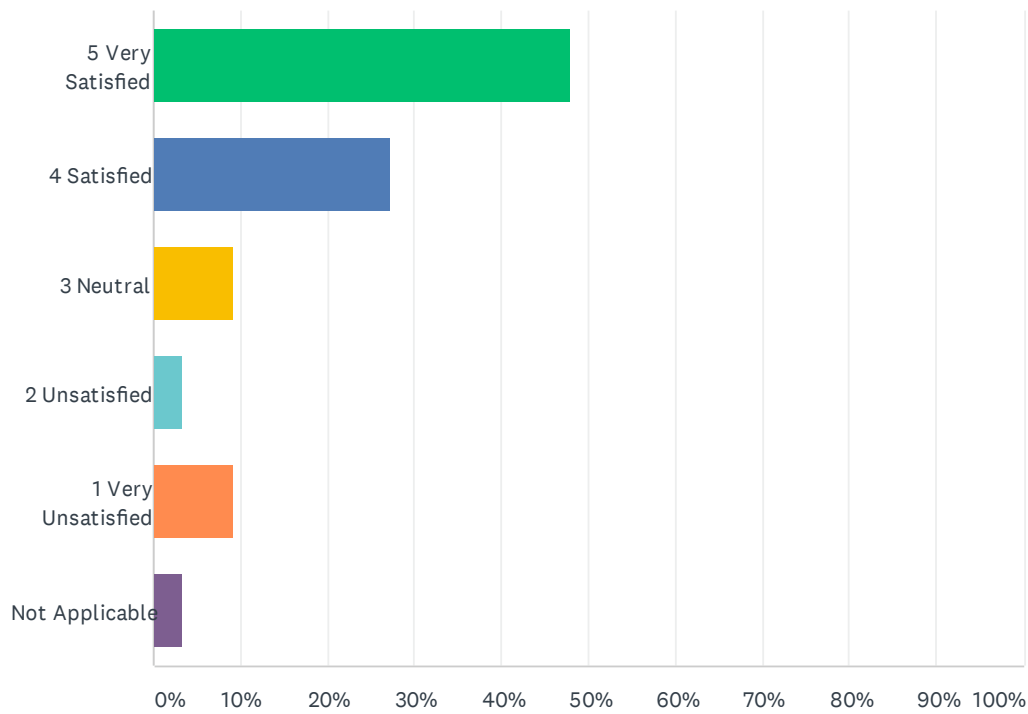


ANSWER CHOICES	RESPONSES	
5 Very Satisfied	51.89%	96
4 Satisfied	22.70%	42
3 Neutral	9.73%	18
2 Unsatisfied	3.24%	6
1 Very Unsatisfied	9.73%	18
Not Applicable	2.70%	5
<b>TOTAL</b>		<b>185</b>



