

State Office of Administrative Hearings



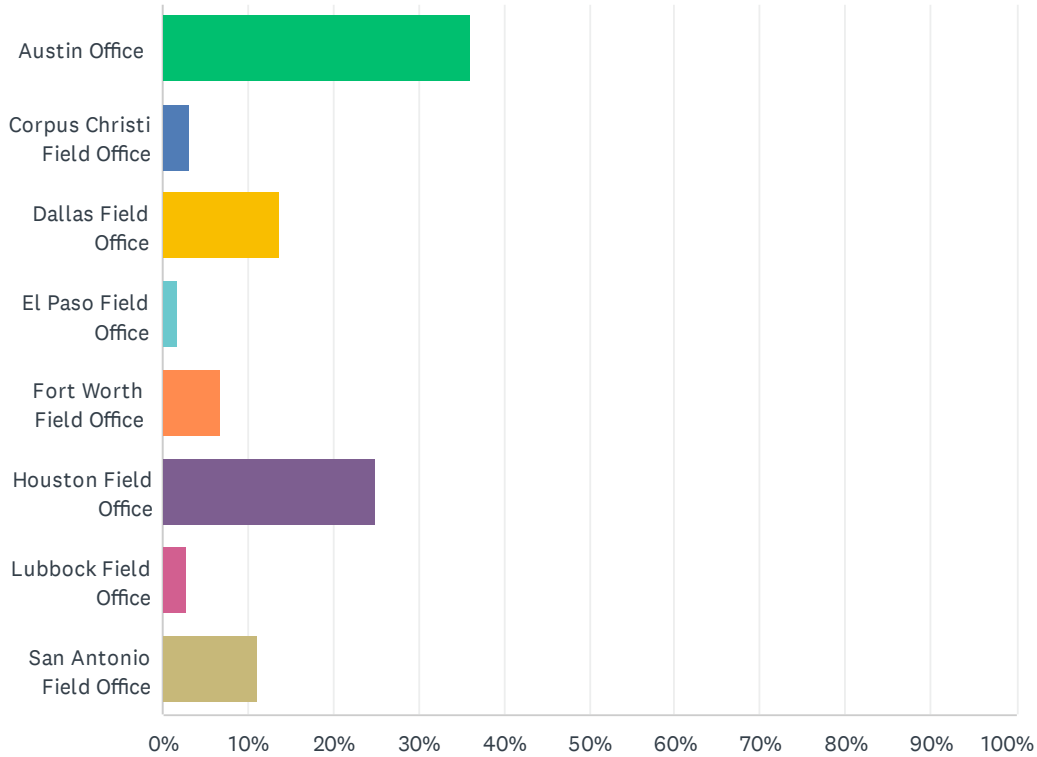
Hearings Customer Service Survey

Fiscal Year 2023 Survey Results

September 1, 2022, through August 31, 2023

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

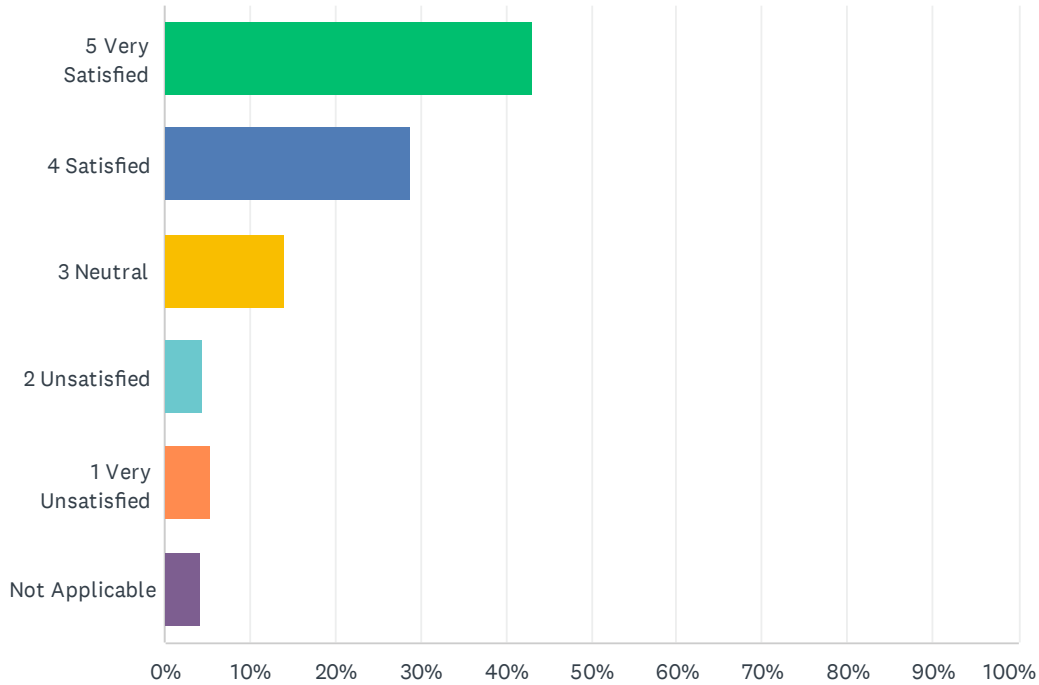
Answered: 1,078 Skipped: 24



ANSWER CHOICES	RESPONSES	
Austin Office	35.99%	388
Corpus Christi Field Office	3.15%	34
Dallas Field Office	13.54%	146
El Paso Field Office	1.76%	19
Fort Worth Field Office	6.86%	74
