

State Office of Administrative Hearings



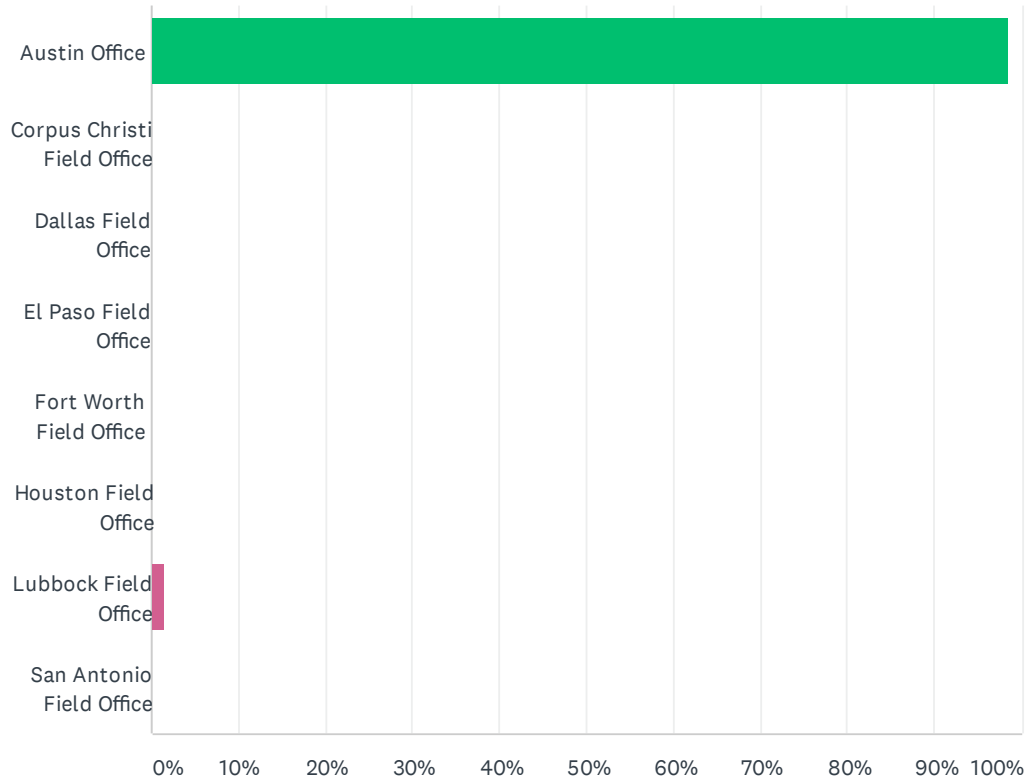
Mediation Customer Service Survey

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:

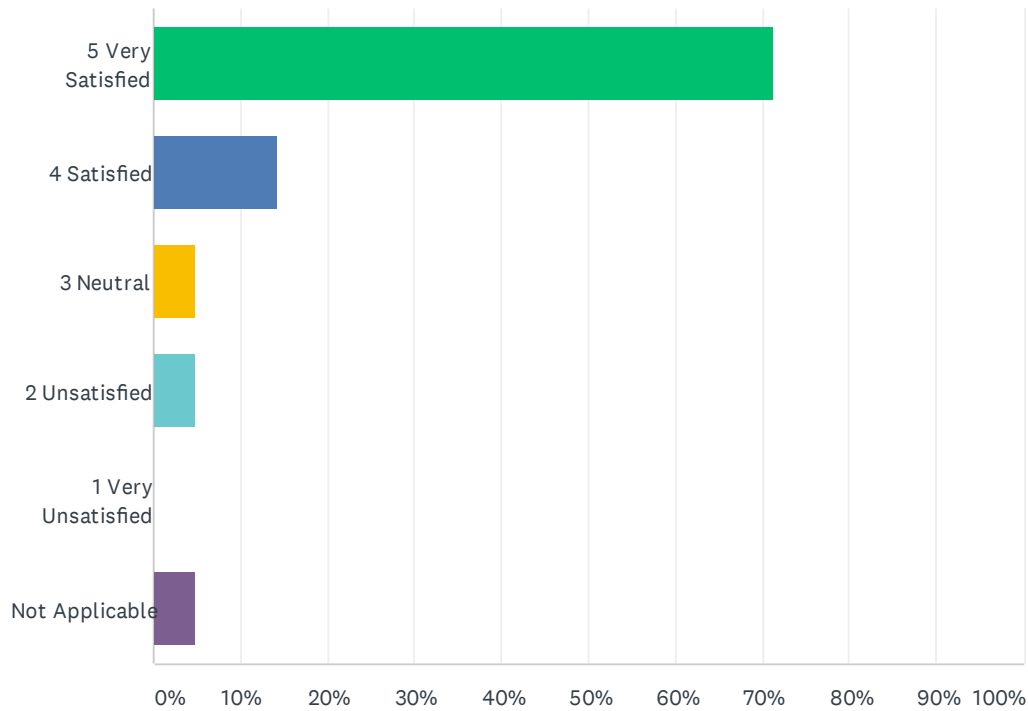
Answered: 65 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|-----------|
| Austin Office | 98.46% | 64 |
| 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 | 1.54% | 1 |
| San Antonio Field Office | 0.00% | 0 |
| TOTAL | | 65 |

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?