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

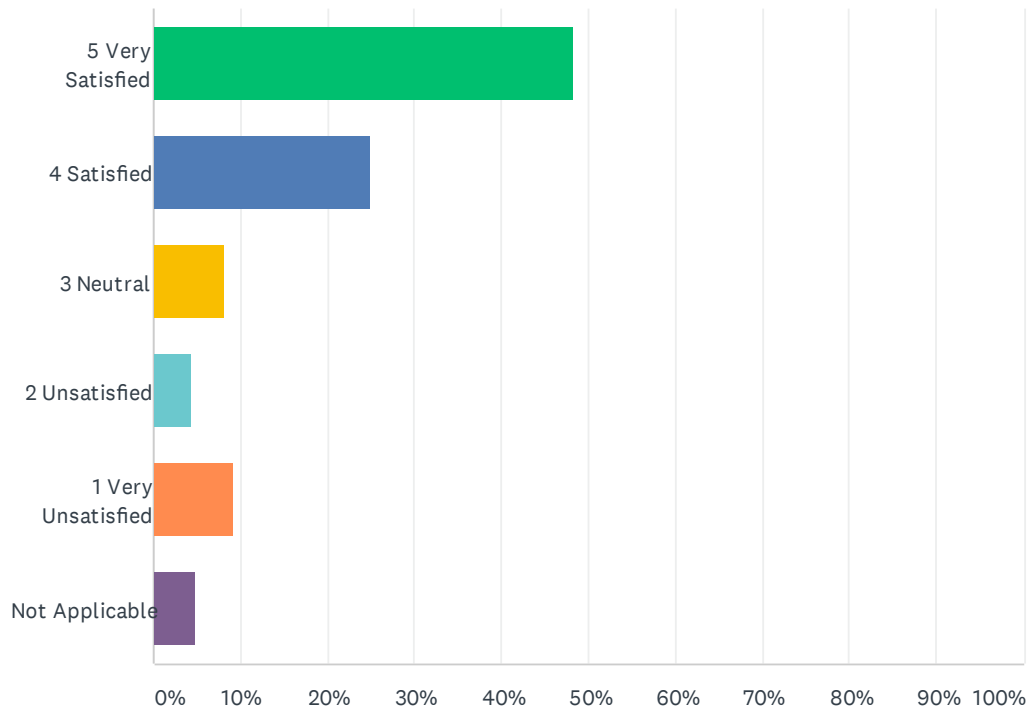
Answered: 184 Skipped: 30



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	47.83%	88
4 Satisfied	27.17%	50
3 Neutral	9.24%	17
2 Unsatisfied	3.26%	6
1 Very Unsatisfied	9.24%	17
Not Applicable	3.26%	6
<b>TOTAL</b>		<b>184</b>

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

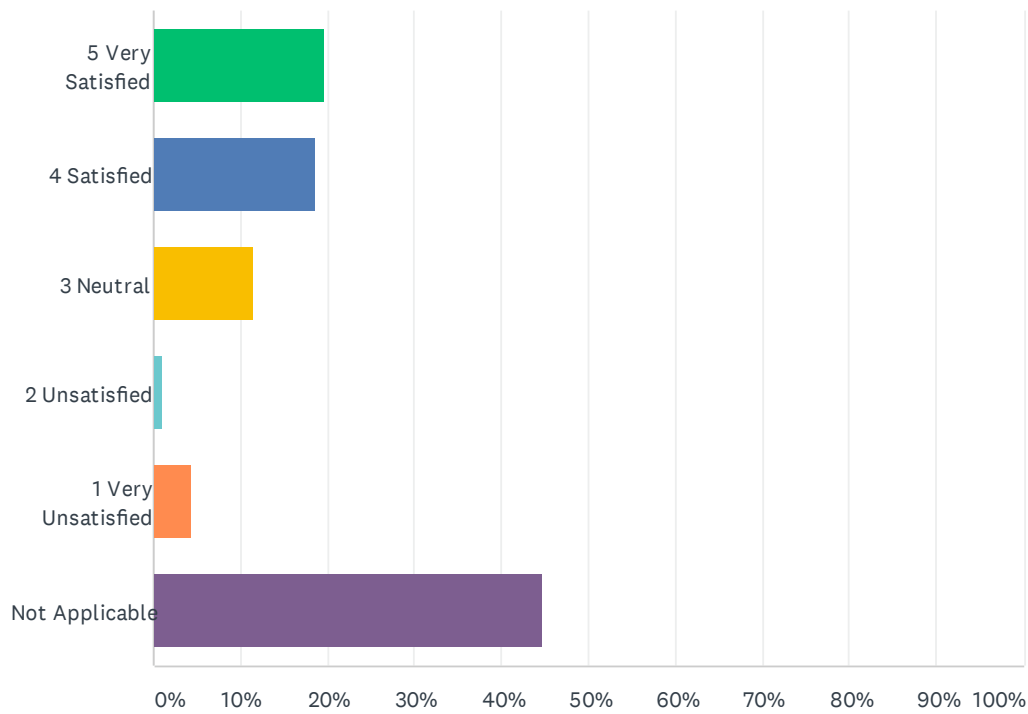
Answered: 184 Skipped: 30



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	48.37%	89
4 Satisfied	25.00%	46
3 Neutral	8.15%	15
2 Unsatisfied	4.35%	8
1 Very Unsatisfied	9.24%	17
Not Applicable	4.89%	9
<b>TOTAL</b>		<b>184</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?

