

State Office of Administrative Hearings



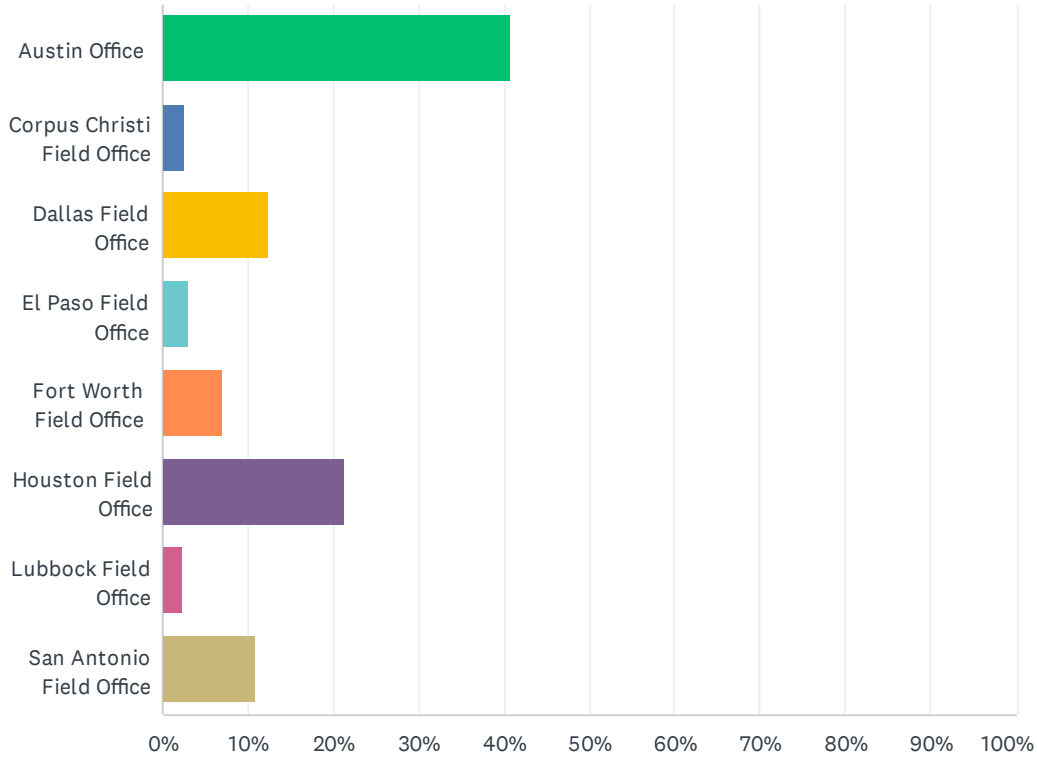
Hearings Customer Service Survey

Fiscal Year 2022 Survey Results

September 1, 2021, through August 31, 2022

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

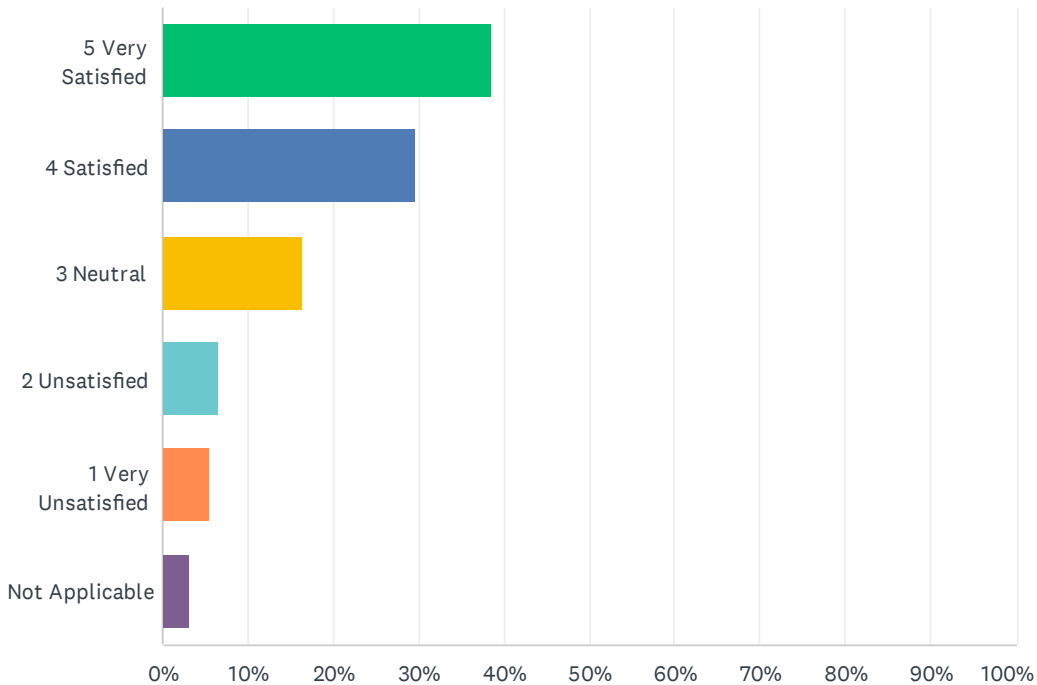
Answered: 610 Skipped: 9



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|------------|
| Austin Office | 40.66% | 248 |
| Corpus Christi Field Office | 2.46% | 15 |
| Dallas Field Office | 12.46% | 76 |
| El Paso Field Office | 2.95% | 18 |
| Fort Worth Field Office | 7.05% | 43 |