Houston Field Office	24.86%	268
Lubbock Field Office	2.78%	30
San Antonio Field Office	11.04%	119
TOTAL		1,078

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?

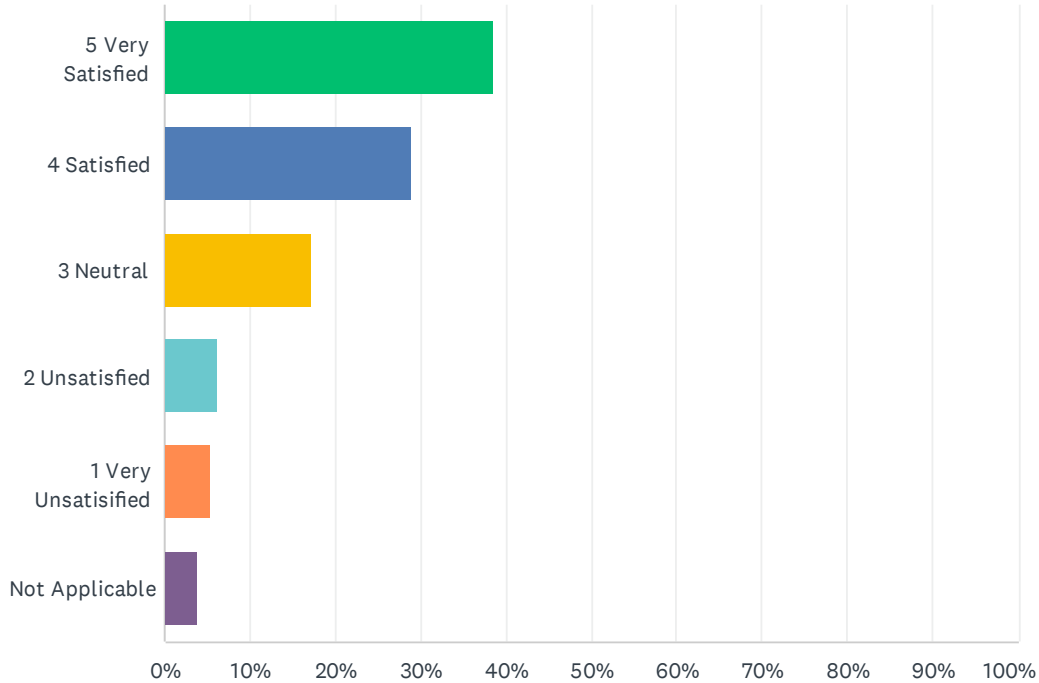
Answered: 877 Skipped: 225



ANSWER CHOICES	RESPONSES
5 Very Satisfied	43.10% 378
4 Satisfied	28.73% 252
3 Neutral	14.14% 124
2 Unsatisfied	4.45% 39
1 Very Unsatisfied	5.25% 46
Not Applicable	4.33% 38
TOTAL	877

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?

