

State Office of Administrative Hearings



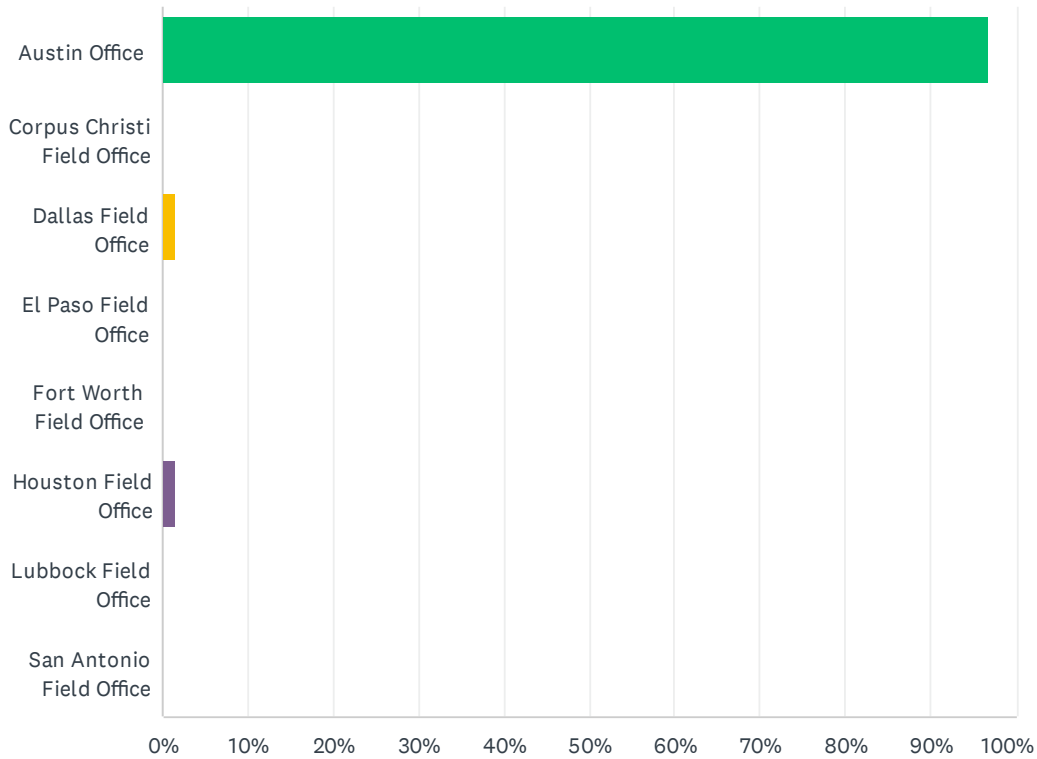
Mediation Customer Service Survey

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:

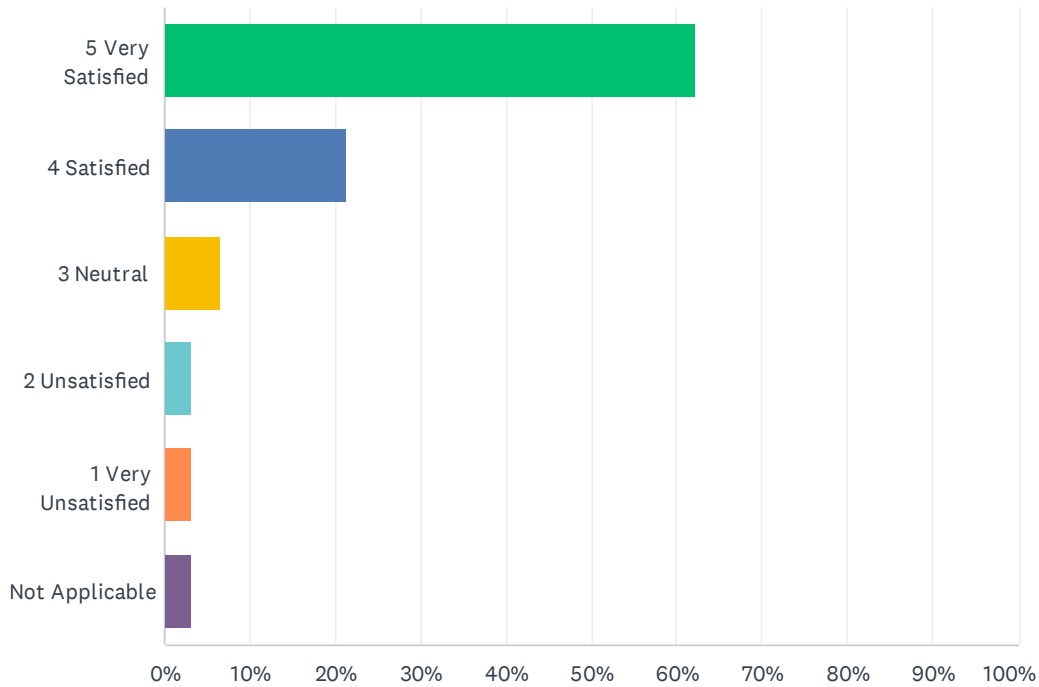
Answered: 63 Skipped: 1



ANSWER CHOICES	RESPONSES	
Austin Office	96.83%	61
Corpus Christi Field Office	0.00%	0
Dallas Field Office	1.59%	1
El Paso Field Office	0.00%	0
Fort Worth Field Office	0.00%	0
Houston Field Office	1.59%	1
Lubbock Field Office	0.00%	0
San Antonio Field Office	0.00%	0
TOTAL		63

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?