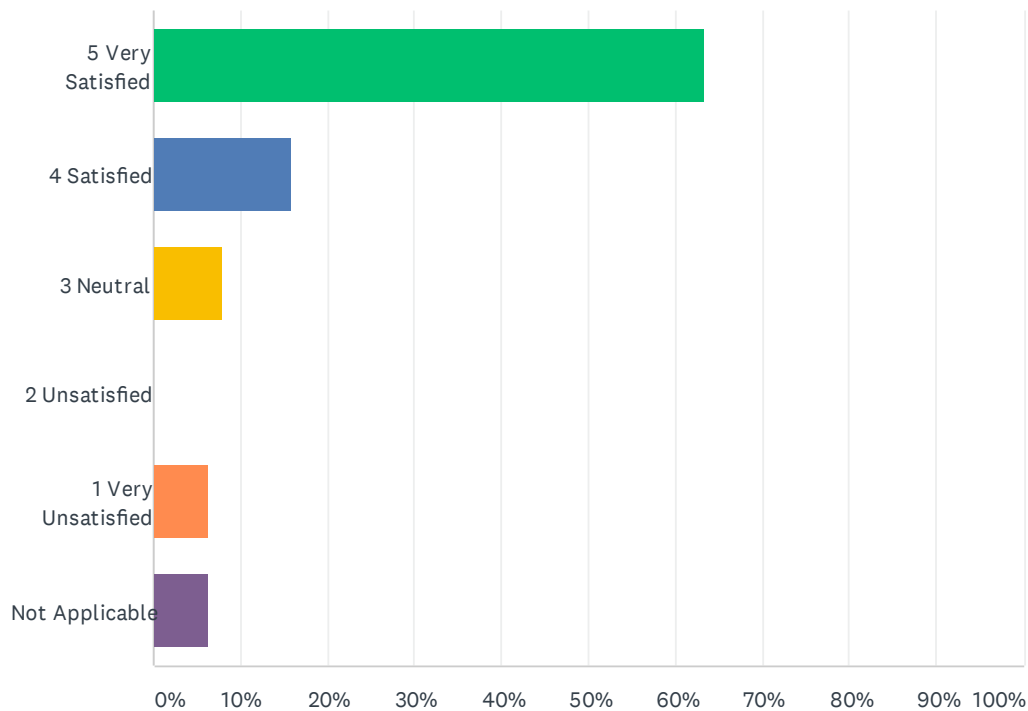
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 71.43% | 45 |
| 4 Satisfied | 14.29% | 9 |
| 3 Neutral | 4.76% | 3 |
| 2 Unsatisfied | 4.76% | 3 |
| 1 Very Unsatisfied | 0.00% | 0 |
| Not Applicable | 4.76% | 3 |
| TOTAL | | 63 |

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?

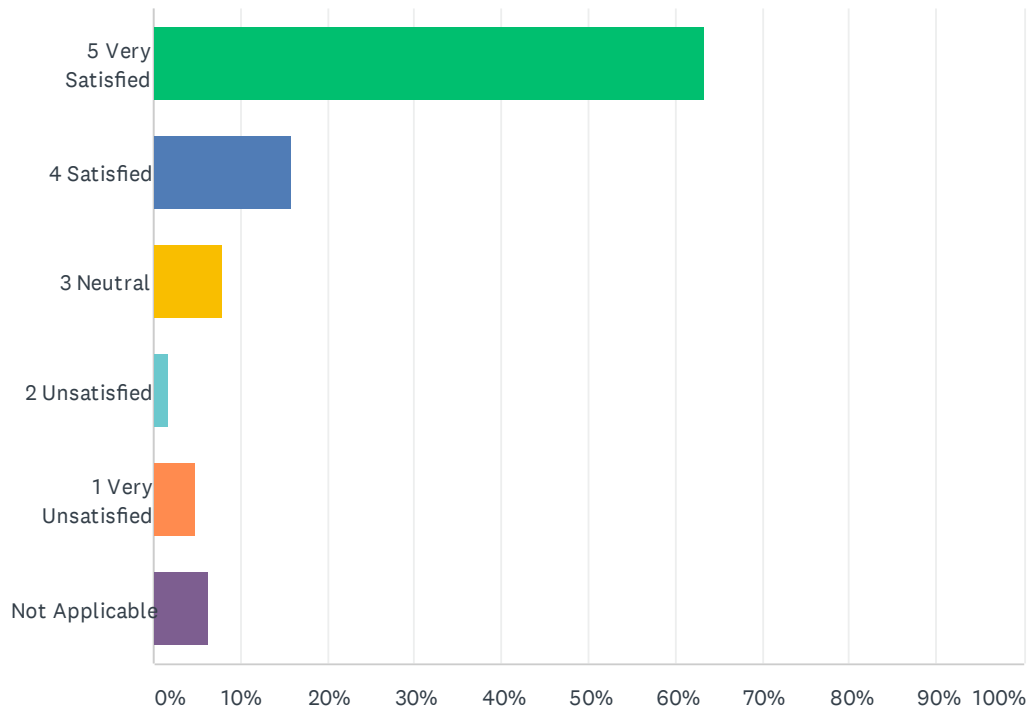
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 63.49% | 40 |
| 4 Satisfied | 15.87% | 10 |
| 3 Neutral | 7.94% | 5 |
| 2 Unsatisfied | 0.00% | 0 |
| 1 Very Unsatisfied | 6.35% | 4 |
| Not Applicable | 6.35% | 4 |
| TOTAL | | 63 |

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?