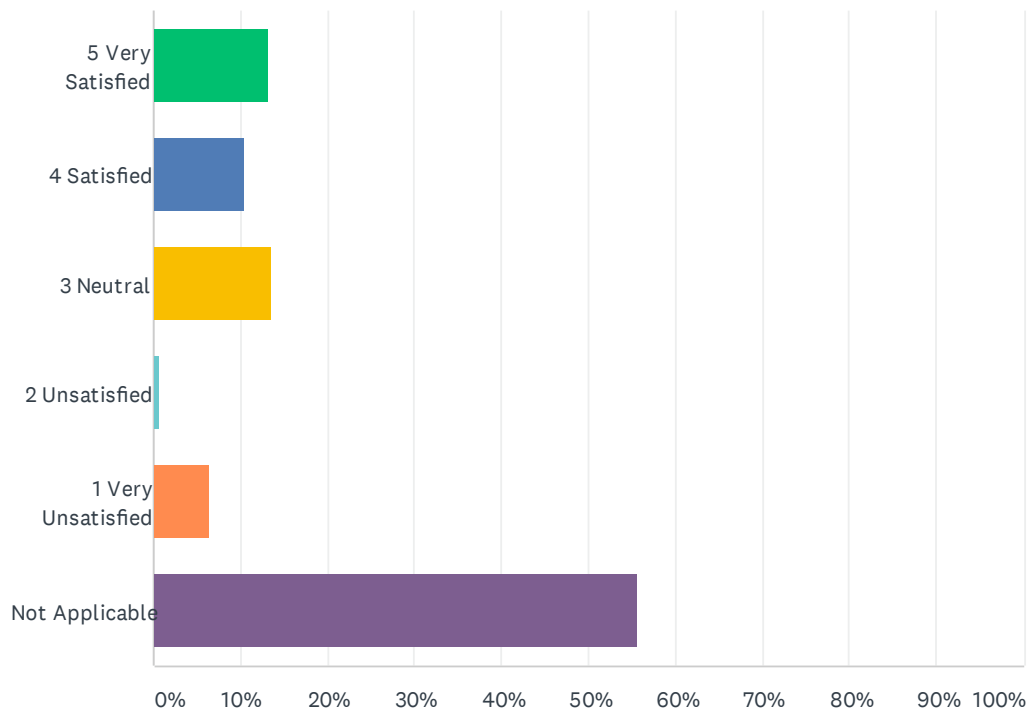
Answered: 183 Skipped: 31



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	19.67%	36
4 Satisfied	18.58%	34
3 Neutral	11.48%	21
2 Unsatisfied	1.09%	2
1 Very Unsatisfied	4.37%	8
Not Applicable	44.81%	82
<b>TOTAL</b>		<b>183</b>