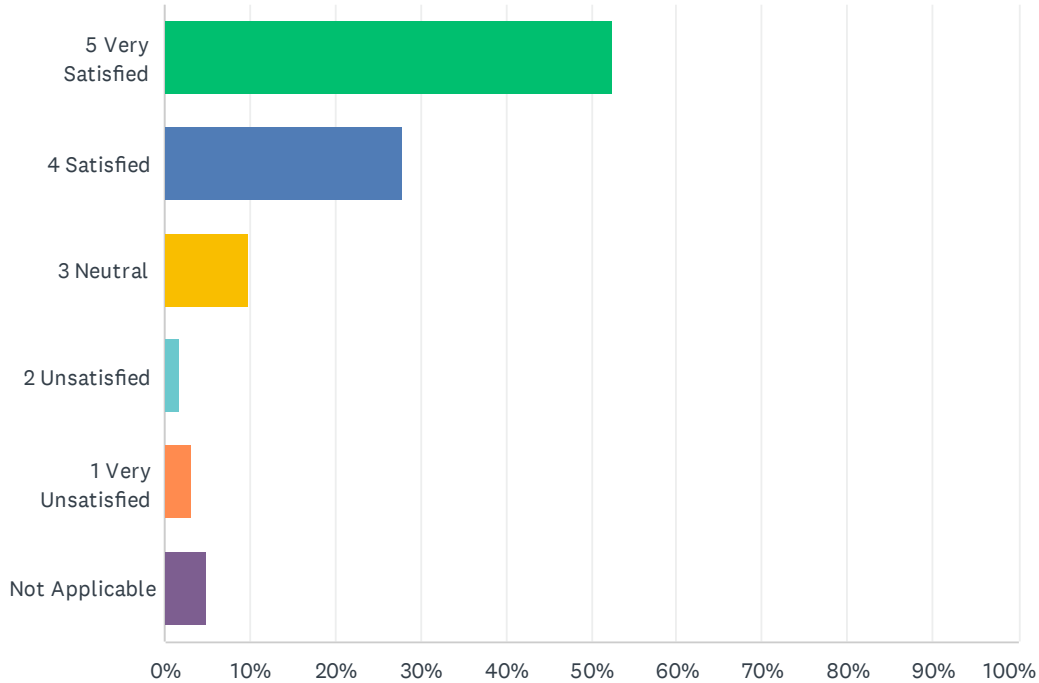
Answered: 61 Skipped: 3



ANSWER CHOICES	RESPONSES
5 Very Satisfied	62.30% 38
4 Satisfied	21.31% 13
3 Neutral	6.56% 4
2 Unsatisfied	3.28% 2
1 Very Unsatisfied	3.28% 2
Not Applicable	3.28% 2
TOTAL	61

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?