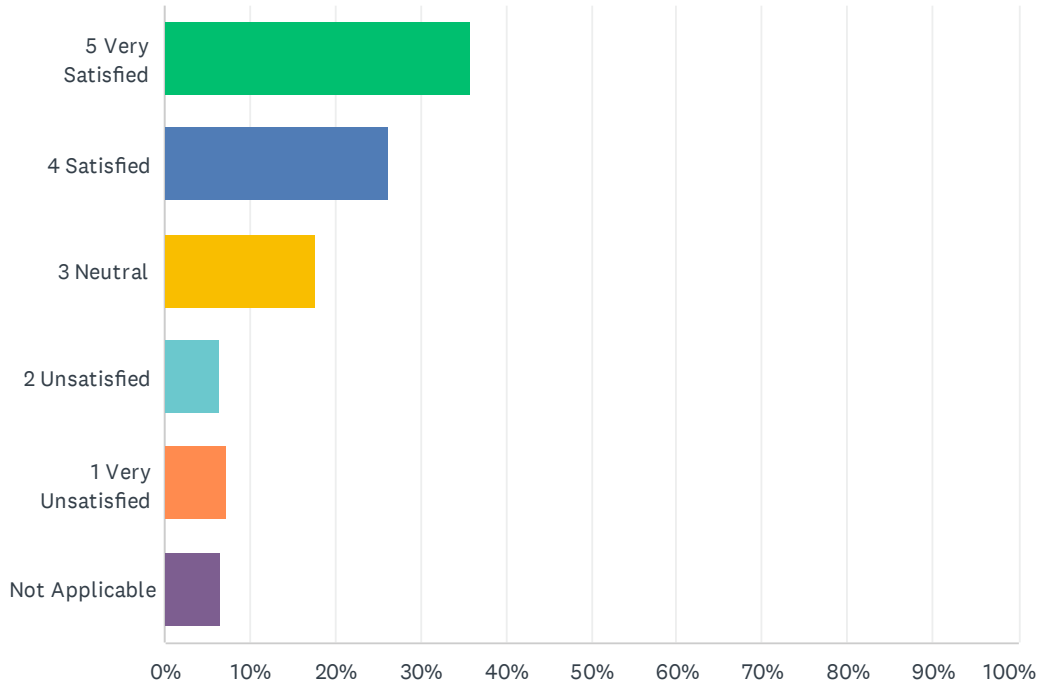
Answered: 837 Skipped: 265



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	38.59%	323
4 Satisfied	28.91%	242
3 Neutral	17.20%	144
2 Unsatisfied	6.09%	51
1 Very Unsatisfied	5.38%	45
Not Applicable	3.82%	32
TOTAL		837

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?

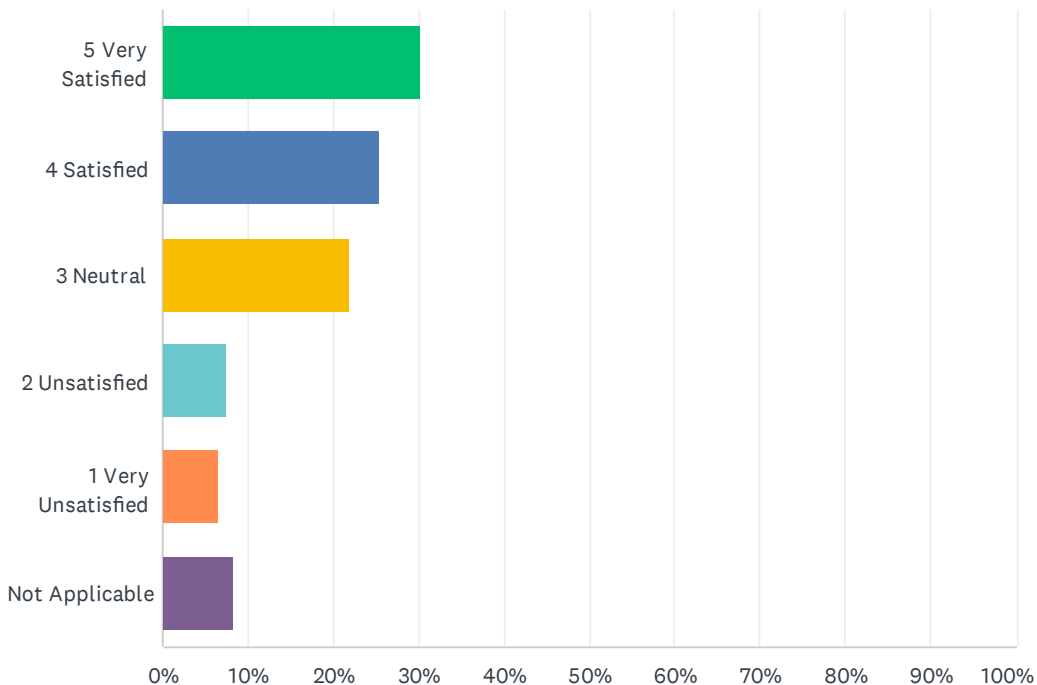
Answered: 811 Skipped: 291



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	35.88%	291
4 Satisfied	26.14%	212
3 Neutral	17.76%	144
2 Unsatisfied	6.41%	52
1 Very Unsatisfied	7.27%	59
Not Applicable	6.54%	53
TOTAL		811

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?

