

# State Office of Administrative Hearings



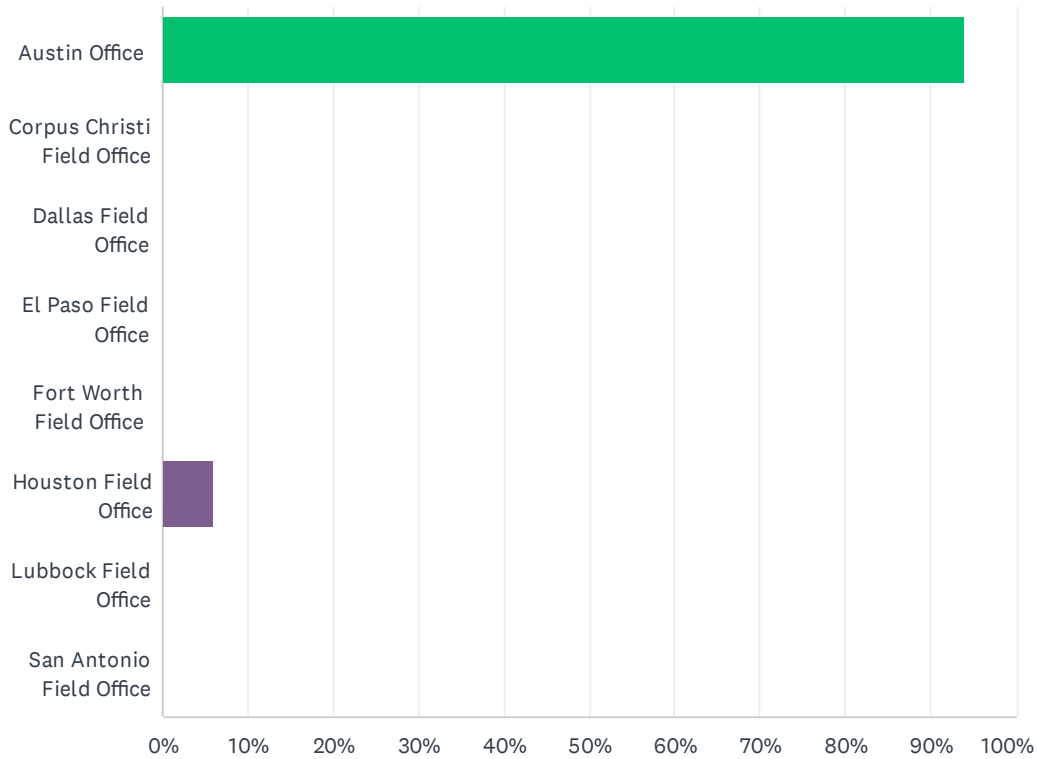
## Mediation Customer Service Survey

### 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:

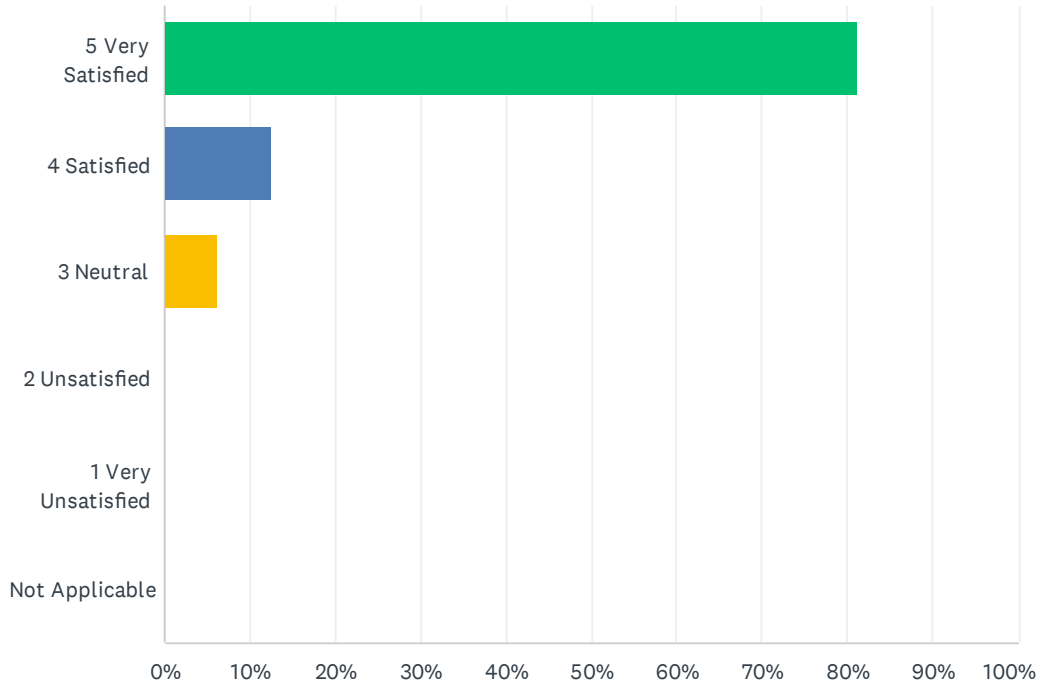
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Austin Office	94.12%	16
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	5.88%	1
Lubbock Field Office	0.00%	0
San Antonio Field Office	0.00%	0
<b>TOTAL</b>		<b>17</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?**