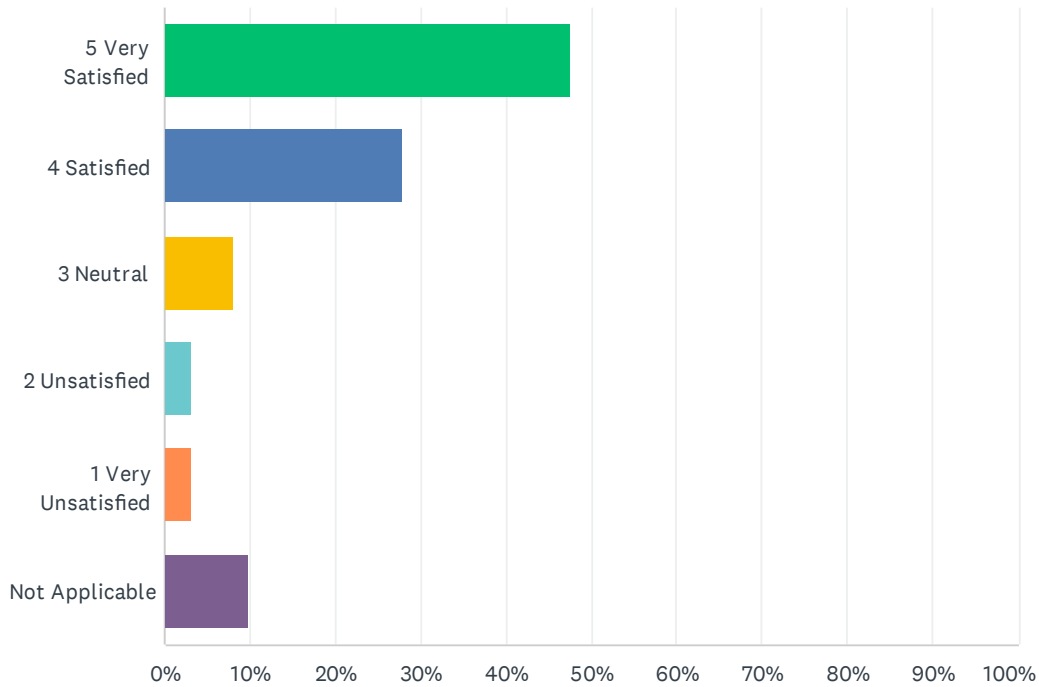
Answered: 61 Skipped: 3



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	52.46%	32
4 Satisfied	27.87%	17
3 Neutral	9.84%	6
2 Unsatisfied	1.64%	1
1 Very Unsatisfied	3.28%	2
Not Applicable	4.92%	3
TOTAL		61

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?

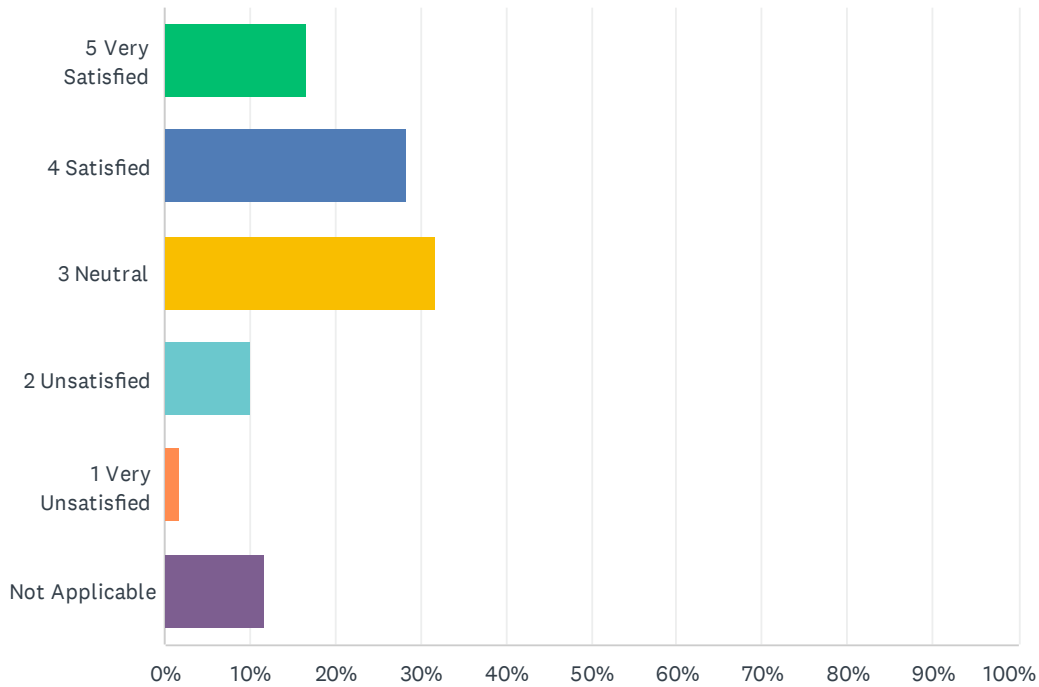
Answered: 61 Skipped: 3



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	47.54%	29
4 Satisfied	27.87%	17
3 Neutral	8.20%	5
2 Unsatisfied	3.28%	2
1 Very Unsatisfied	3.28%	2
Not Applicable	9.84%	6
TOTAL		61

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?