| Houston Field Office | 21.31% | 130 |
| Lubbock Field Office | 2.30% | 14 |
| San Antonio Field Office | 10.82% | 66 |
| TOTAL | | 610 |

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?

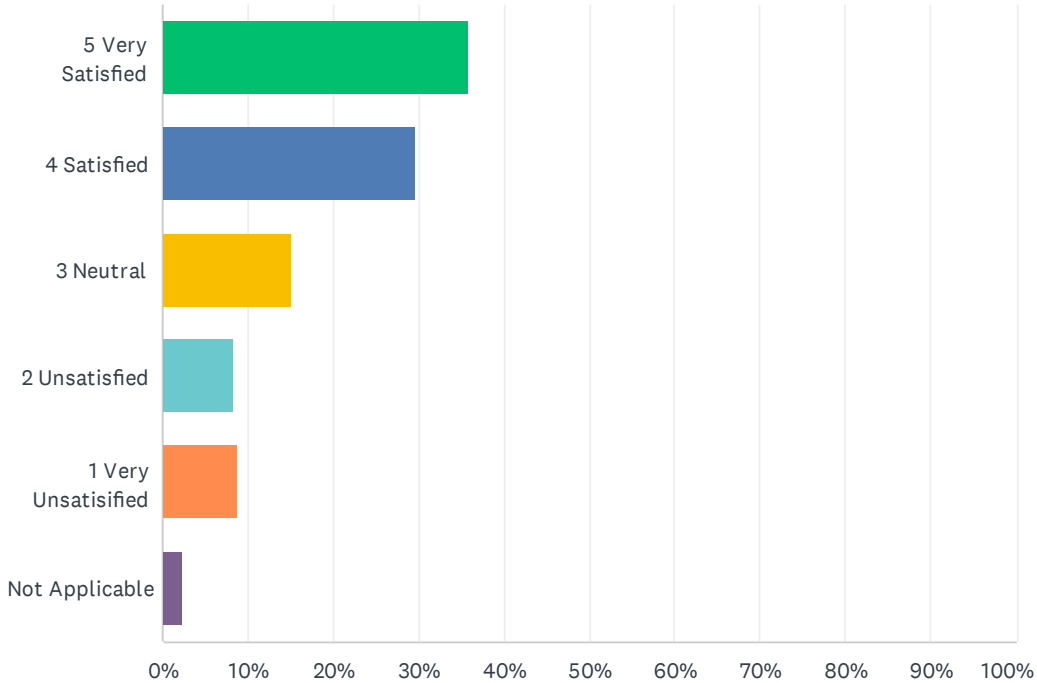
Answered: 531 Skipped: 88



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 38.61% | 205 |
| 4 Satisfied | 29.57% | 157 |
| 3 Neutral | 16.38% | 87 |
| 2 Unsatisfied | 6.59% | 35 |
| 1 Very Unsatisfied | 5.65% | 30 |
| Not Applicable | 3.20% | 17 |
| TOTAL | | 531 |

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?