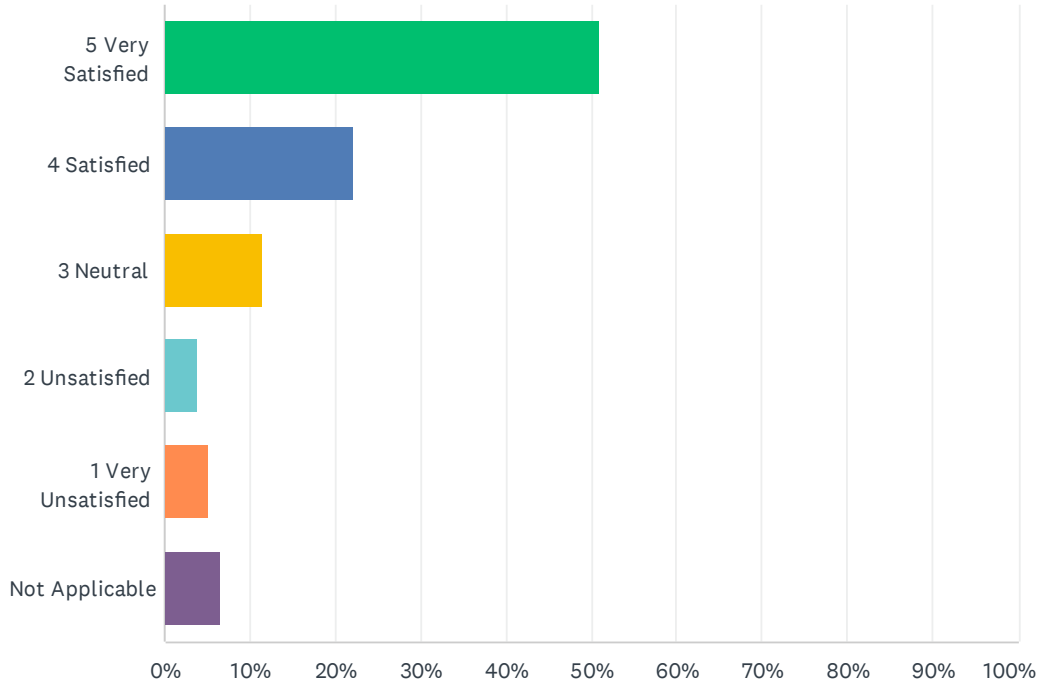
Answered: 794 Skipped: 308



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	30.23%	240
4 Satisfied	25.31%	201
3 Neutral	22.04%	175
2 Unsatisfied	7.43%	59
1 Very Unsatisfied	6.68%	53
Not Applicable	8.31%	66
TOTAL		794

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

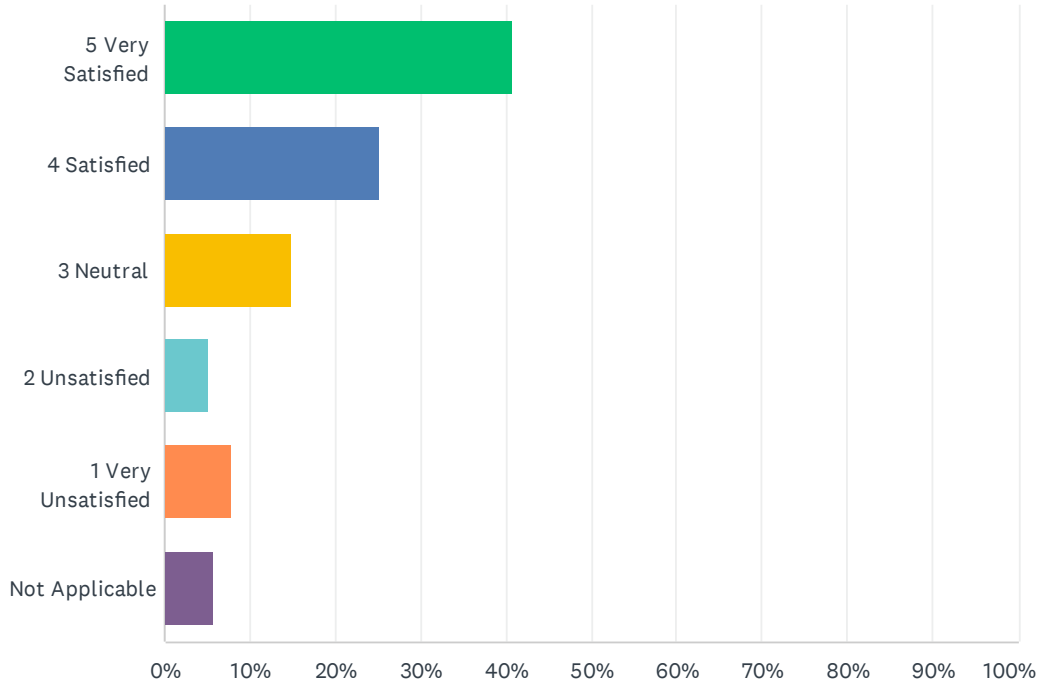
Answered: 776 Skipped: 326



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	50.90%	395
4 Satisfied	22.16%	172
3 Neutral	11.47%	89
2 Unsatisfied	3.87%	30
1 Very Unsatisfied	5.03%	39
Not Applicable	6.57%	51
TOTAL		776