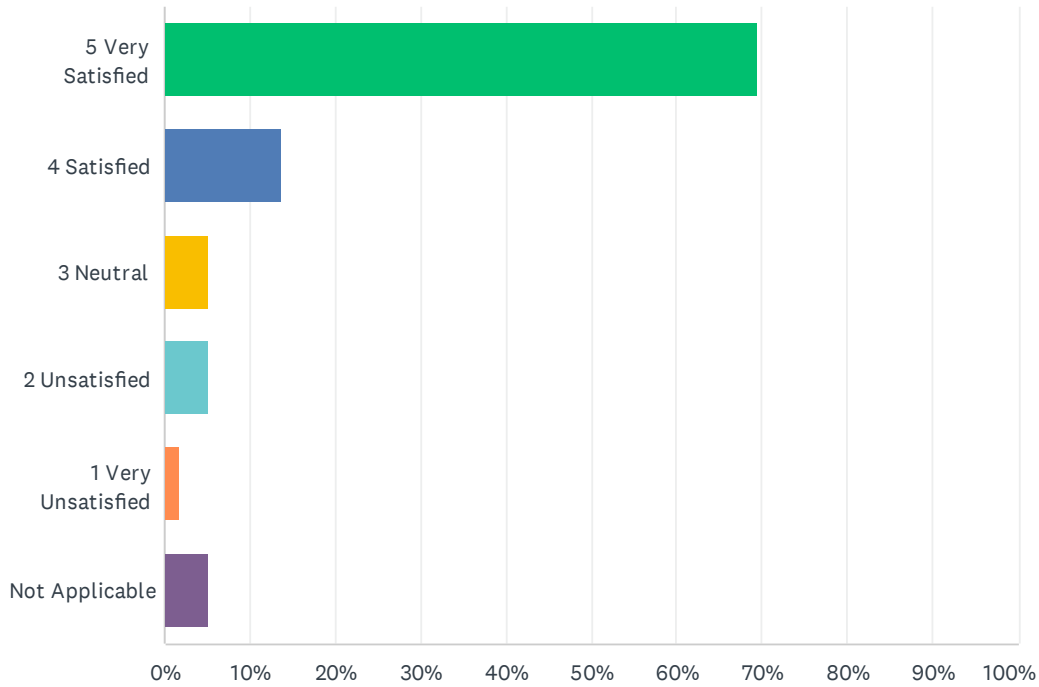
Answered: 60 Skipped: 4



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	16.67%	10
4 Satisfied	28.33%	17
3 Neutral	31.67%	19
2 Unsatisfied	10.00%	6
1 Very Unsatisfied	1.67%	1
Not Applicable	11.67%	7
TOTAL		60

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

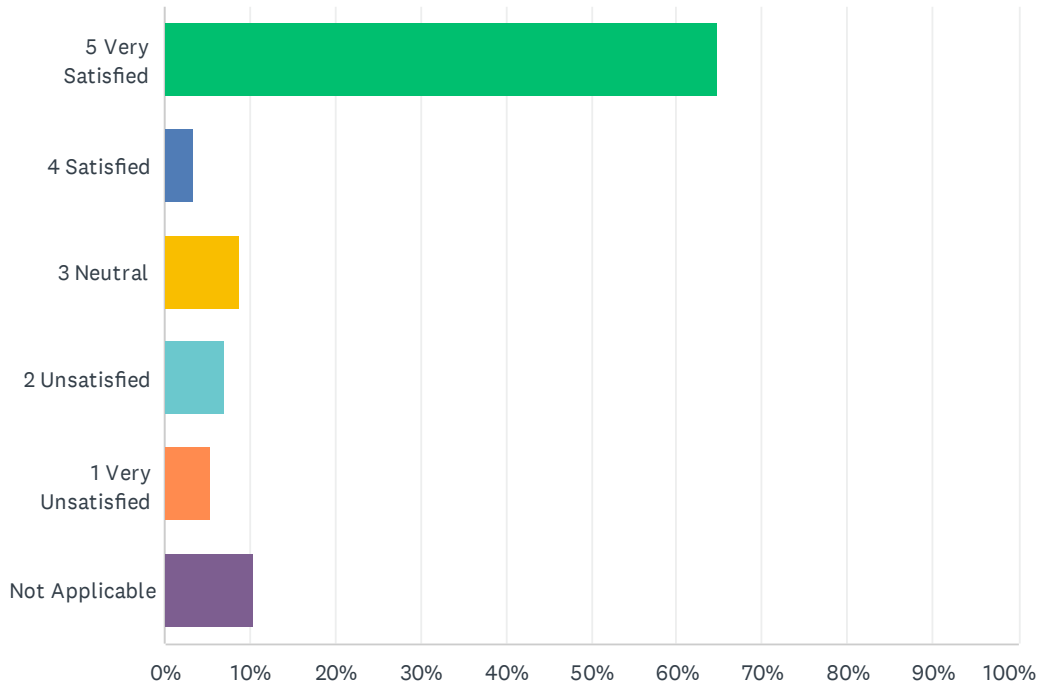
Answered: 59 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	69.49%	41
4 Satisfied	13.56%	8
3 Neutral	5.08%	3
2 Unsatisfied	5.08%	3
1 Very Unsatisfied	1.69%	1
Not Applicable	5.08%	3
TOTAL		59