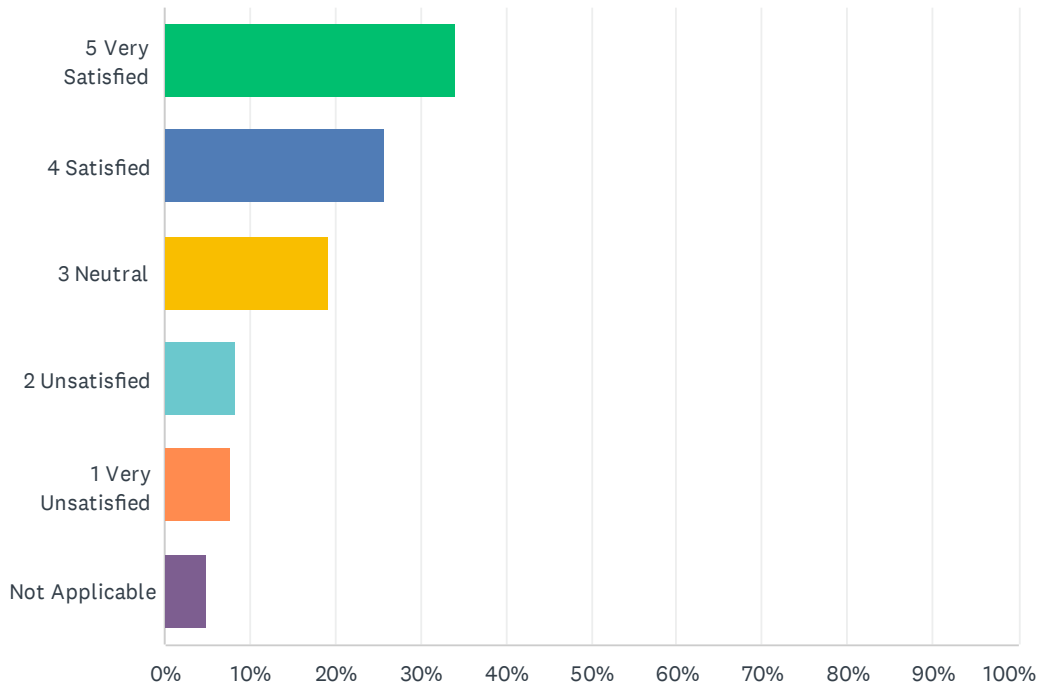
Answered: 522 Skipped: 97



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 35.82% | 187 |
| 4 Satisfied | 29.69% | 155 |
| 3 Neutral | 15.13% | 79 |
| 2 Unsatisfied | 8.24% | 43 |
| 1 Very Unsatisfied | 8.81% | 46 |
| Not Applicable | 2.30% | 12 |
| TOTAL | | 522 |

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?

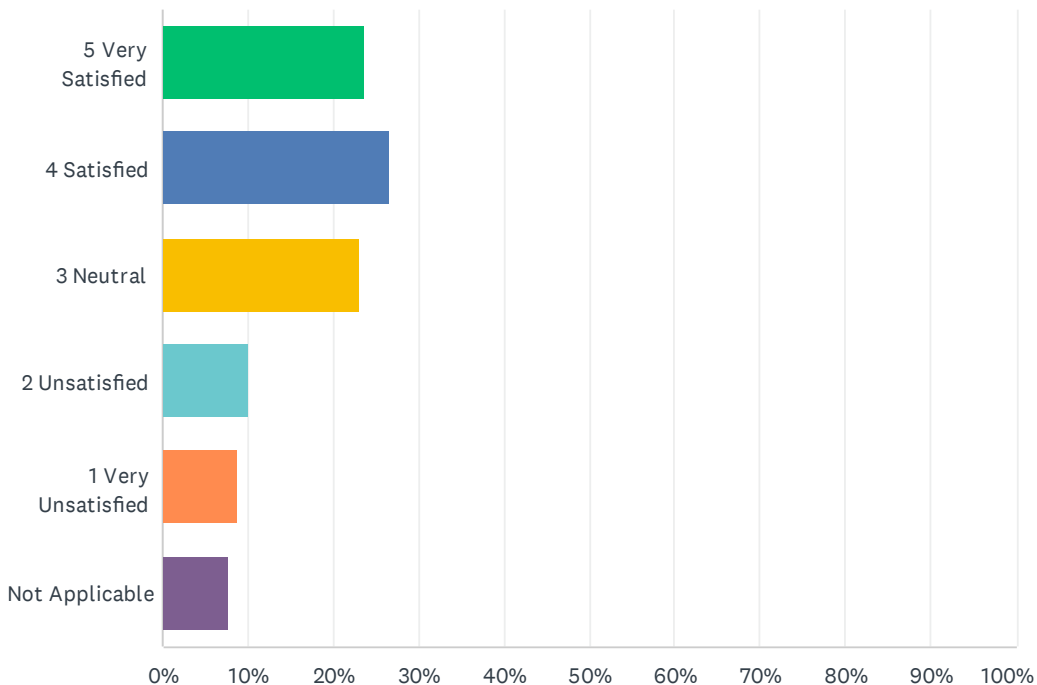
Answered: 509 Skipped: 110



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 34.18% | 174 |
| 4 Satisfied | 25.74% | 131 |
| 3 Neutral | 19.25% | 98 |
| 2 Unsatisfied | 8.25% | 42 |
| 1 Very Unsatisfied | 7.66% | 39 |
| Not Applicable | 4.91% | 25 |
| TOTAL | | 509 |

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?