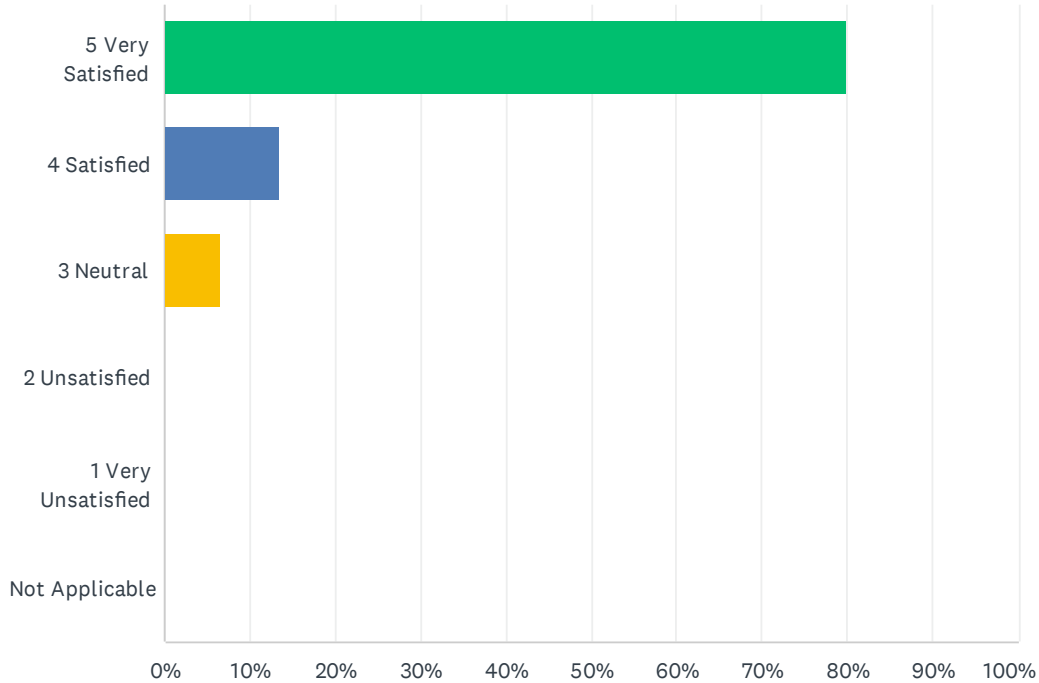
Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES
5 Very Satisfied	81.25% 13
4 Satisfied	12.50% 2
3 Neutral	6.25% 1
2 Unsatisfied	0.00% 0
1 Very Unsatisfied	0.00% 0
Not Applicable	0.00% 0
<b>TOTAL</b>	<b>16</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?

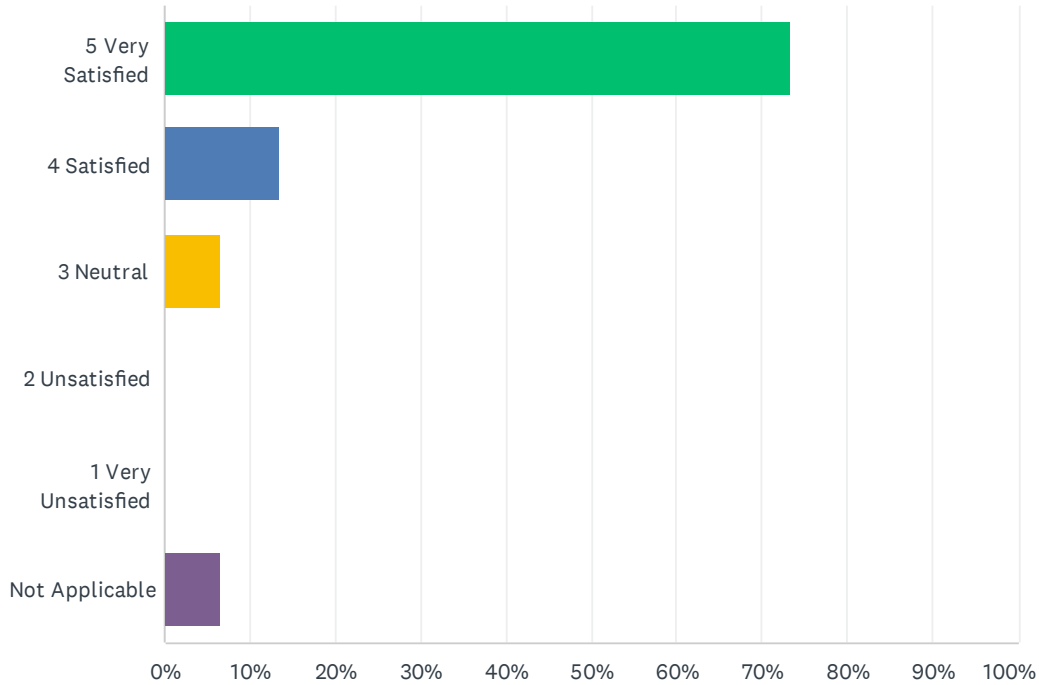
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	80.00%	12
4 Satisfied	13.33%	2
3 Neutral	6.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>15</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?