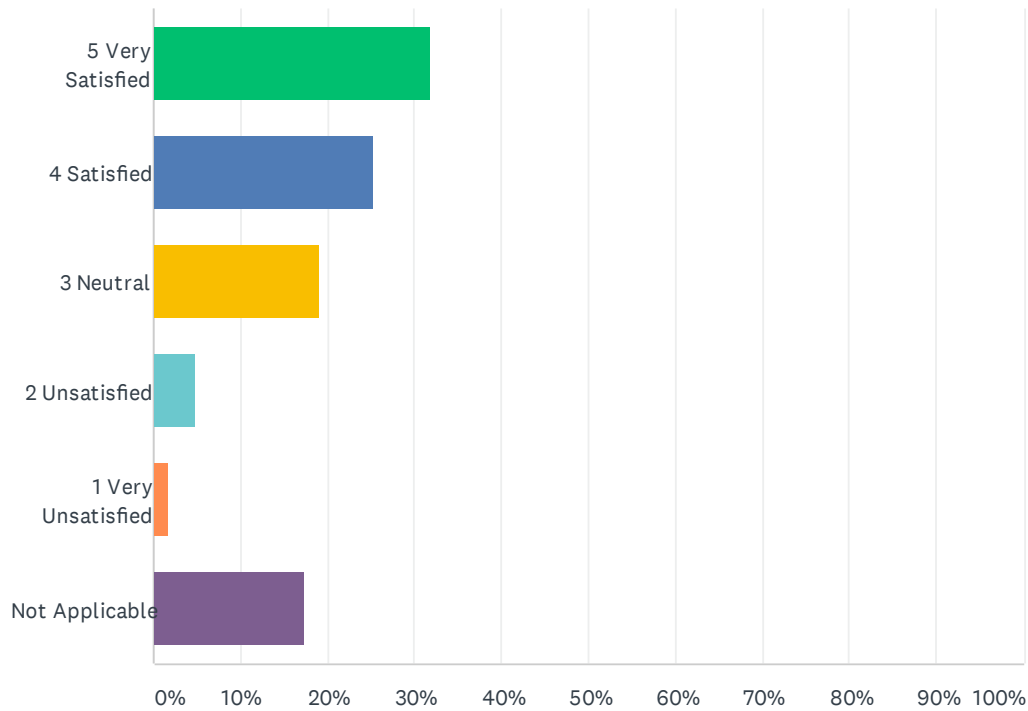
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 63.49% | 40 |
| 4 Satisfied | 15.87% | 10 |
| 3 Neutral | 7.94% | 5 |
| 2 Unsatisfied | 1.59% | 1 |
| 1 Very Unsatisfied | 4.76% | 3 |
| Not Applicable | 6.35% | 4 |
| TOTAL | | 63 |

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?

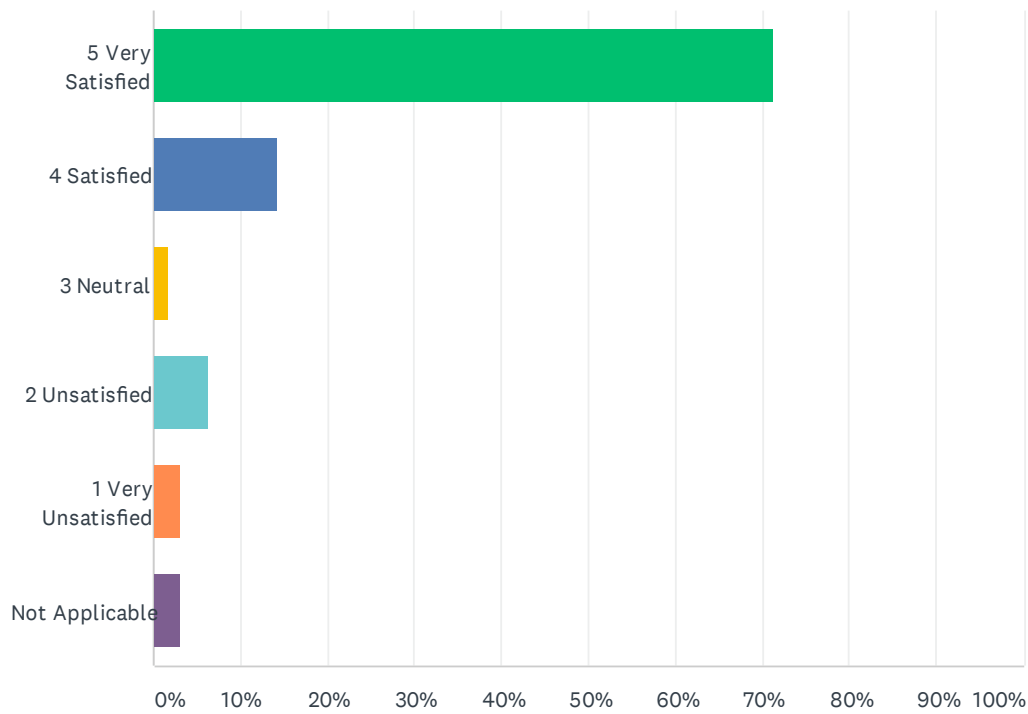
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 31.75% | 20 |
| 4 Satisfied | 25.40% | 16 |
| 3 Neutral | 19.05% | 12 |
| 2 Unsatisfied | 4.76% | 3 |
| 1 Very Unsatisfied | 1.59% | 1 |
| Not Applicable | 17.46% | 11 |
| TOTAL | | 63 |