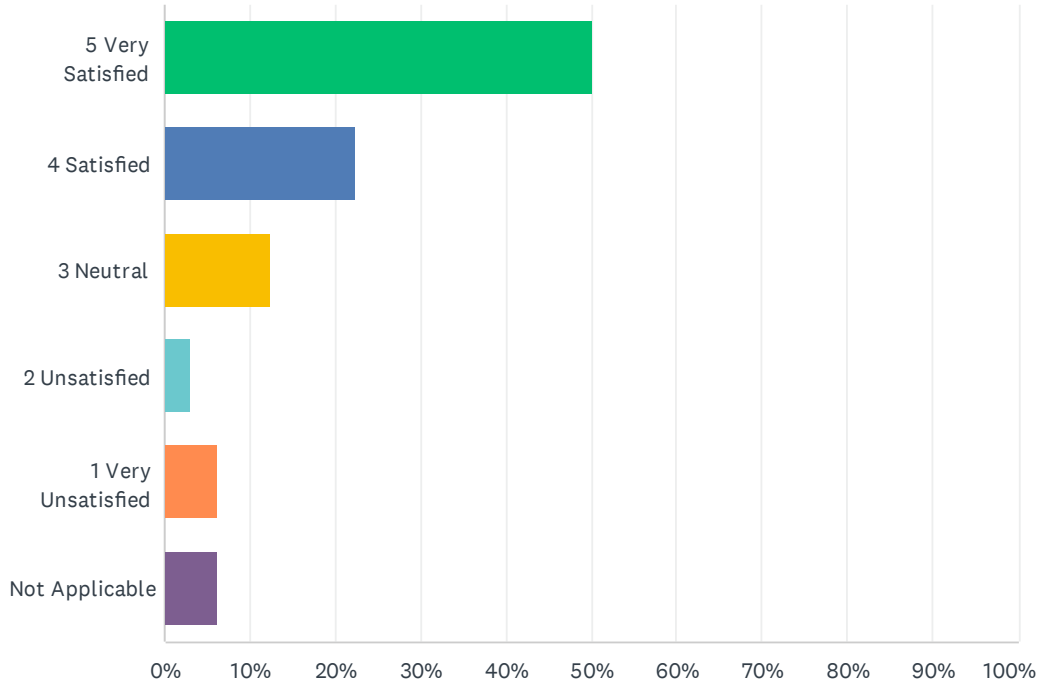
Answered: 502 Skipped: 117



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 23.71% | 119 |
| 4 Satisfied | 26.69% | 134 |
| 3 Neutral | 23.11% | 116 |
| 2 Unsatisfied | 9.96% | 50 |
| 1 Very Unsatisfied | 8.76% | 44 |
| Not Applicable | 7.77% | 39 |
| TOTAL | | 502 |

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

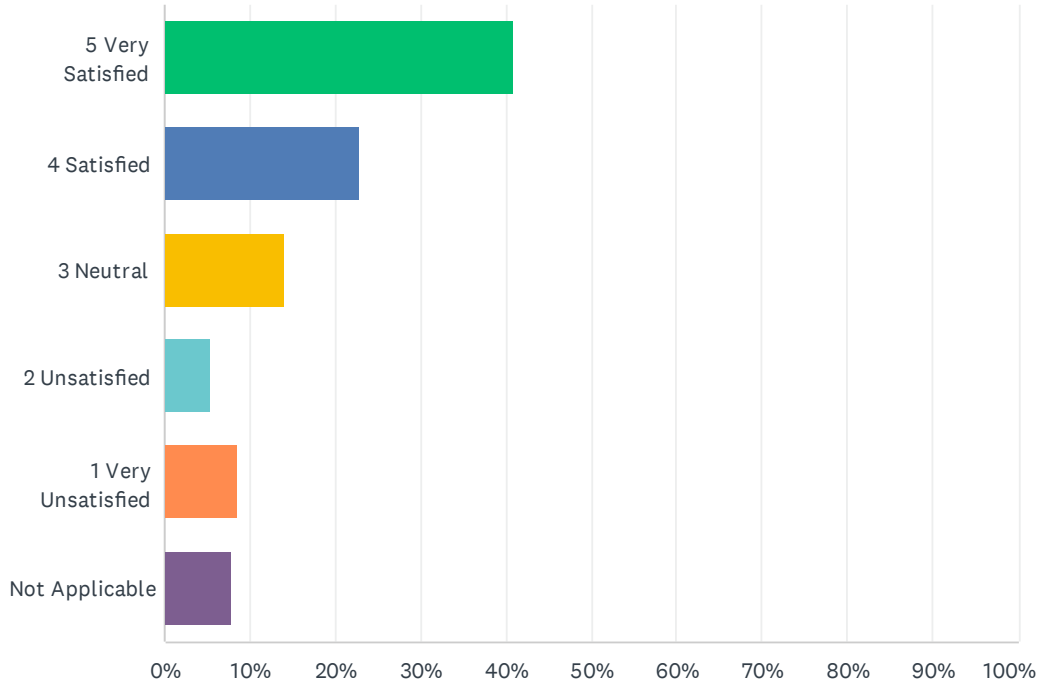
Answered: 488 Skipped: 131



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 50.00% | 244 |
| 4 Satisfied | 22.34% | 109 |
| 3 Neutral | 12.30% | 60 |
| 2 Unsatisfied | 3.07% | 15 |
| 1 Very Unsatisfied | 6.15% | 30 |
| Not Applicable | 6.15% | 30 |
| TOTAL | | 488 |