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

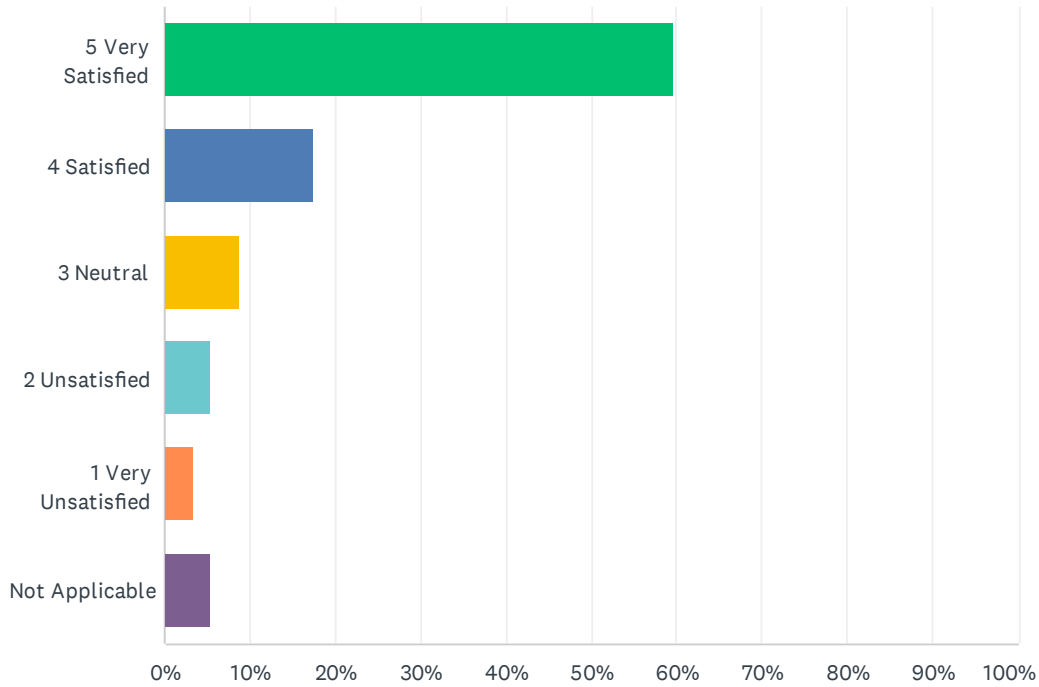
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	64.91%	37
4 Satisfied	3.51%	2
3 Neutral	8.77%	5
2 Unsatisfied	7.02%	4
1 Very Unsatisfied	5.26%	3
Not Applicable	10.53%	6
TOTAL		57

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

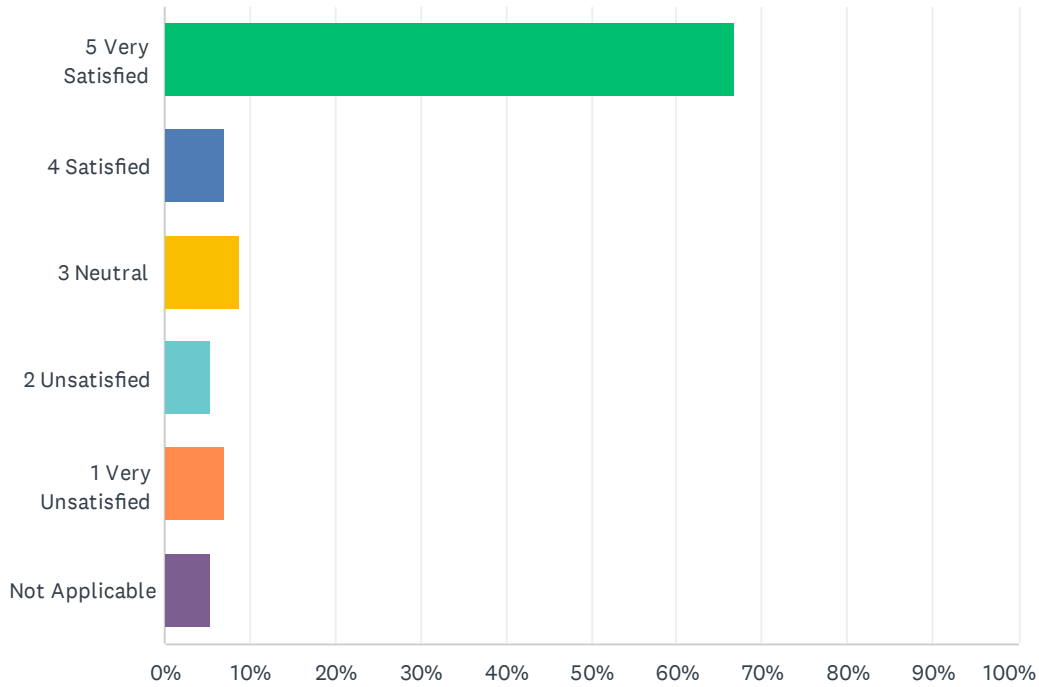
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	59.65%	34
4 Satisfied	17.54%	10
3 Neutral	8.77%	5
2 Unsatisfied	5.26%	3
1 Very Unsatisfied	3.51%	2
Not Applicable	5.26%	3
TOTAL		57

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?