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

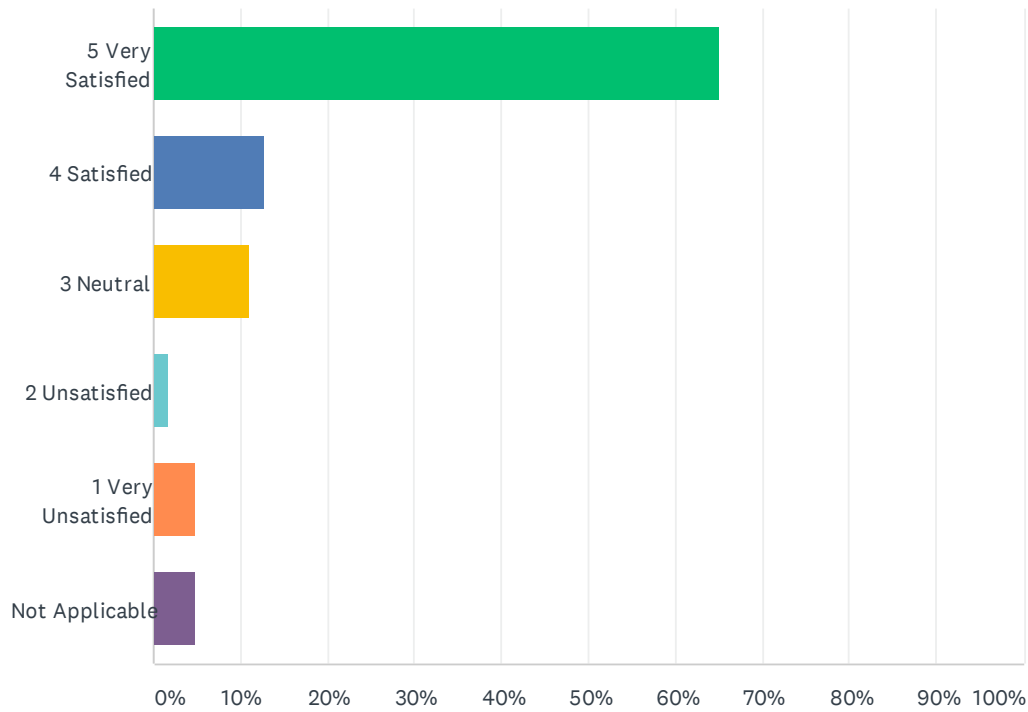
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 71.43% | 45 |
| 4 Satisfied | 14.29% | 9 |
| 3 Neutral | 1.59% | 1 |
| 2 Unsatisfied | 6.35% | 4 |
| 1 Very Unsatisfied | 3.17% | 2 |
| Not Applicable | 3.17% | 2 |
| TOTAL | | 63 |

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

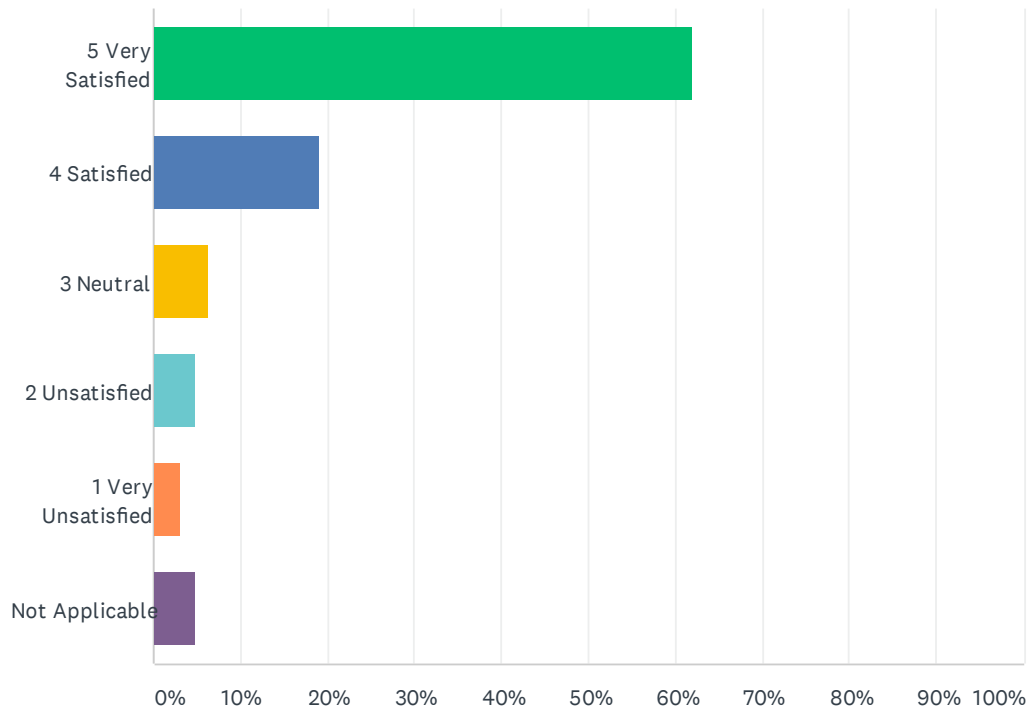
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 65.08% | 41 |
| 4 Satisfied | 12.70% | 8 |
| 3 Neutral | 11.11% | 7 |
| 2 Unsatisfied | 1.59% | 1 |
| 1 Very Unsatisfied | 4.76% | 3 |
| Not Applicable | 4.76% | 3 |
| TOTAL | | 63 |