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

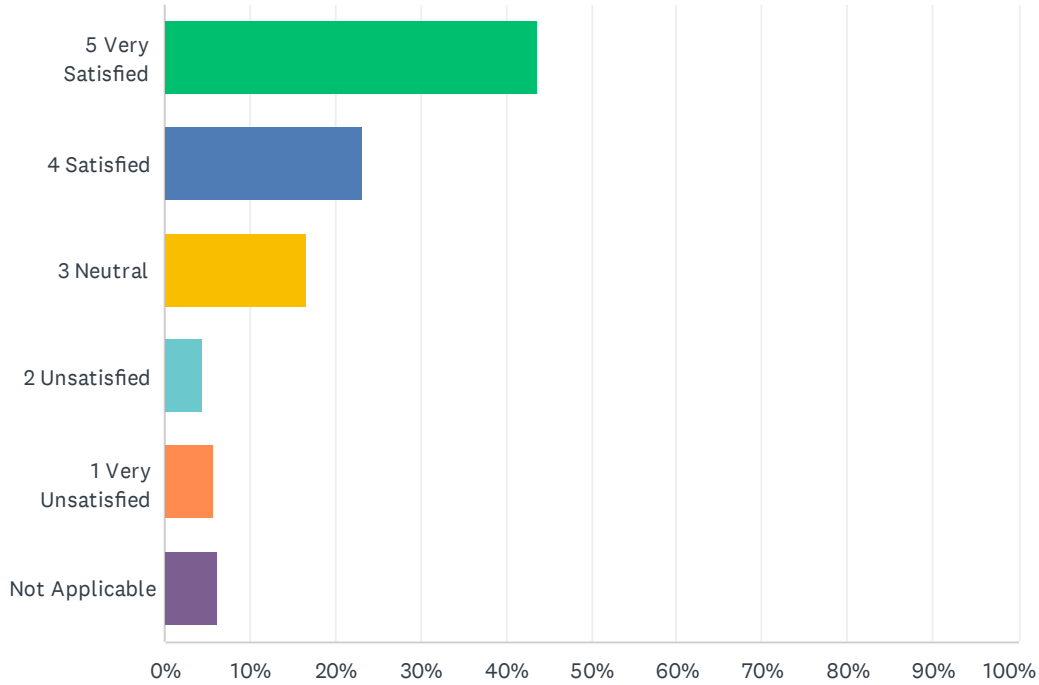
Answered: 768 Skipped: 334



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	40.76%	313
4 Satisfied	25.26%	194
3 Neutral	14.97%	115
2 Unsatisfied	5.21%	40
1 Very Unsatisfied	7.94%	61
Not Applicable	5.86%	45
TOTAL		768

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

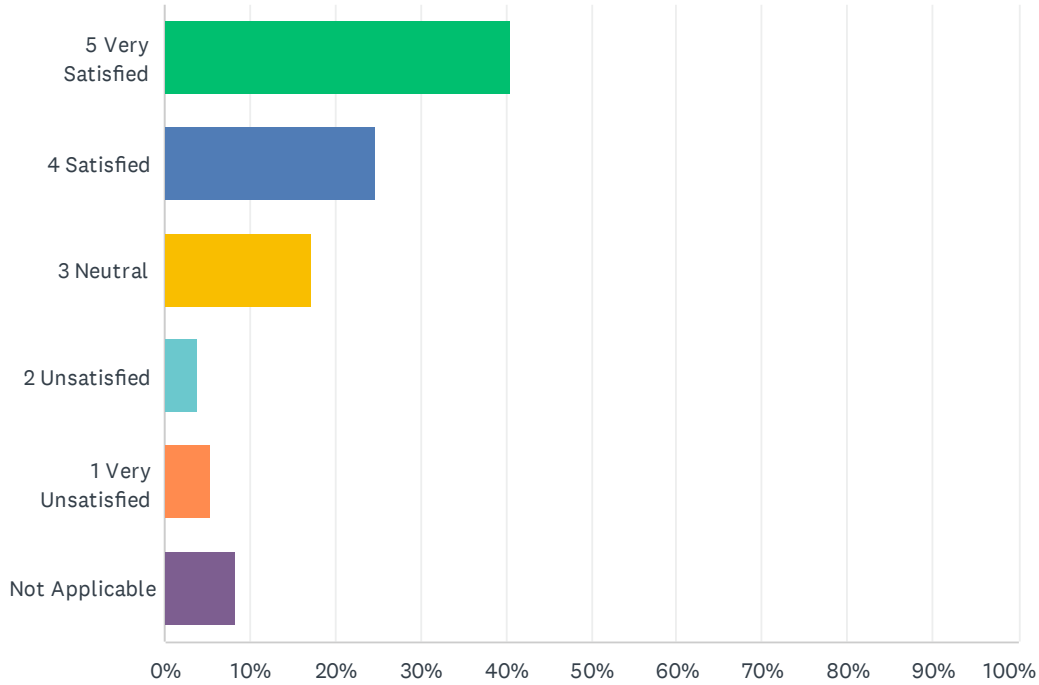
Answered: 756 Skipped: 346



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	43.65%	330
4 Satisfied	23.28%	176
3 Neutral	16.67%	126
2 Unsatisfied	4.50%	34
1 Very Unsatisfied	5.69%	43
Not Applicable	6.22%	47
TOTAL		756