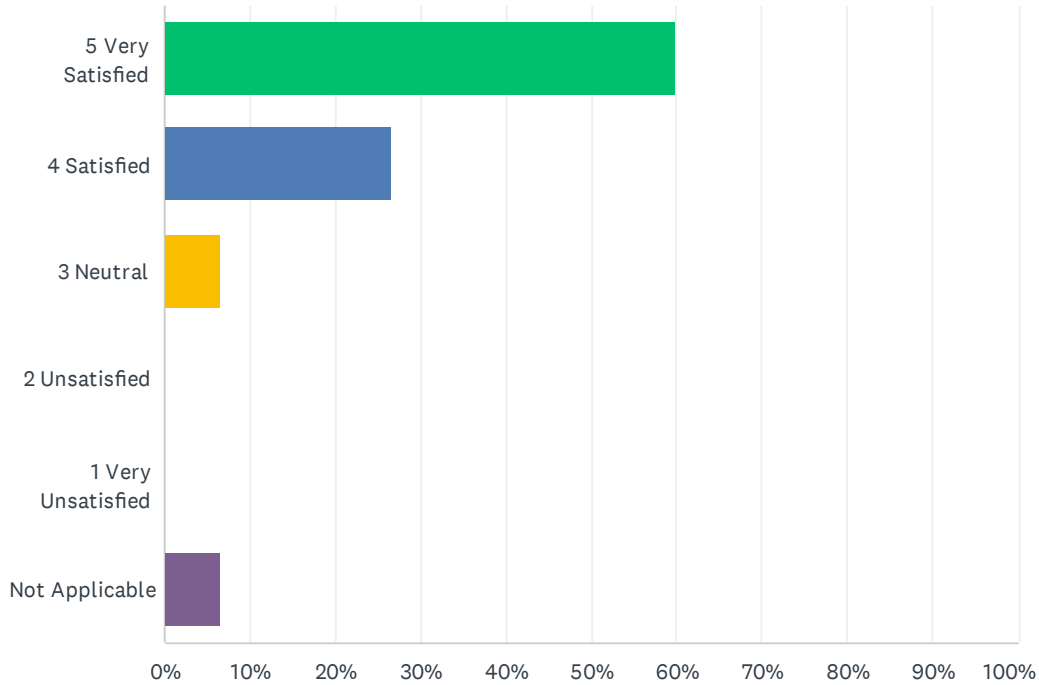
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	73.33%	11
4 Satisfied	13.33%	2
3 Neutral	6.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	6.67%	1
<b>TOTAL</b>		<b>15</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?

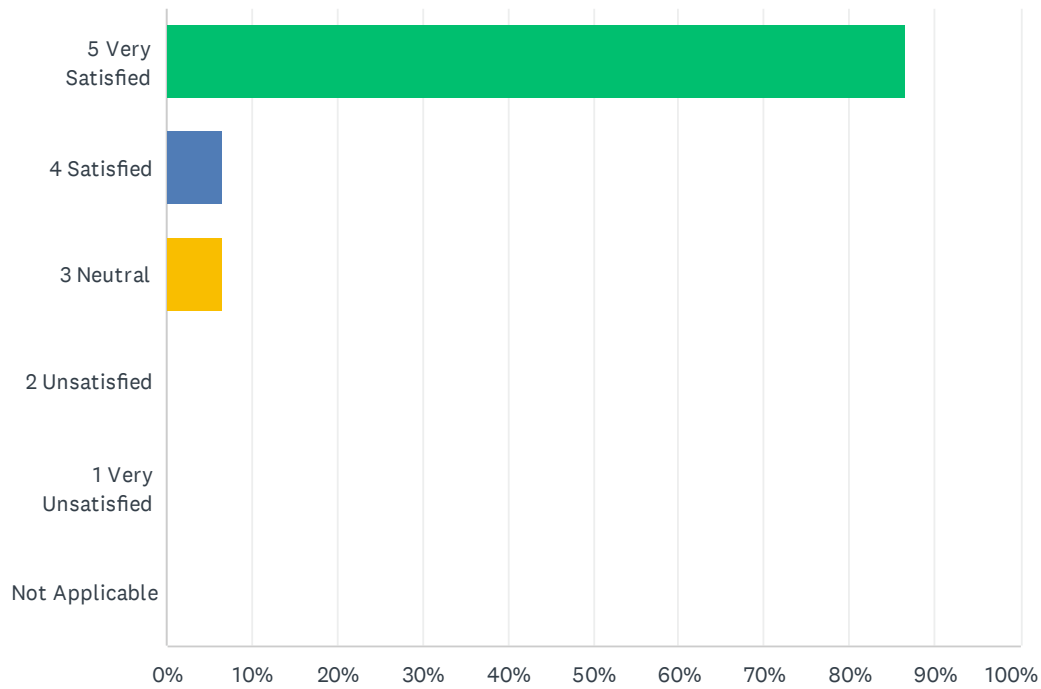
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	60.00%	9
4 Satisfied	26.67%	4
3 Neutral	6.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	6.67%	1
<b>TOTAL</b>		<b>15</b>