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

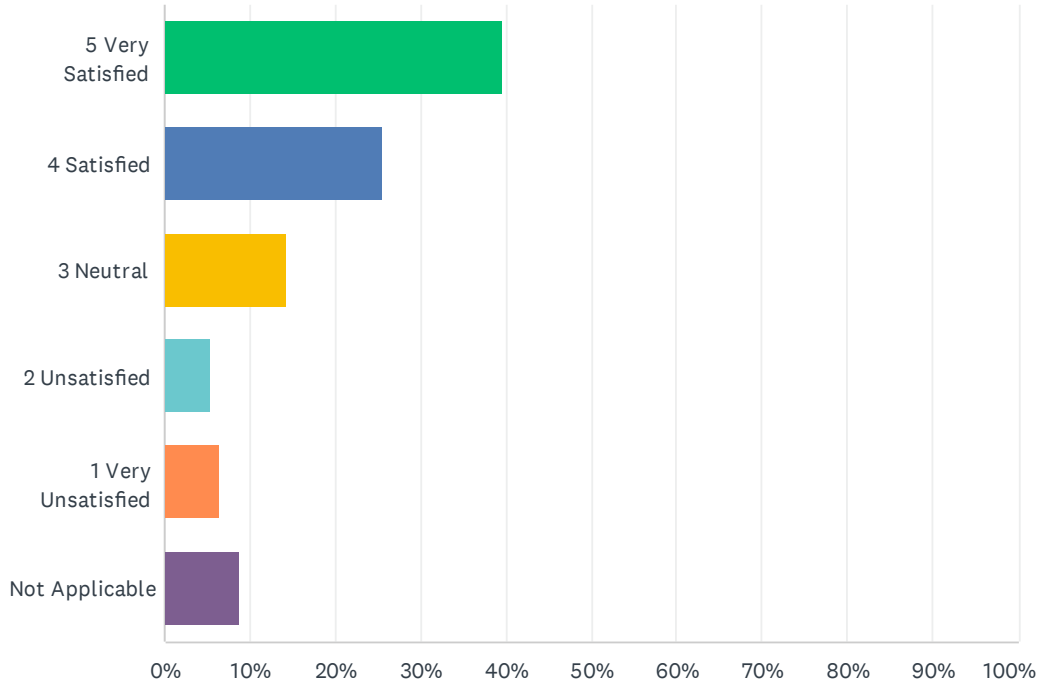
Answered: 480 Skipped: 139



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 41.04% | 197 |
| 4 Satisfied | 22.92% | 110 |
| 3 Neutral | 14.17% | 68 |
| 2 Unsatisfied | 5.42% | 26 |
| 1 Very Unsatisfied | 8.54% | 41 |
| Not Applicable | 7.92% | 38 |
| TOTAL | | 480 |

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

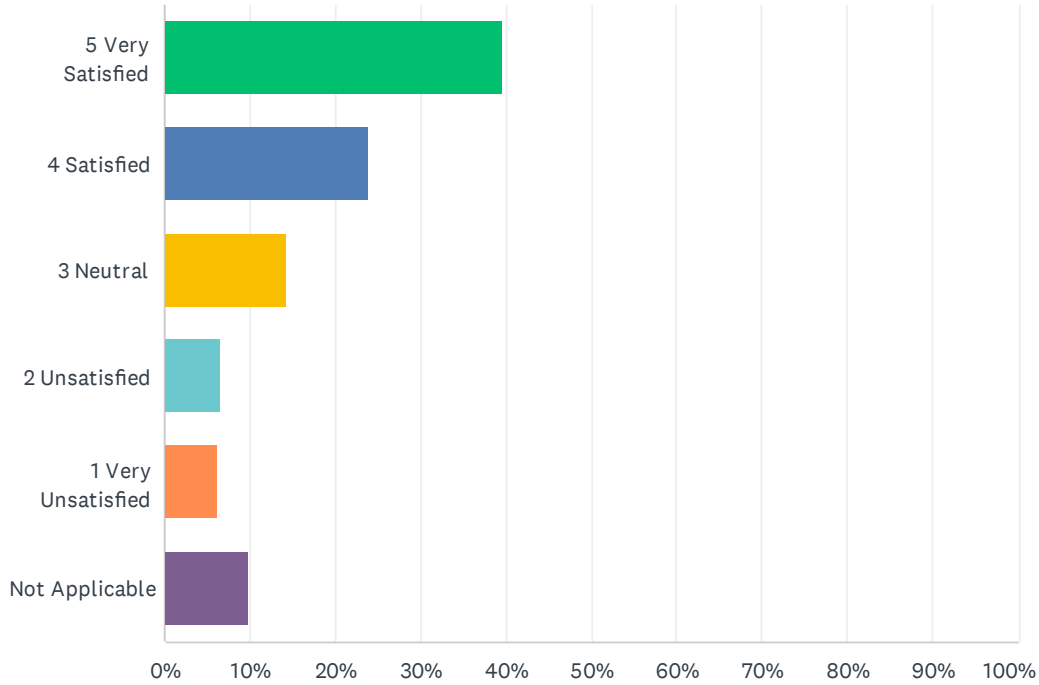
Answered: 473 Skipped: 146



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 39.75% | 188 |
| 4 Satisfied | 25.58% | 121 |
| 3 Neutral | 14.38% | 68 |
| 2 Unsatisfied | 5.29% | 25 |
| 1 Very Unsatisfied | 6.34% | 30 |
| Not Applicable | 8.67% | 41 |
| TOTAL | | 473 |