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

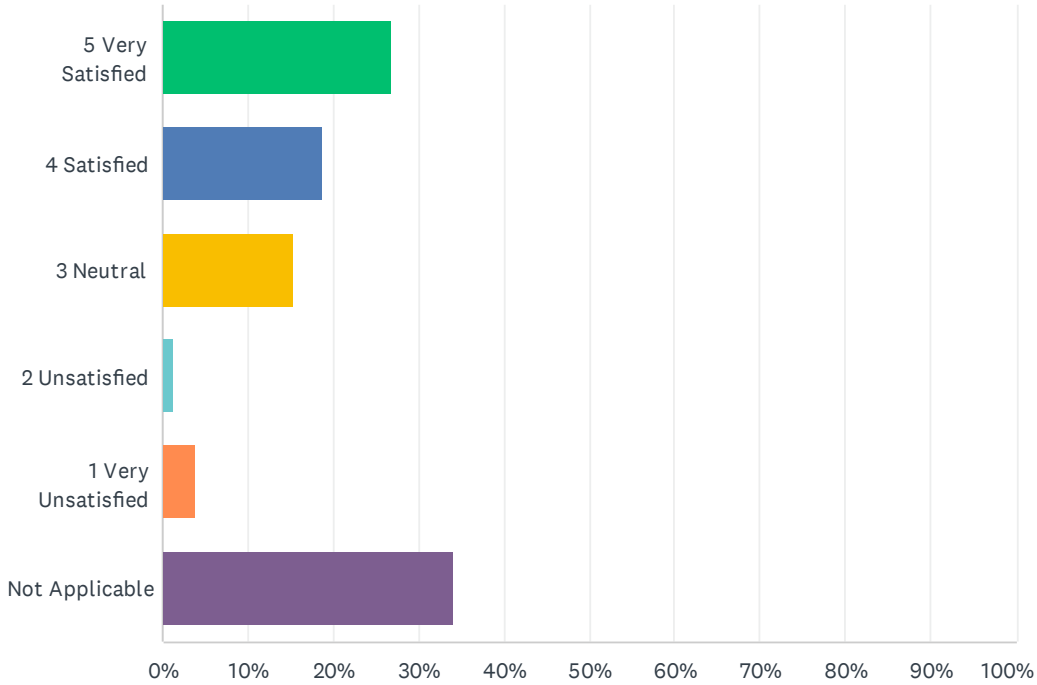
Answered: 751 Skipped: 351



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	40.61%	305
4 Satisfied	24.77%	186
3 Neutral	17.18%	129
2 Unsatisfied	3.86%	29
1 Very Unsatisfied	5.33%	40
Not Applicable	8.26%	62
TOTAL		751