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

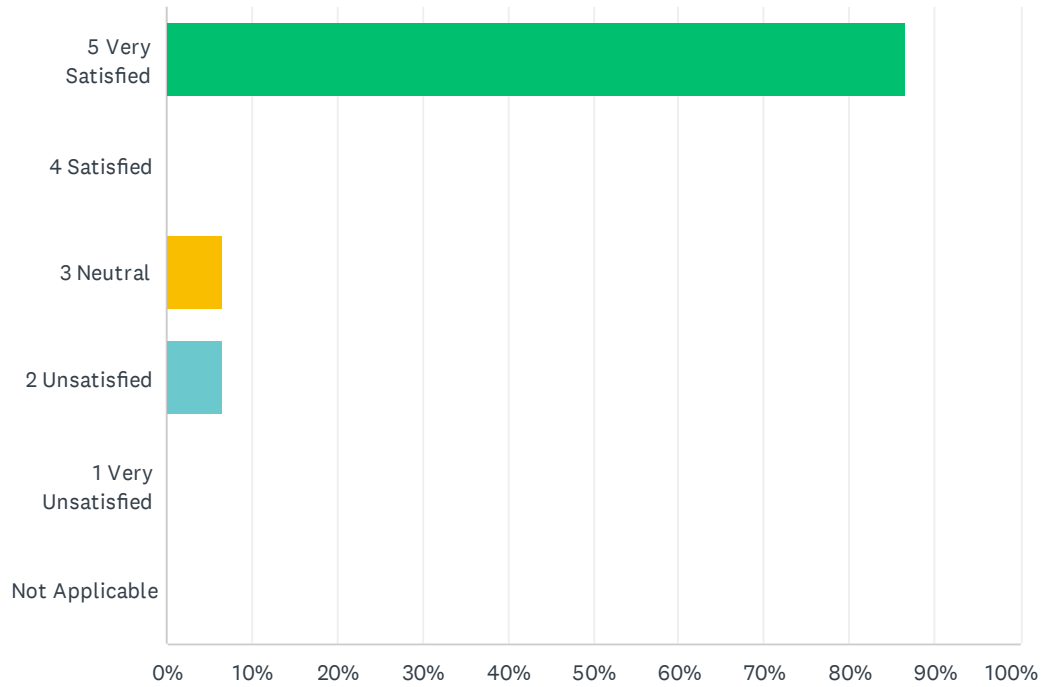
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	86.67%	13
4 Satisfied	6.67%	1
3 Neutral	6.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>15</b>