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

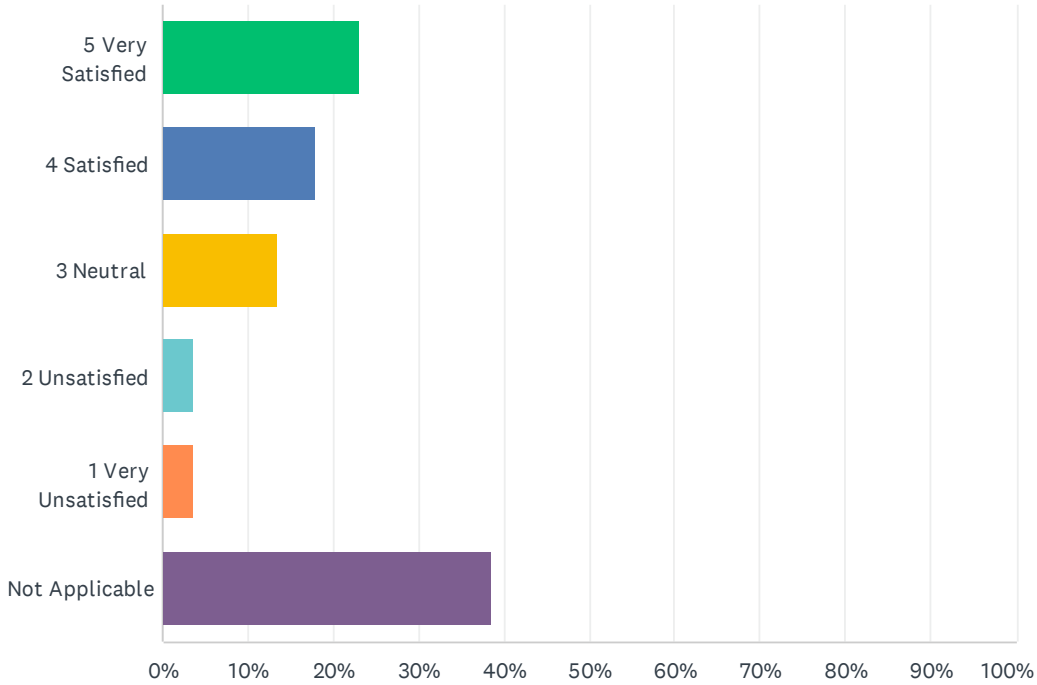
Answered: 472 Skipped: 147



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 39.62% | 187 |
| 4 Satisfied | 23.94% | 113 |
| 3 Neutral | 14.19% | 67 |
| 2 Unsatisfied | 6.57% | 31 |
| 1 Very Unsatisfied | 6.14% | 29 |
| Not Applicable | 9.75% | 46 |
| TOTAL | | 472 |