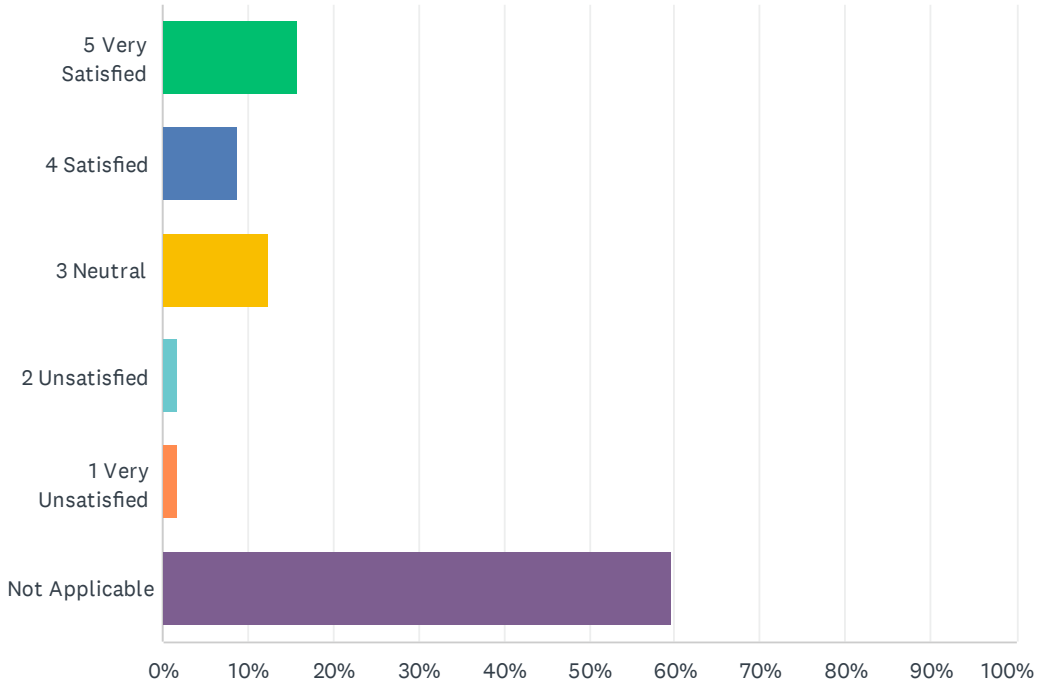
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	38
4 Satisfied	7.02%	4
3 Neutral	8.77%	5
2 Unsatisfied	5.26%	3
1 Very Unsatisfied	7.02%	4
Not Applicable	5.26%	3
TOTAL		57

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

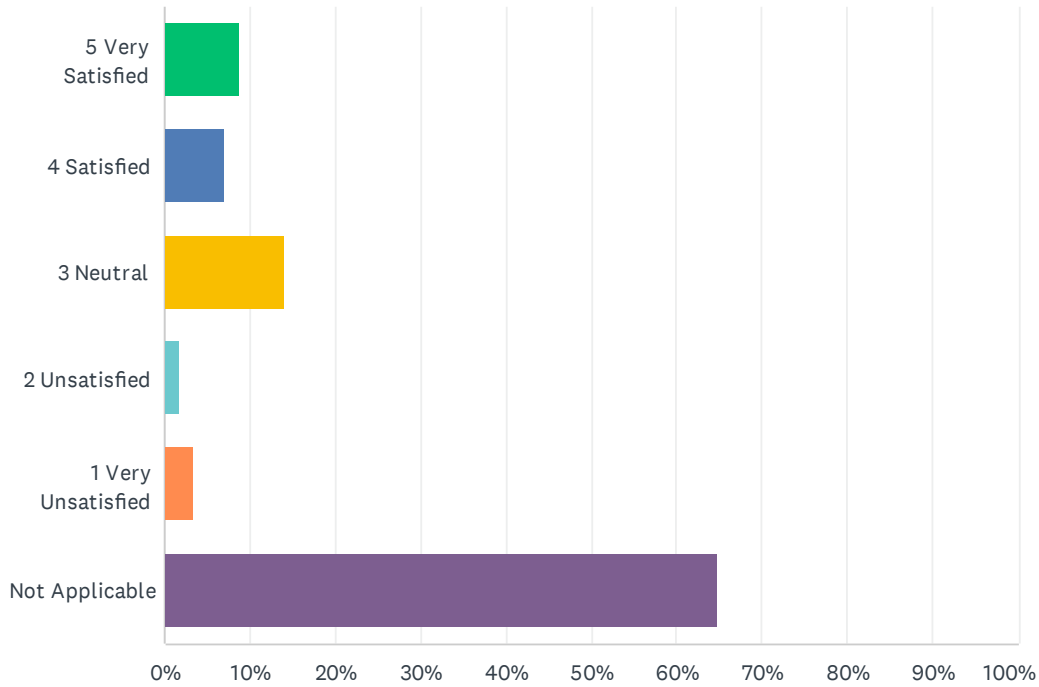
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	15.79%	9
4 Satisfied	8.77%	5
3 Neutral	12.28%	7
2 Unsatisfied	1.75%	1
1 Very Unsatisfied	1.75%	1
Not Applicable	59.65%	34
TOTAL		57