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

Answered: 15 Skipped: 2

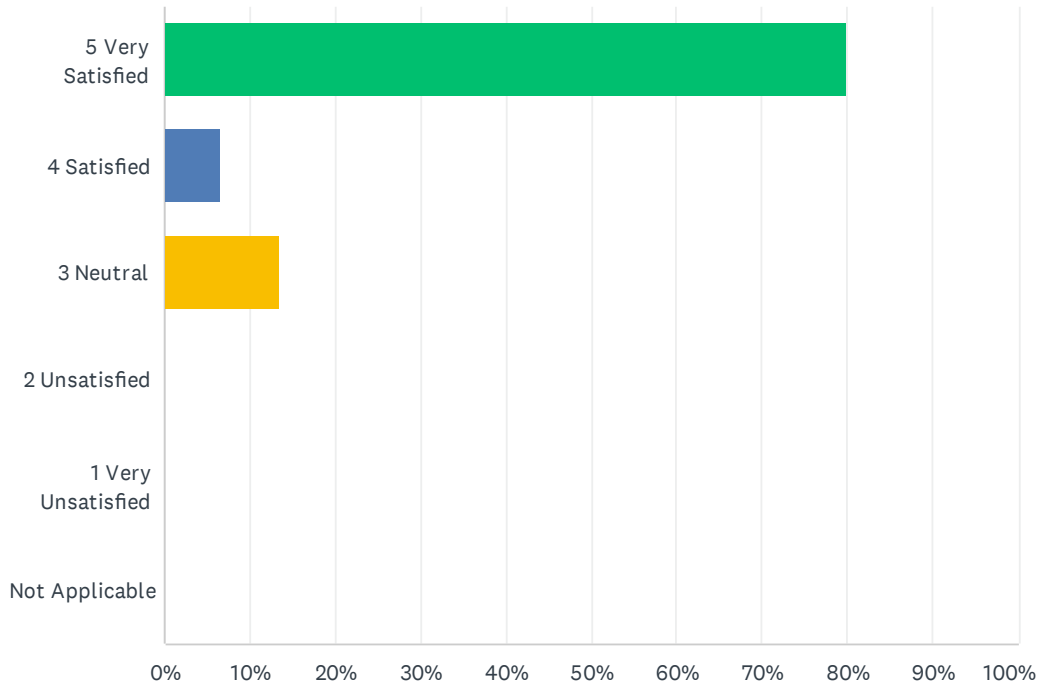


ANSWER CHOICES	RESPONSES	
5 Very Satisfied	86.67%	13
4 Satisfied	0.00%	0
3 Neutral	6.67%	1
2 Unsatisfied	6.67%	1
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>15</b>



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

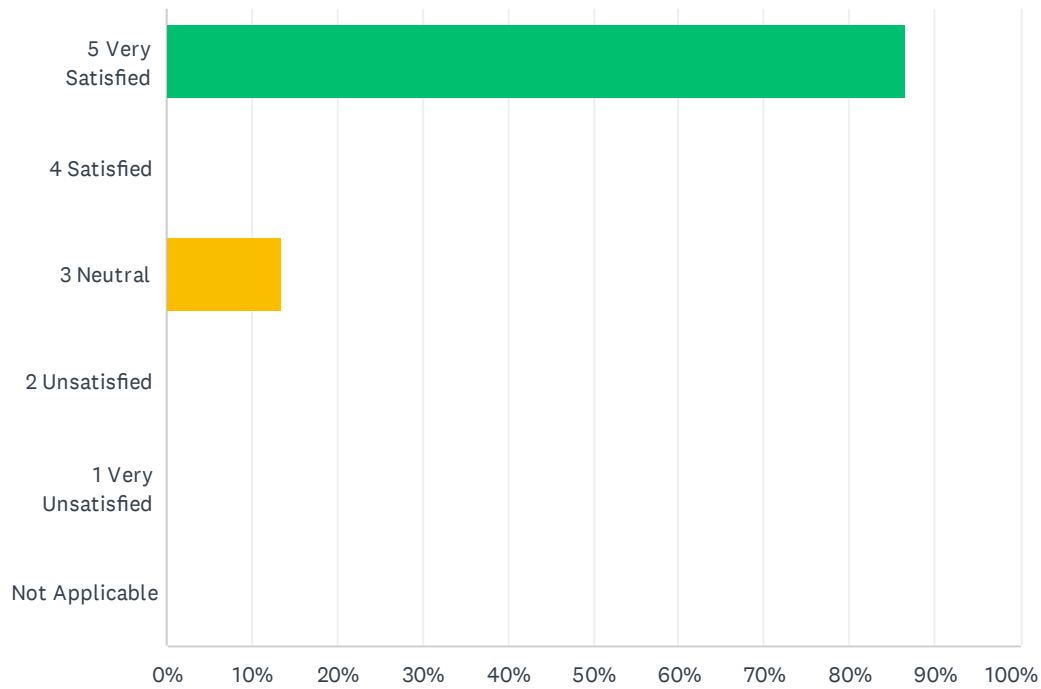
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	80.00%	12
4 Satisfied	6.67%	1
3 Neutral	13.33%	2
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>15</b>