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

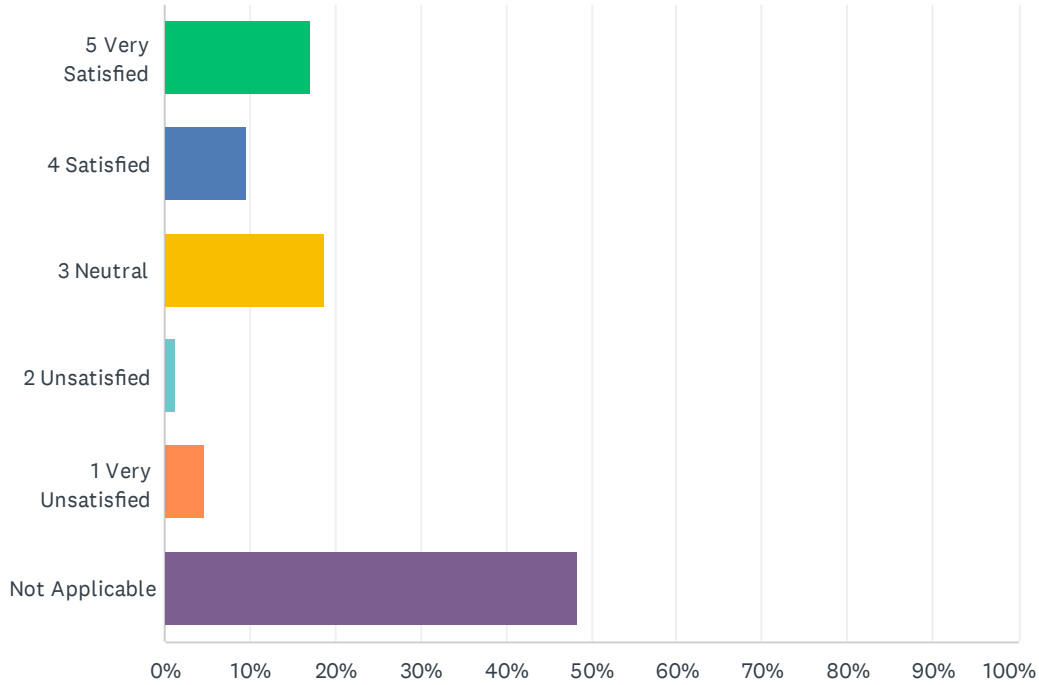
Answered: 470 Skipped: 149



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 22.98% | 108 |
| 4 Satisfied | 17.87% | 84 |
| 3 Neutral | 13.40% | 63 |
| 2 Unsatisfied | 3.62% | 17 |
| 1 Very Unsatisfied | 3.62% | 17 |
| Not Applicable | 38.51% | 181 |
| TOTAL | | 470 |

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

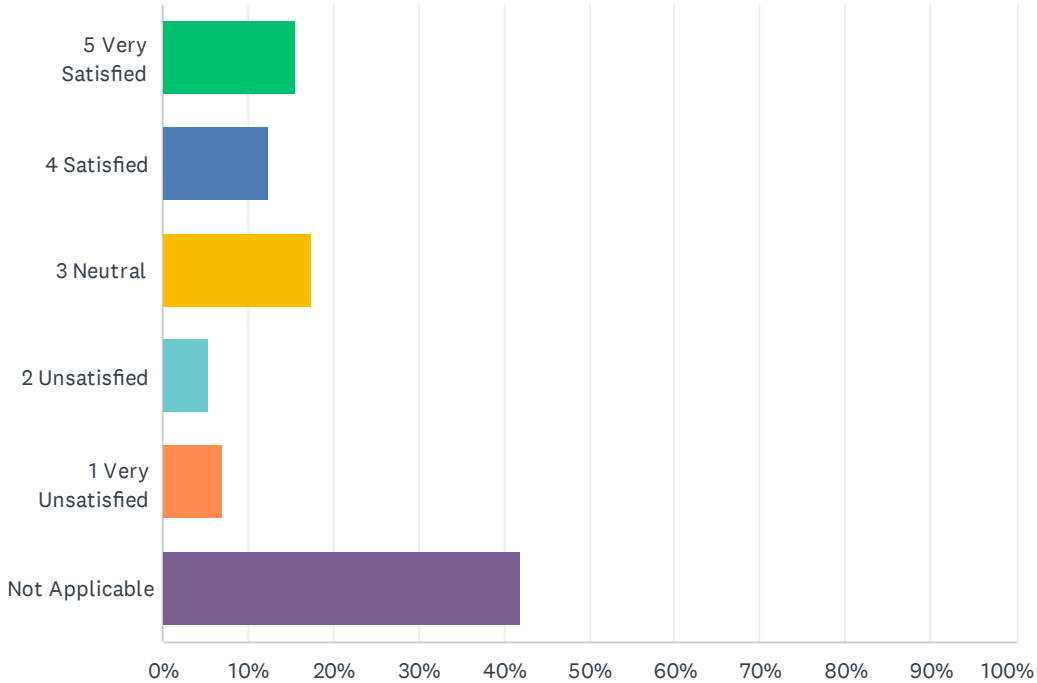
Answered: 468 Skipped: 151



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 17.09% | 80 |
| 4 Satisfied | 9.62% | 45 |
| 3 Neutral | 18.80% | 88 |
| 2 Unsatisfied | 1.28% | 6 |
| 1 Very Unsatisfied | 4.70% | 22 |
| Not Applicable | 48.50% | 227 |
| TOTAL | | 468 |

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?