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

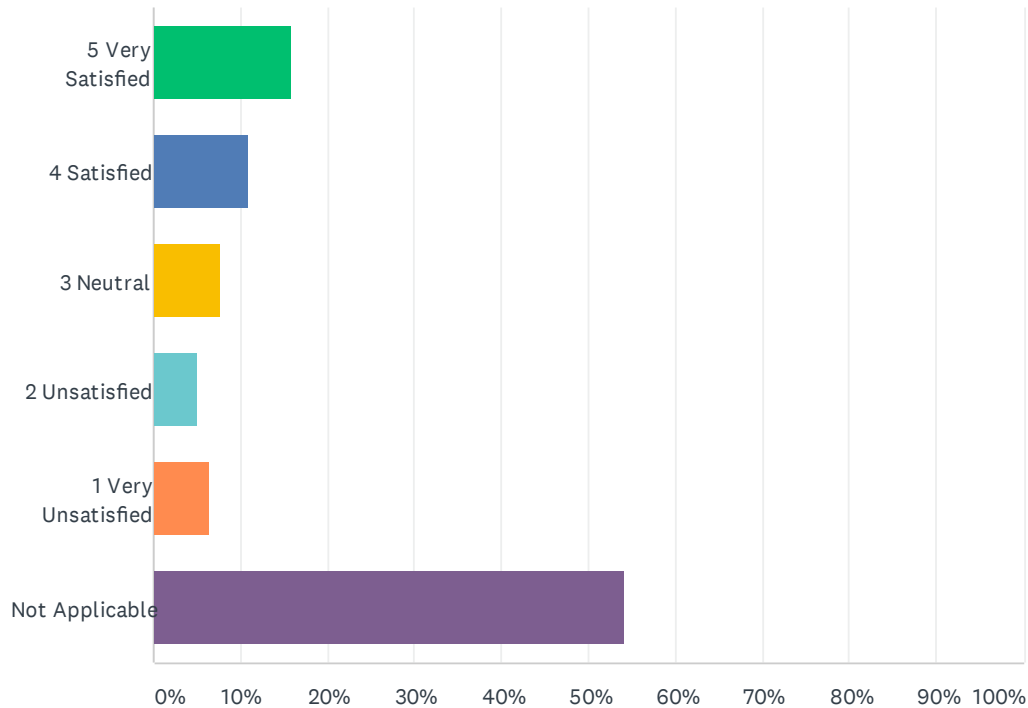
Answered: 183 Skipped: 31



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	13.11%	24
4 Satisfied	10.38%	19
3 Neutral	13.66%	25
2 Unsatisfied	0.55%	1
1 Very Unsatisfied	6.56%	12
Not Applicable	55.74%	102
<b>TOTAL</b>		<b>183</b>