## 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?

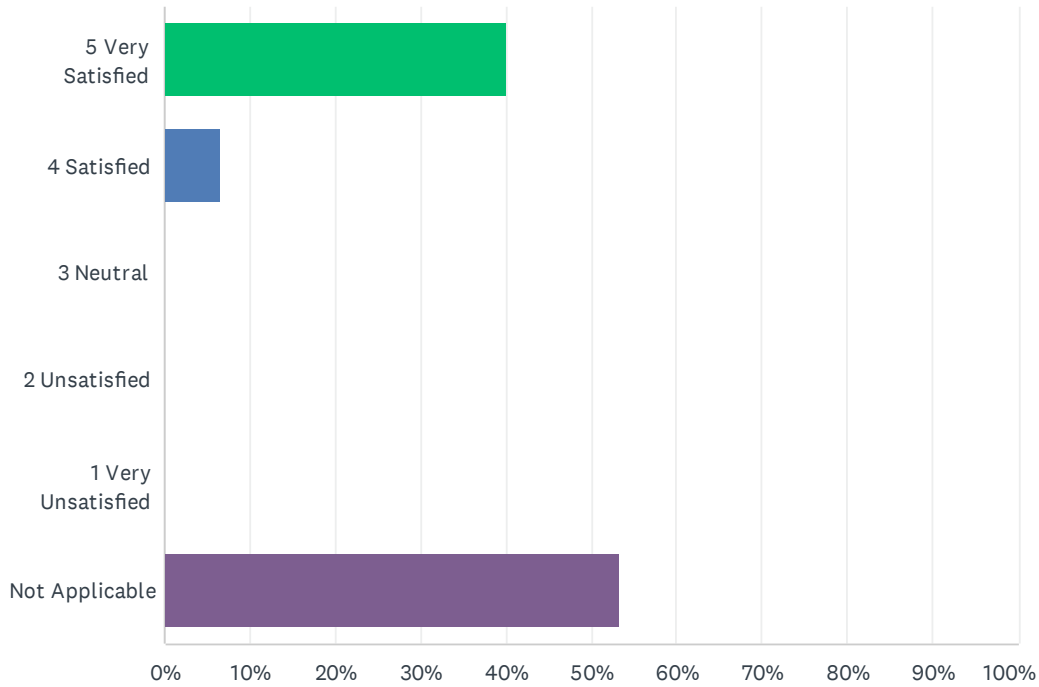
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	86.67%	13
4 Satisfied	0.00%	0
3 Neutral	13.33%	2
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>15</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?

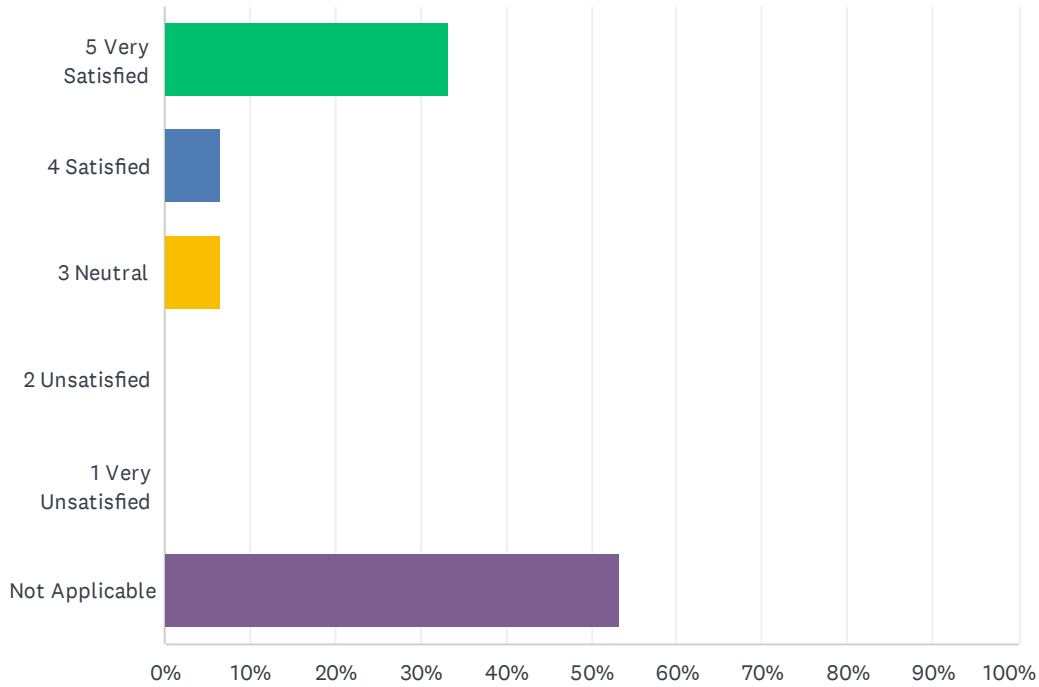
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	40.00%	6
4 Satisfied	6.67%	1
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	53.33%	8
<b>TOTAL</b>		<b>15</b>