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

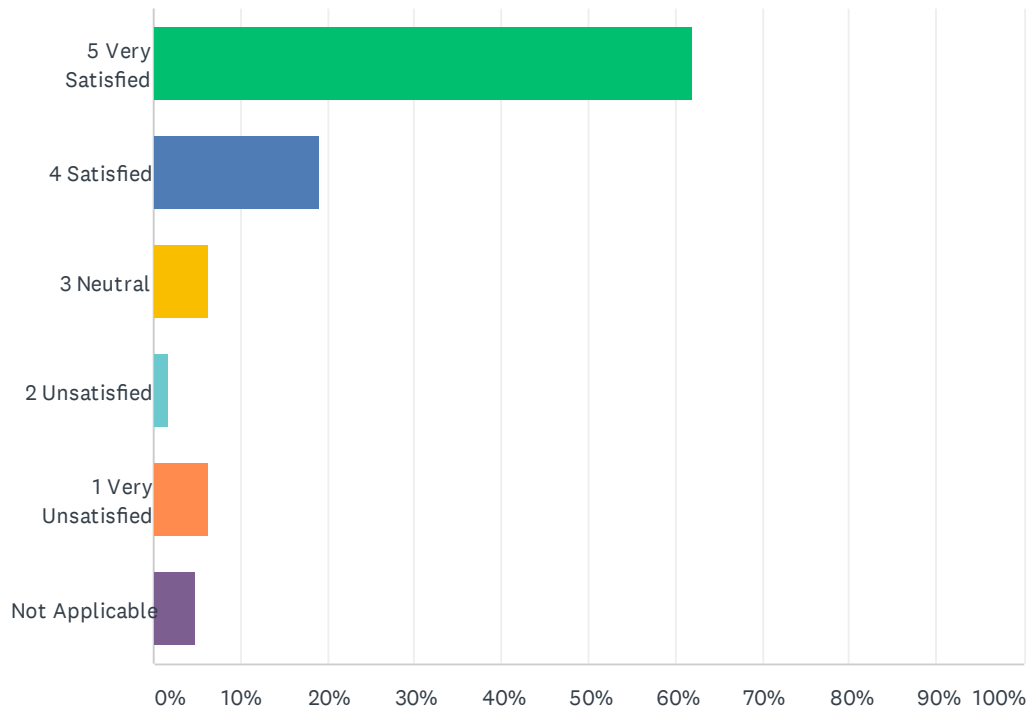
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 61.90% | 39 |
| 4 Satisfied | 19.05% | 12 |
| 3 Neutral | 6.35% | 4 |
| 2 Unsatisfied | 4.76% | 3 |
| 1 Very Unsatisfied | 3.17% | 2 |
| Not Applicable | 4.76% | 3 |
| TOTAL | | 63 |

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?

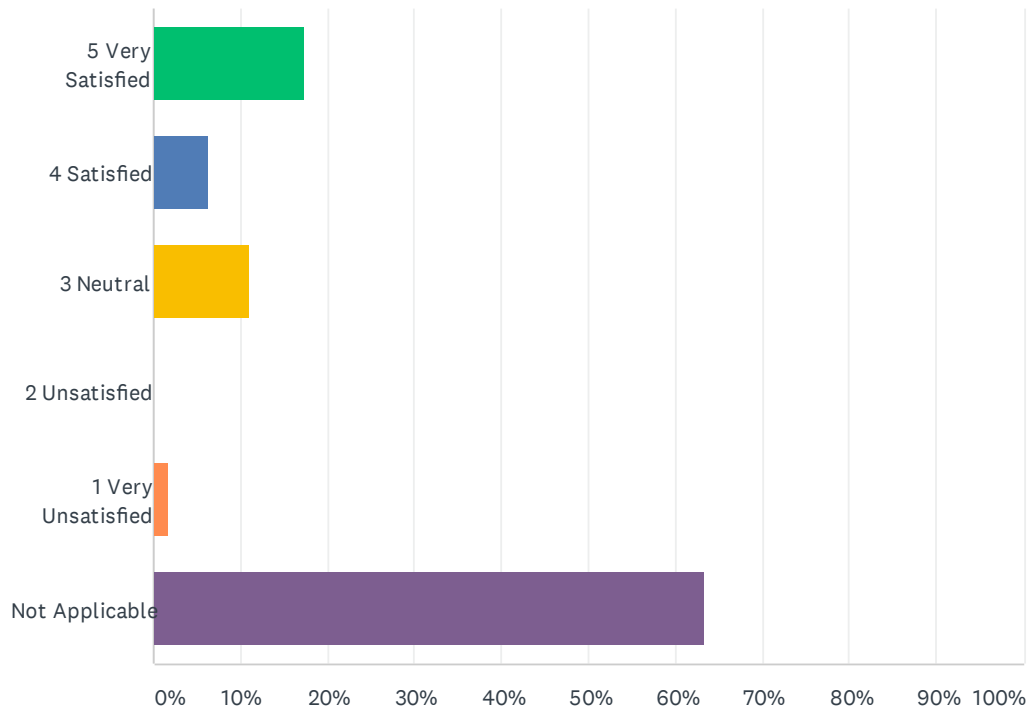
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 61.90% | 39 |
| 4 Satisfied | 19.05% | 12 |
| 3 Neutral | 6.35% | 4 |
| 2 Unsatisfied | 1.59% | 1 |
| 1 Very Unsatisfied | 6.35% | 4 |
| Not Applicable | 4.76% | 3 |
| TOTAL | | 63 |