## 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?

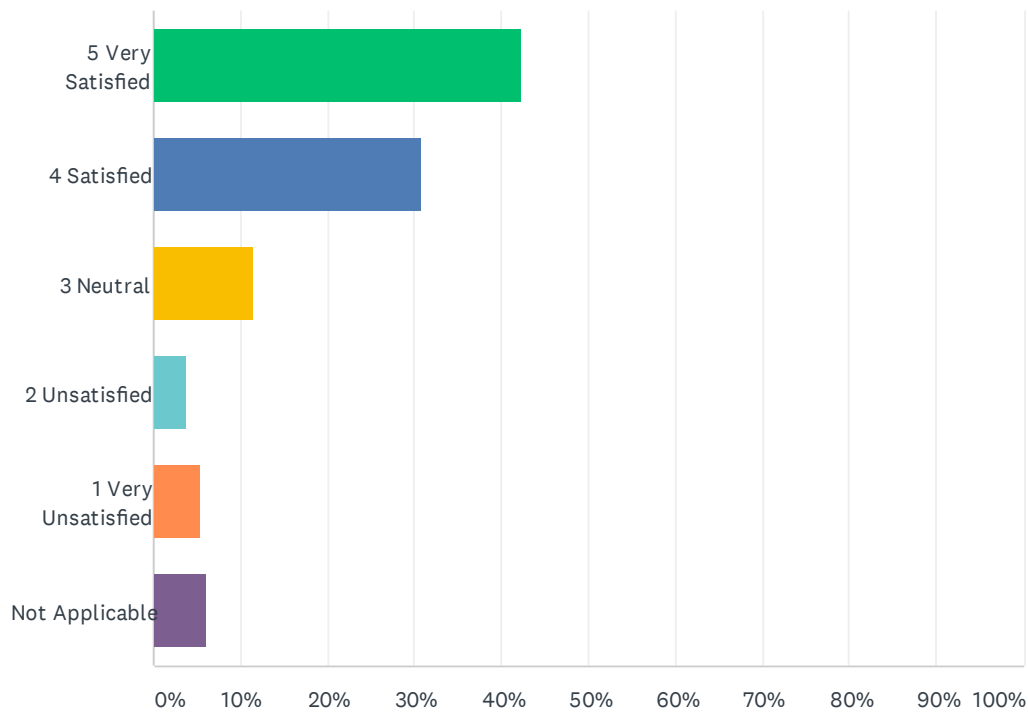
Answered: 183 Skipped: 31



ANSWER CHOICES	RESPONSES
5 Very Satisfied	15.85% 29
4 Satisfied	10.93% 20
3 Neutral	7.65% 14
2 Unsatisfied	4.92% 9
1 Very Unsatisfied	6.56% 12
Not Applicable	54.10% 99
<b>TOTAL</b>	<b>183</b>

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

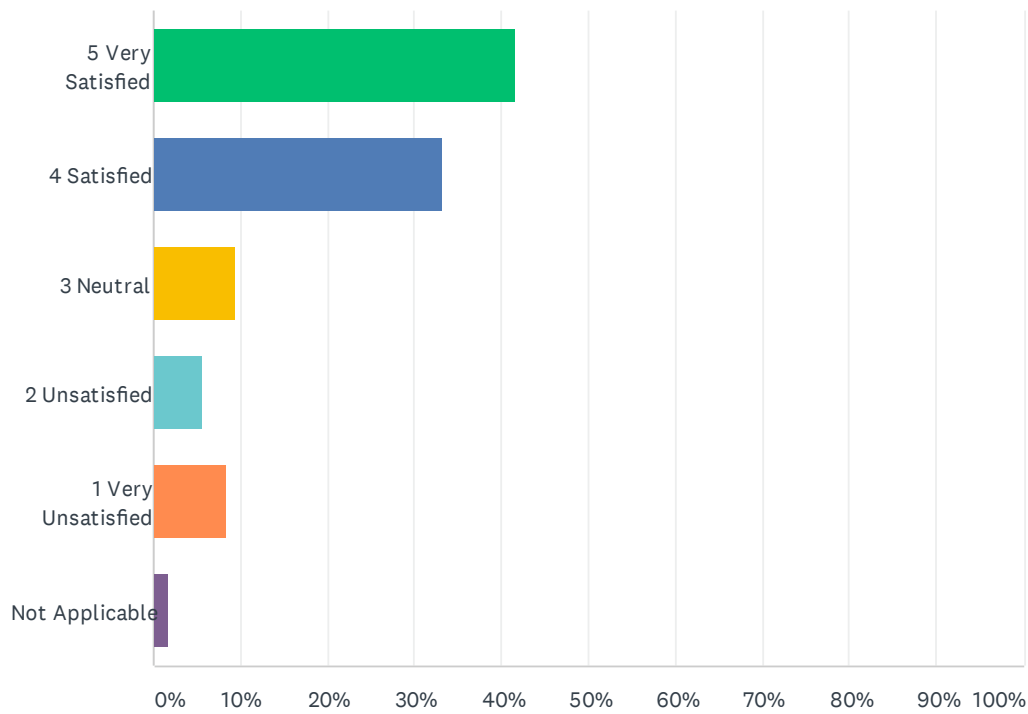
Answered: 182 Skipped: 32



ANSWER CHOICES	RESPONSES
5 Very Satisfied	42.31% 77
4 Satisfied	30.77% 56
3 Neutral	11.54% 21
2 Unsatisfied	3.85% 7
1 Very Unsatisfied	5.49% 10
Not Applicable	6.04% 11
<b>TOTAL</b>	<b>182</b>

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

Answered: 180 Skipped: 34



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	41.67%	75
4 Satisfied	33.33%	60
3 Neutral	9.44%	17
2 Unsatisfied	5.56%	10
1 Very Unsatisfied	8.33%	15
Not Applicable	1.67%	3
<b>TOTAL</b>		<b>180</b>

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

Answered: 54 Skipped: 160