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

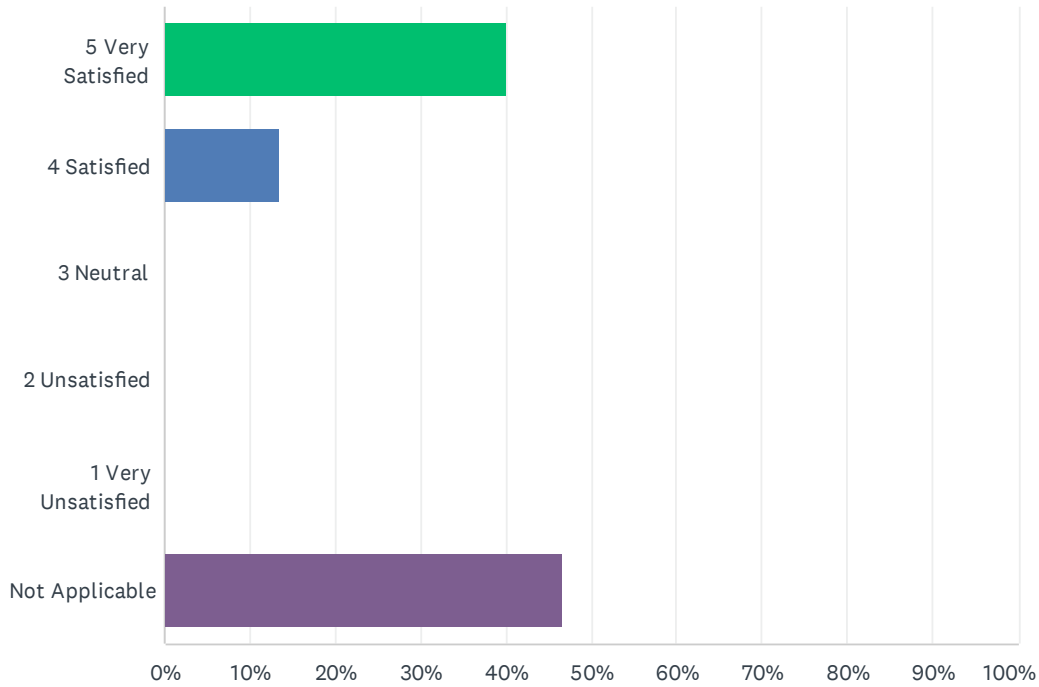
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	33.33%	5
4 Satisfied	6.67%	1
3 Neutral	6.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	53.33%	8
<b>TOTAL</b>		<b>15</b>

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

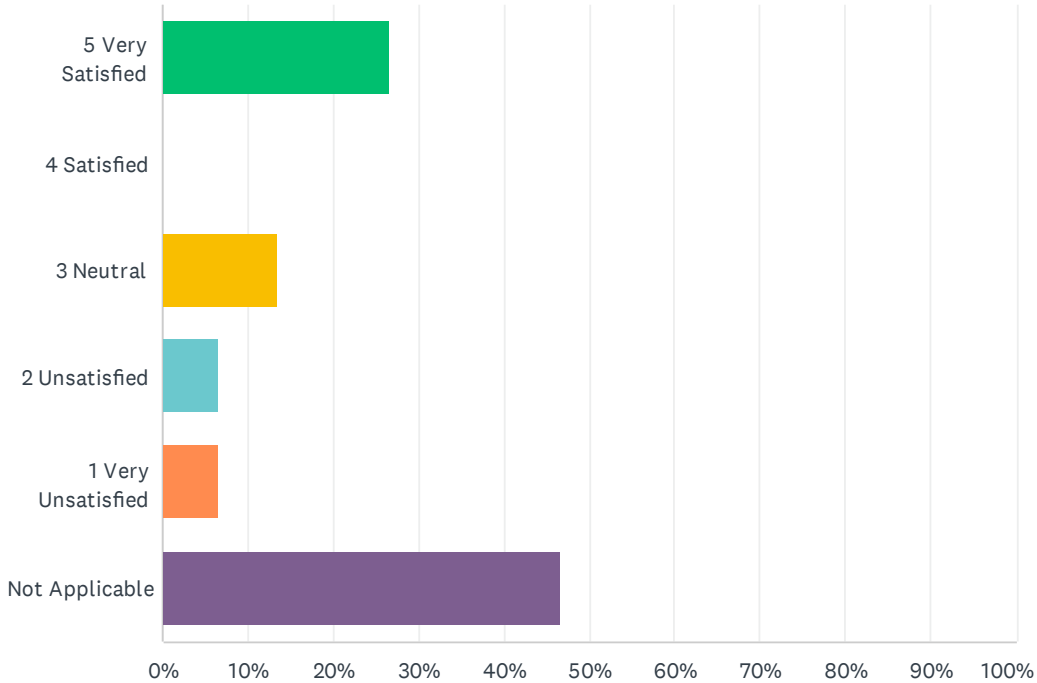
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	40.00%	6
4 Satisfied	13.33%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	46.67%	7
<b>TOTAL</b>		<b>15</b>