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

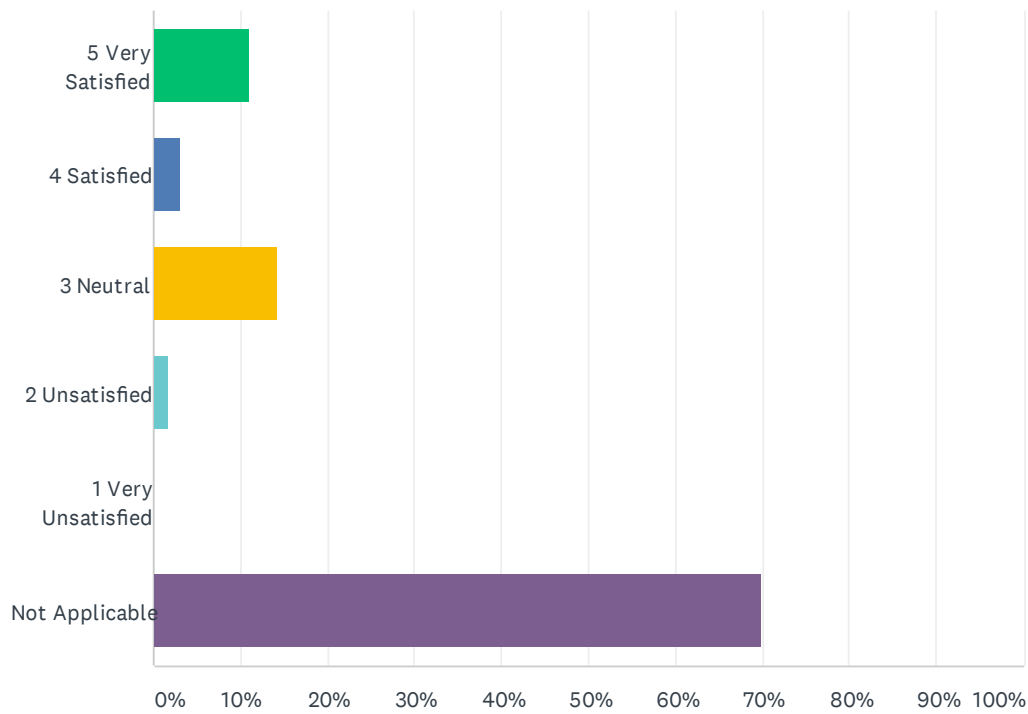
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 17.46% | 11 |
| 4 Satisfied | 6.35% | 4 |
| 3 Neutral | 11.11% | 7 |
| 2 Unsatisfied | 0.00% | 0 |
| 1 Very Unsatisfied | 1.59% | 1 |
| Not Applicable | 63.49% | 40 |
| TOTAL | | 63 |