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

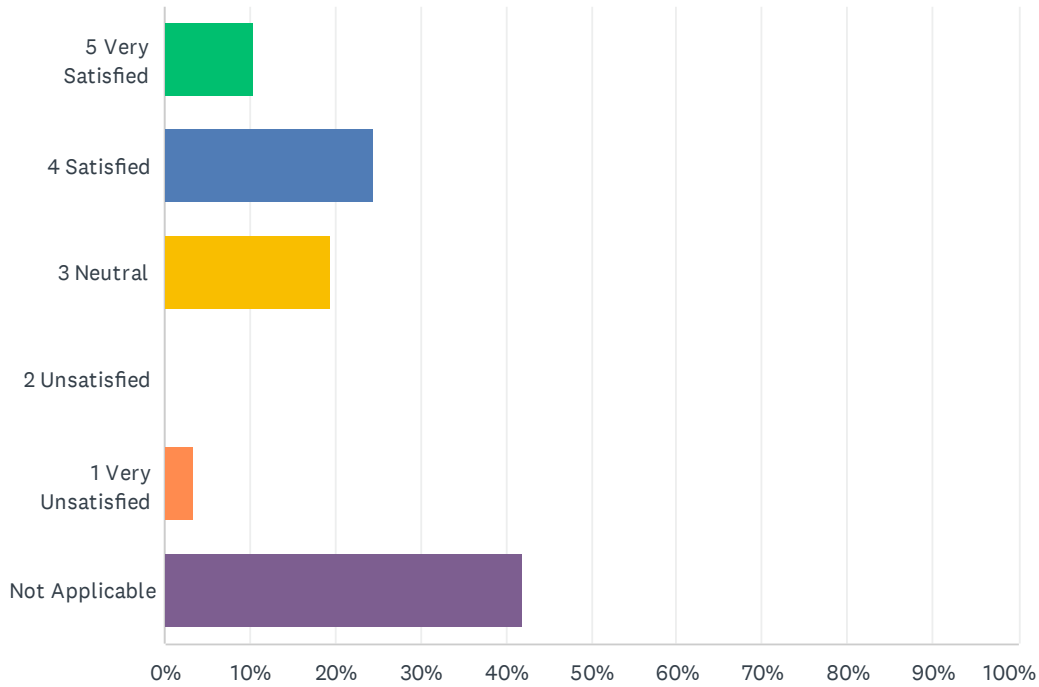
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	8.77%	5
4 Satisfied	7.02%	4
3 Neutral	14.04%	8
2 Unsatisfied	1.75%	1
1 Very Unsatisfied	3.51%	2
Not Applicable	64.91%	37
TOTAL		57

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

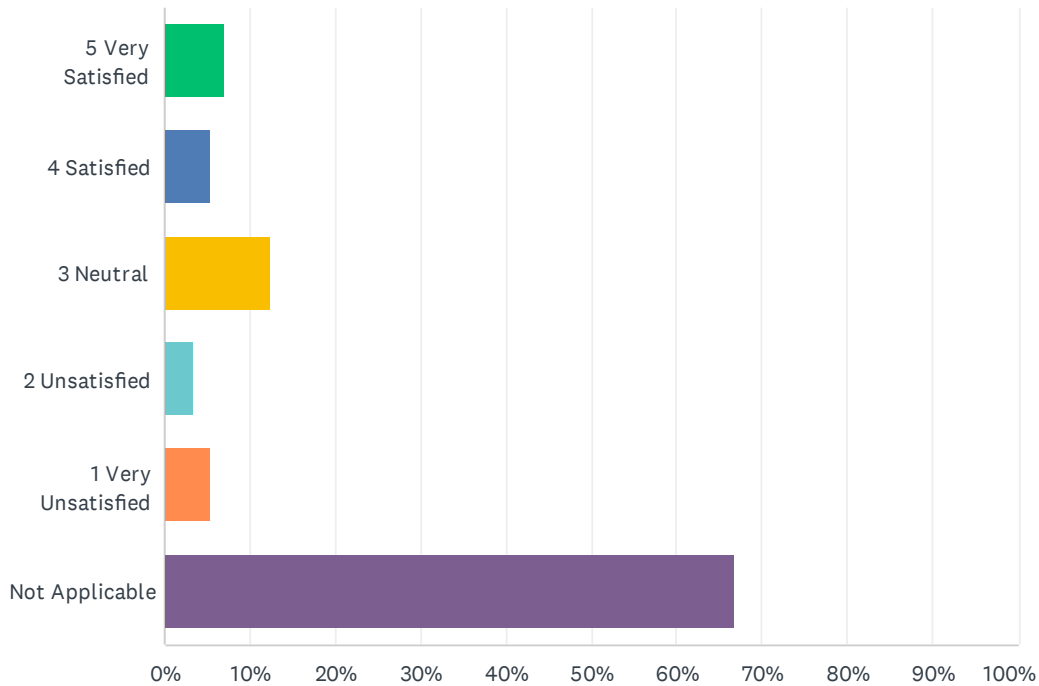
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	10.53%	6
4 Satisfied	24.56%	14
3 Neutral	19.30%	11
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	3.51%	2
Not Applicable	42.11%	24
TOTAL		57

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?