### 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?

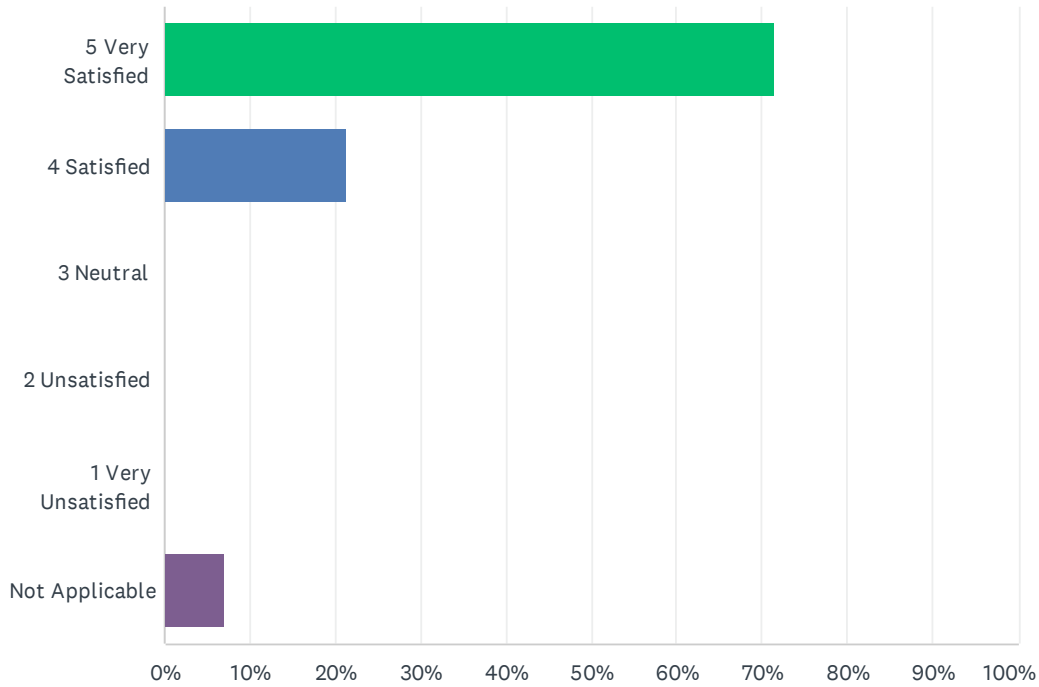
Answered: 15 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	26.67%	4
4 Satisfied	0.00%	0
3 Neutral	13.33%	2
2 Unsatisfied	6.67%	1
1 Very Unsatisfied	6.67%	1
Not Applicable	46.67%	7
<b>TOTAL</b>		<b>15</b>

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

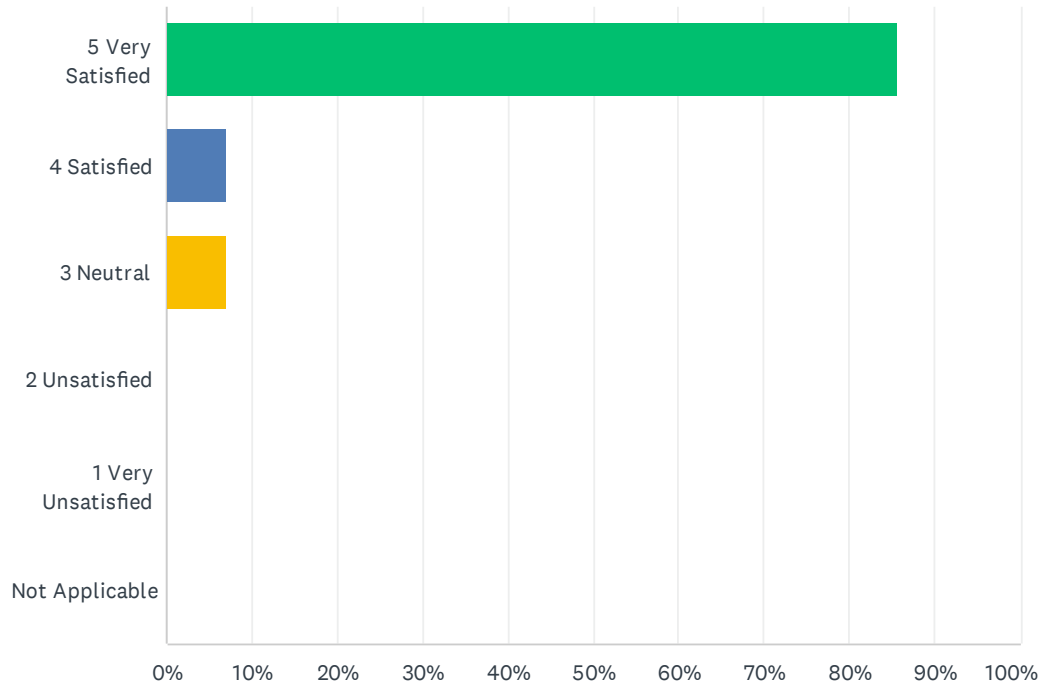
Answered: 14 Skipped: 3



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	71.43%	10
4 Satisfied	21.43%	3
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	7.14%	1
<b>TOTAL</b>		<b>14</b>

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

Answered: 14 Skipped: 3



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	85.71%	12
4 Satisfied	7.14%	1
3 Neutral	7.14%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
<b>TOTAL</b>		<b>14</b>



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

Answered: 3 Skipped: 14