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

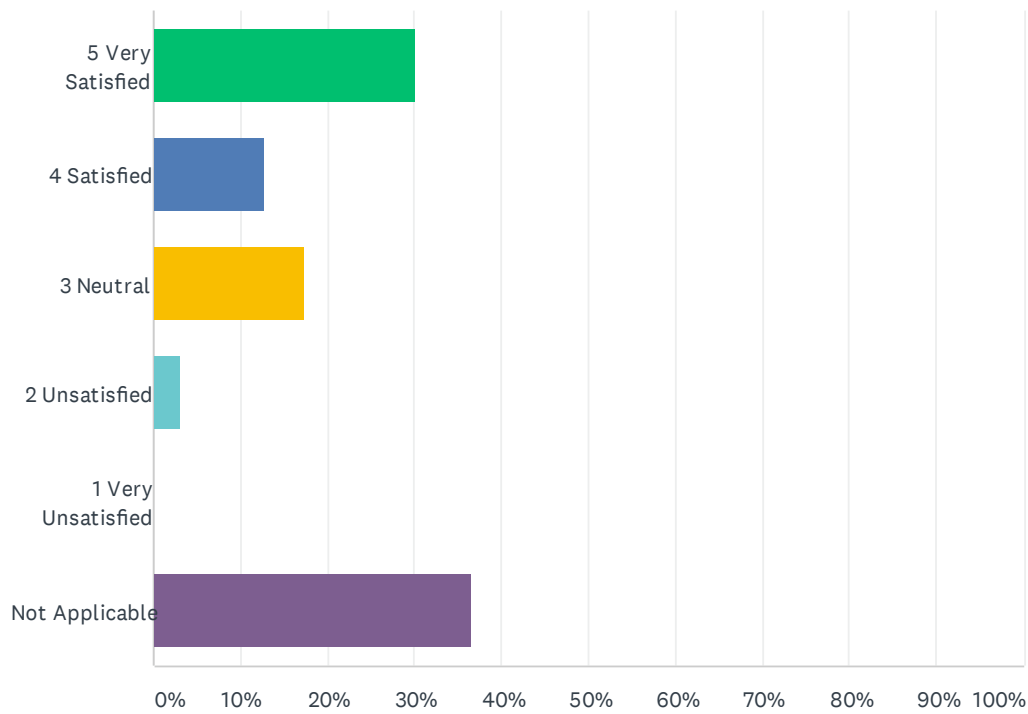
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 11.11% | 7 |
| 4 Satisfied | 3.17% | 2 |
| 3 Neutral | 14.29% | 9 |
| 2 Unsatisfied | 1.59% | 1 |
| 1 Very Unsatisfied | 0.00% | 0 |
| Not Applicable | 69.84% | 44 |
| TOTAL | | 63 |

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

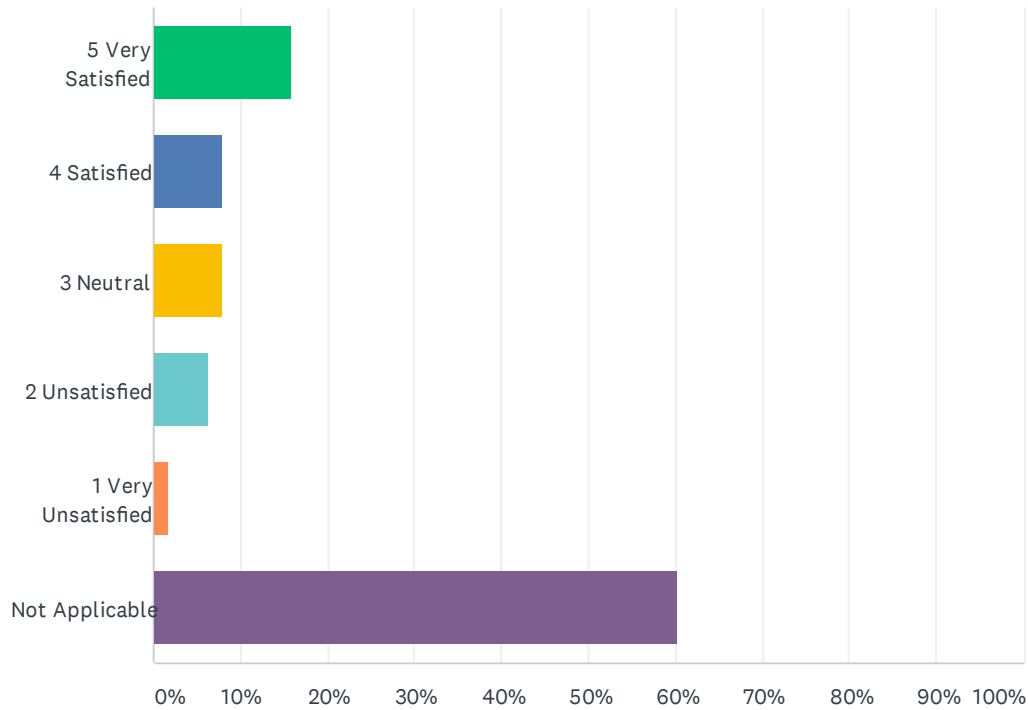
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 30.16% | 19 |
| 4 Satisfied | 12.70% | 8 |
| 3 Neutral | 17.46% | 11 |
| 2 Unsatisfied | 3.17% | 2 |
| 1 Very Unsatisfied | 0.00% | 0 |
| Not Applicable | 36.51% | 23 |
| TOTAL | | 63 |

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?