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

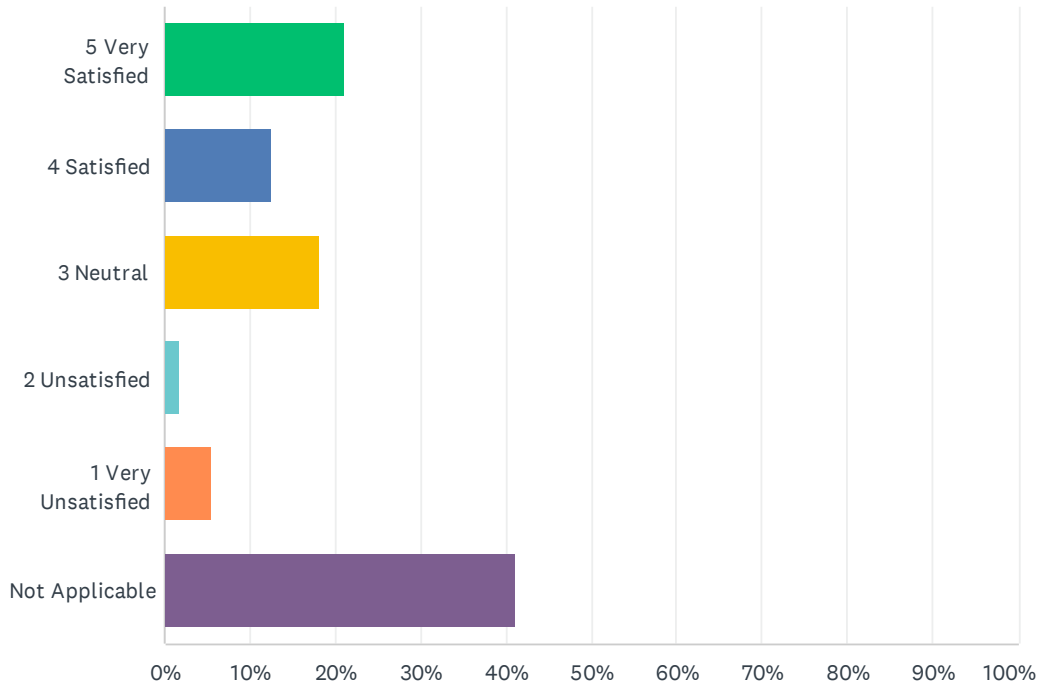
Answered: 746 Skipped: 356



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	26.81%	200
4 Satisfied	18.77%	140
3 Neutral	15.28%	114
2 Unsatisfied	1.21%	9
1 Very Unsatisfied	3.89%	29
Not Applicable	34.05%	254
TOTAL		746

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

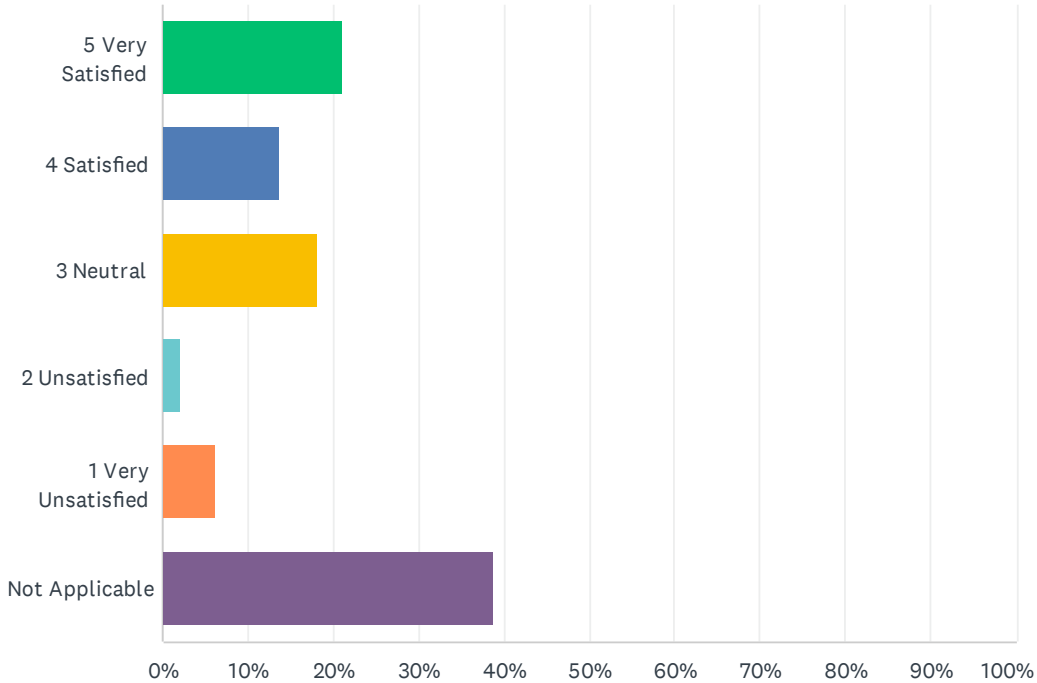
Answered: 741 Skipped: 361



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	21.05%	156
4 Satisfied	12.55%	93
3 Neutral	18.08%	134
2 Unsatisfied	1.62%	12
1 Very Unsatisfied	5.53%	41
Not Applicable	41.16%	305
TOTAL		741

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?