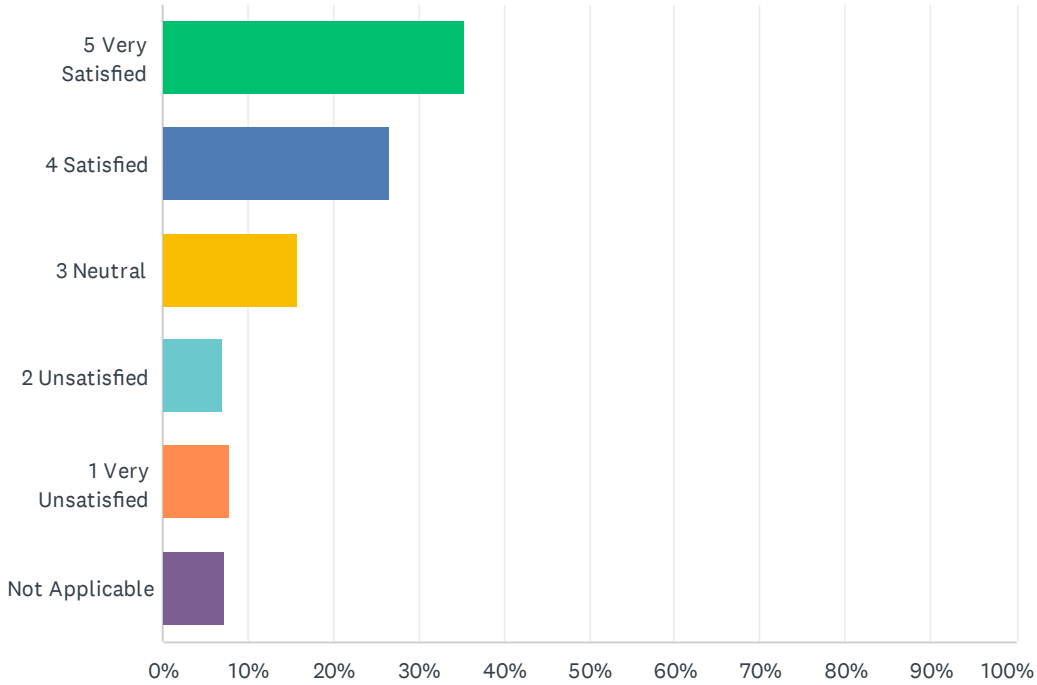
Answered: 468 Skipped: 151



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 15.60% | 73 |
| 4 Satisfied | 12.39% | 58 |
| 3 Neutral | 17.52% | 82 |
| 2 Unsatisfied | 5.34% | 25 |
| 1 Very Unsatisfied | 7.05% | 33 |
| Not Applicable | 42.09% | 197 |
| TOTAL | | 468 |

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

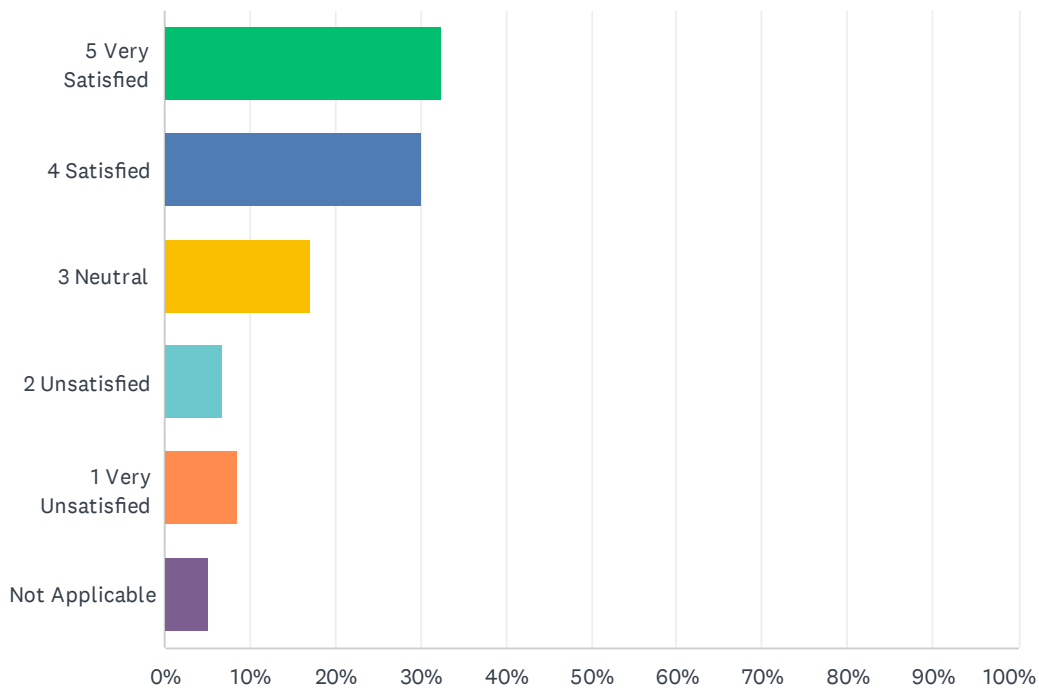
Answered: 467 Skipped: 152



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 35.33% | 165 |
| 4 Satisfied | 26.55% | 124 |
| 3 Neutral | 15.85% | 74 |
| 2 Unsatisfied | 7.07% | 33 |
| 1 Very Unsatisfied | 7.92% | 37 |
| Not Applicable | 7.28% | 34 |
| TOTAL | | 467 |

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

Answered: 467 Skipped: 152



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| 5 Very Satisfied | 32.33% | 151 |
| 4 Satisfied | 29.98% | 140 |
| 3 Neutral | 17.13% | 80 |
| 2 Unsatisfied | 6.85% | 32 |
| 1 Very Unsatisfied | 8.57% | 40 |
| Not Applicable | 5.14% | 24 |
| TOTAL | | 467 |

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

Answered: 124 Skipped: 495