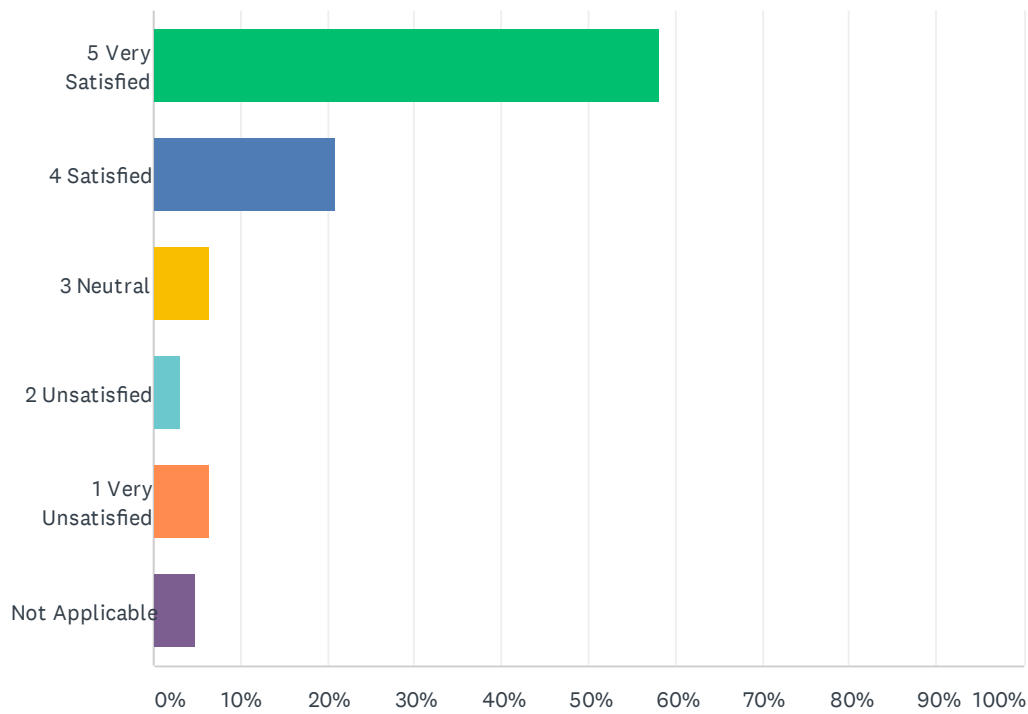
Answered: 63 Skipped: 2



| ANSWER CHOICES | RESPONSES |
|--------------------|-----------|
| 5 Very Satisfied | 15.87% 10 |
| 4 Satisfied | 7.94% 5 |
| 3 Neutral | 7.94% 5 |
| 2 Unsatisfied | 6.35% 4 |
| 1 Very Unsatisfied | 1.59% 1 |
| Not Applicable | 60.32% 38 |
| TOTAL | 63 |

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

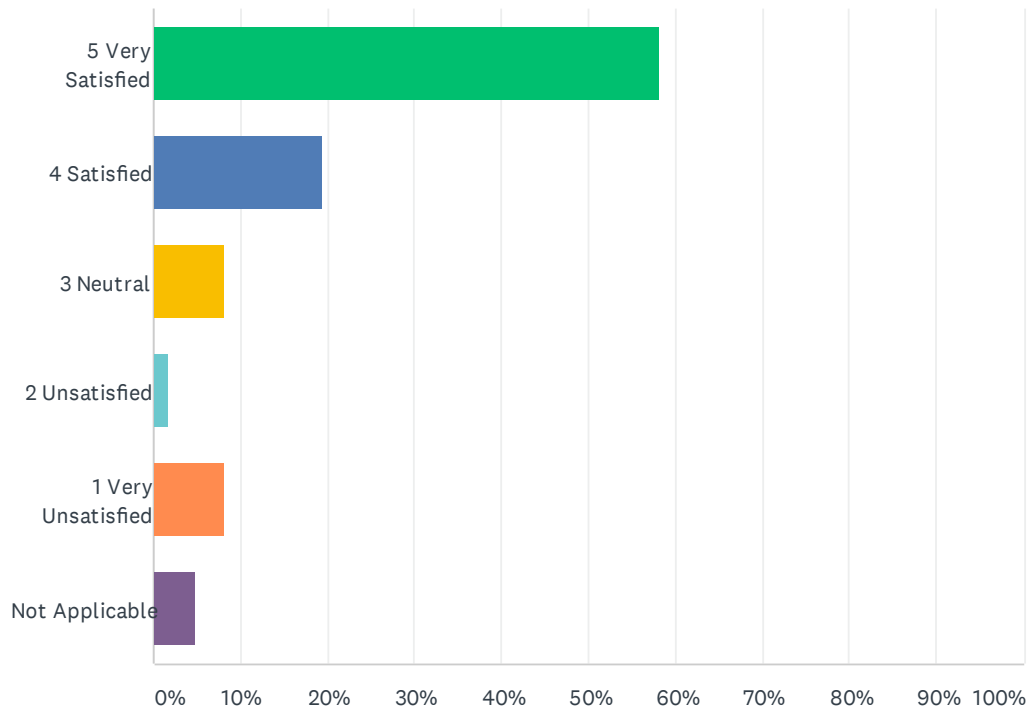
Answered: 62 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 58.06% | 36 |
| 4 Satisfied | 20.97% | 13 |
| 3 Neutral | 6.45% | 4 |
| 2 Unsatisfied | 3.23% | 2 |
| 1 Very Unsatisfied | 6.45% | 4 |
| Not Applicable | 4.84% | 3 |
| TOTAL | | 62 |

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

Answered: 62 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----------|
| 5 Very Satisfied | 58.06% | 36 |
| 4 Satisfied | 19.35% | 12 |
| 3 Neutral | 8.06% | 5 |
| 2 Unsatisfied | 1.61% | 1 |
| 1 Very Unsatisfied | 8.06% | 5 |
| Not Applicable | 4.84% | 3 |
| TOTAL | | 62 |

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

Answered: 19 Skipped: 46