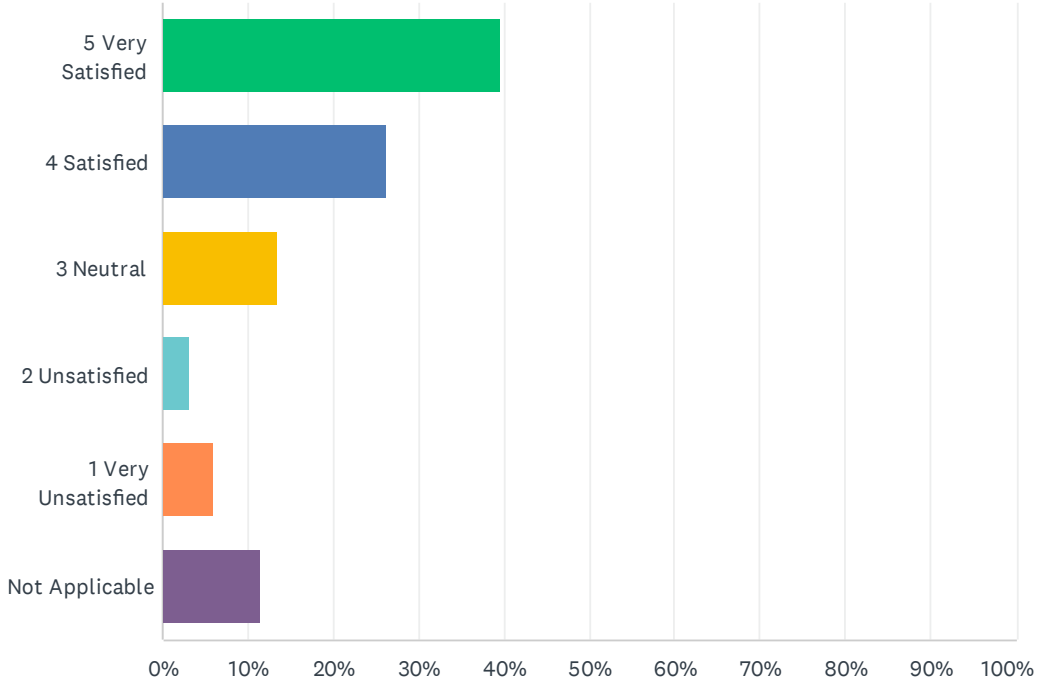
Answered: 736 Skipped: 366



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	21.20%	156
4 Satisfied	13.59%	100
3 Neutral	18.21%	134
2 Unsatisfied	2.04%	15
1 Very Unsatisfied	6.25%	46
Not Applicable	38.72%	285
TOTAL		736

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

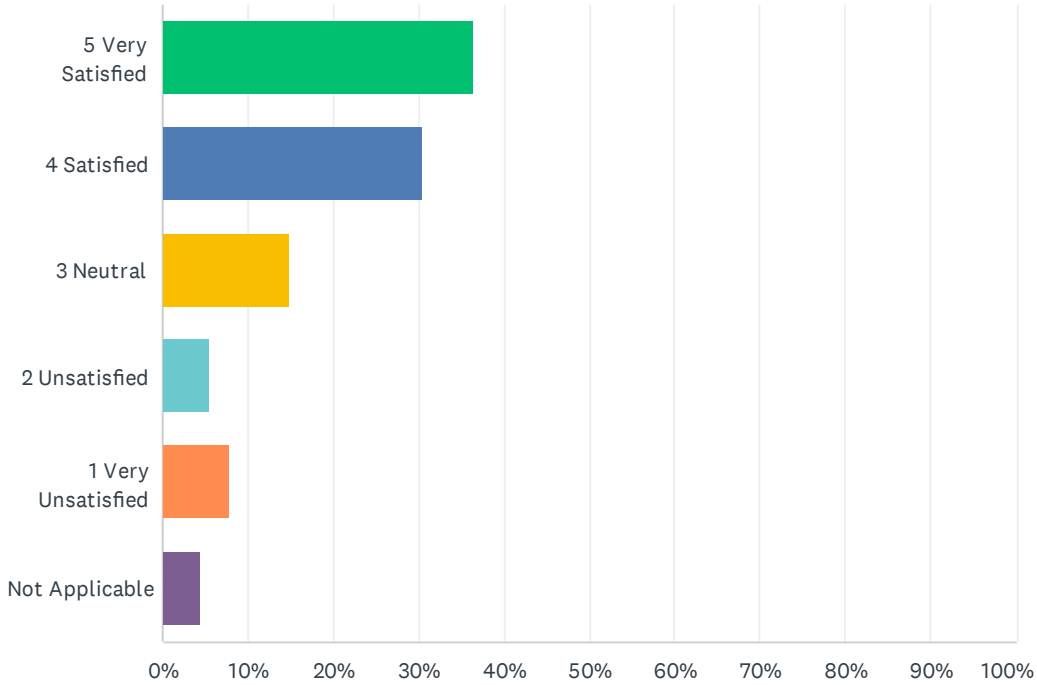
Answered: 734 Skipped: 368



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	39.65%	291
4 Satisfied	26.16%	192
3 Neutral	13.49%	99
2 Unsatisfied	3.27%	24
1 Very Unsatisfied	5.99%	44
Not Applicable	11.44%	84
TOTAL		734

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

Answered: 734 Skipped: 368



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	36.51%	268
4 Satisfied	30.52%	224
3 Neutral	14.99%	110
2 Unsatisfied	5.59%	41
1 Very Unsatisfied	7.90%	58
Not Applicable	4.50%	33
TOTAL		734

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

Answered: 193 Skipped: 909