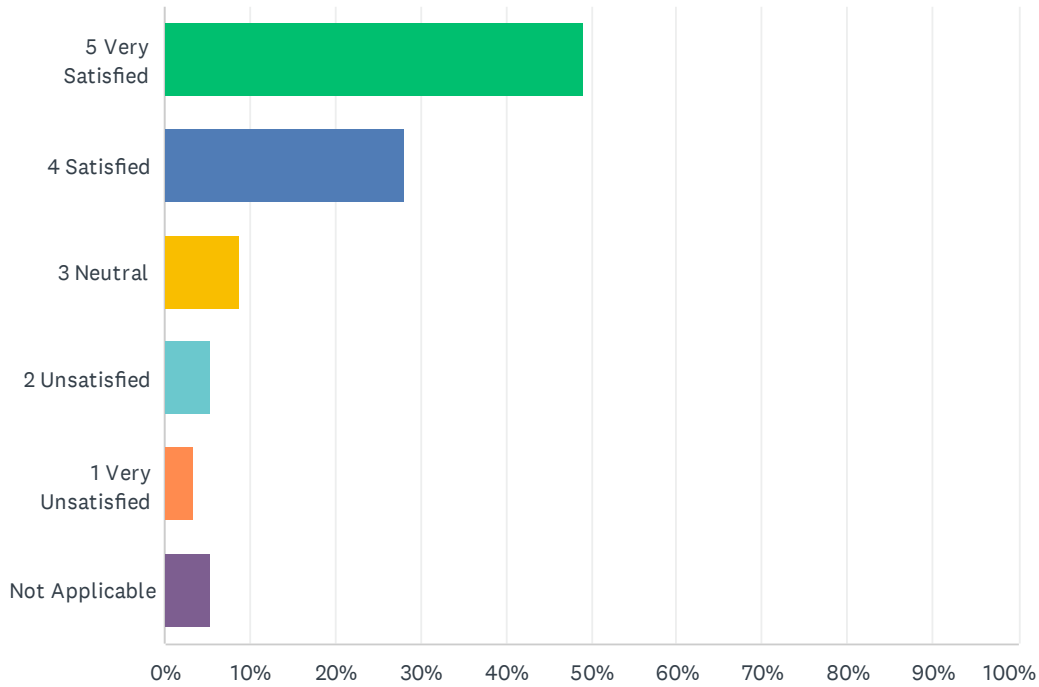
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES
5 Very Satisfied	7.02% 4
4 Satisfied	5.26% 3
3 Neutral	12.28% 7
2 Unsatisfied	3.51% 2
1 Very Unsatisfied	5.26% 3
Not Applicable	66.67% 38
TOTAL	57

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

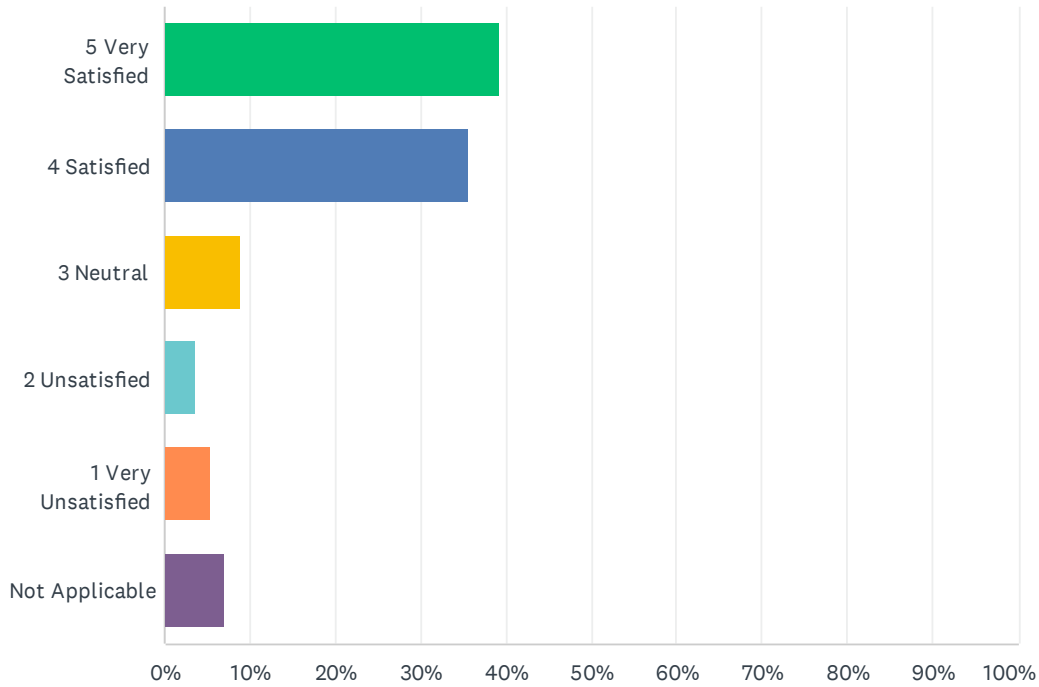
Answered: 57 Skipped: 7



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	49.12%	28
4 Satisfied	28.07%	16
3 Neutral	8.77%	5
2 Unsatisfied	5.26%	3
1 Very Unsatisfied	3.51%	2
Not Applicable	5.26%	3
TOTAL		57

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

Answered: 56 Skipped: 8



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	39.29%	22
4 Satisfied	35.71%	20
3 Neutral	8.93%	5
2 Unsatisfied	3.57%	2
1 Very Unsatisfied	5.36%	3
Not Applicable	7.14%	4
TOTAL		56

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

Answered: 14 Skipped: 50