

# State Office of Administrative Hearings



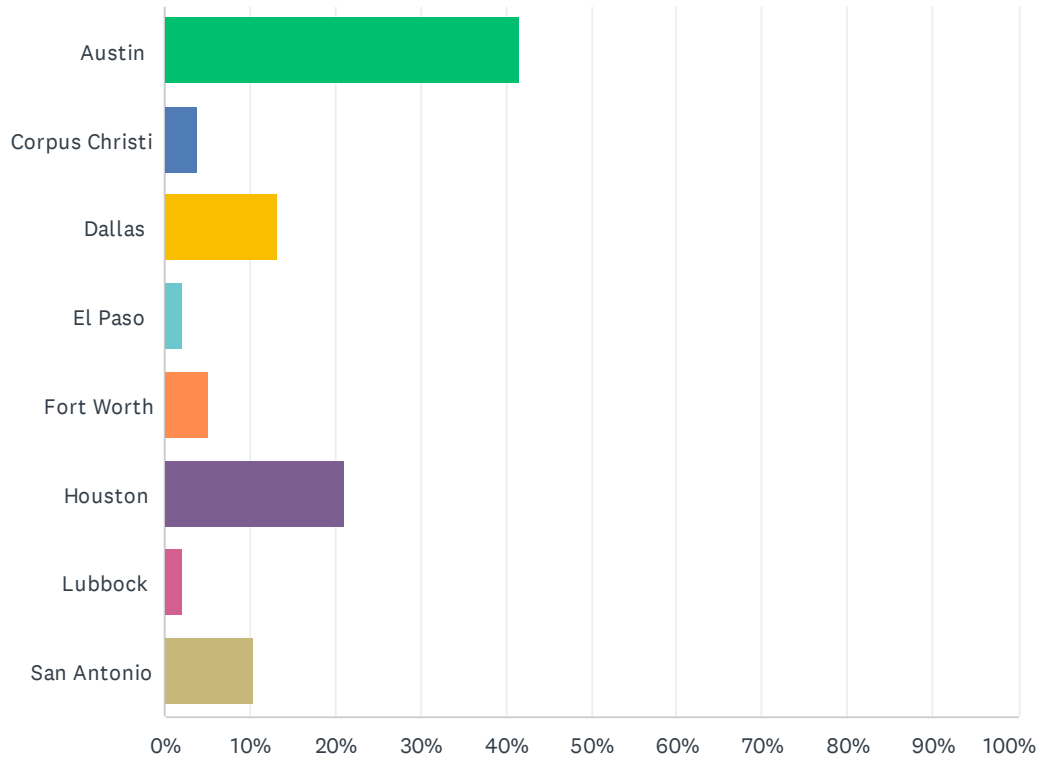
## Hearings Customer Service Survey

### Fiscal Year 2024 Survey Results

September 1, 2023, through August 31, 2024

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

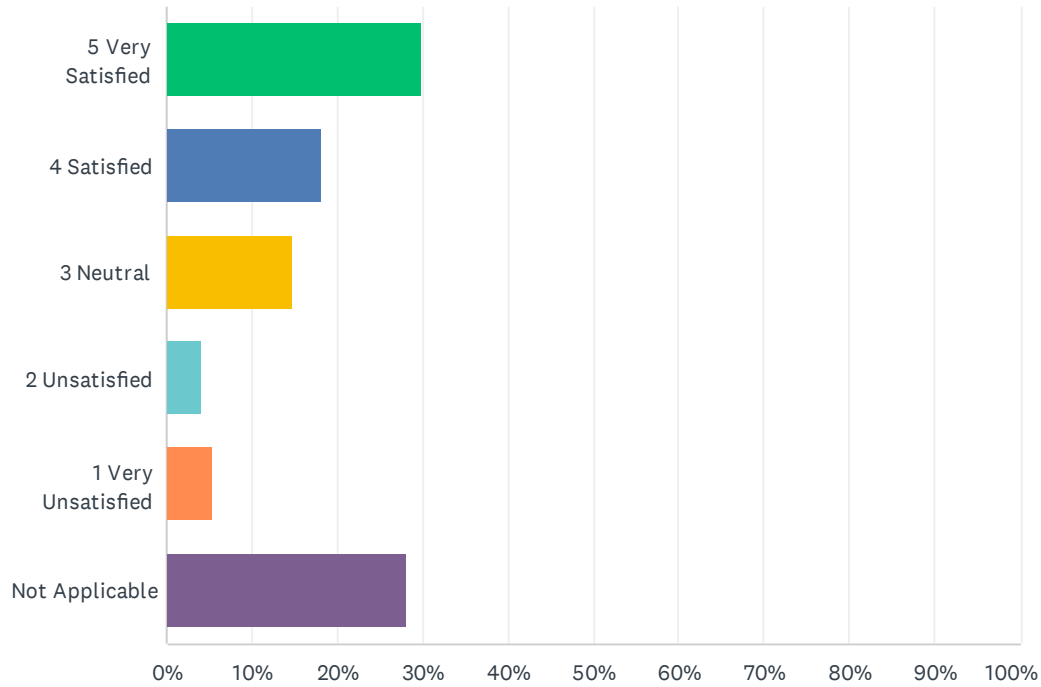
Answered: 632 Skipped: 6



ANSWER CHOICES	RESPONSES	
Austin	41.61%	263
Corpus Christi	3.80%	24
Dallas	13.29%	84
El Paso	2.22%	14
Fort Worth	5.22%	33
Houston	21.20%	134
Lubbock	2.22%	14
San Antonio	10.44%	66
TOTAL		632

## Q2 How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

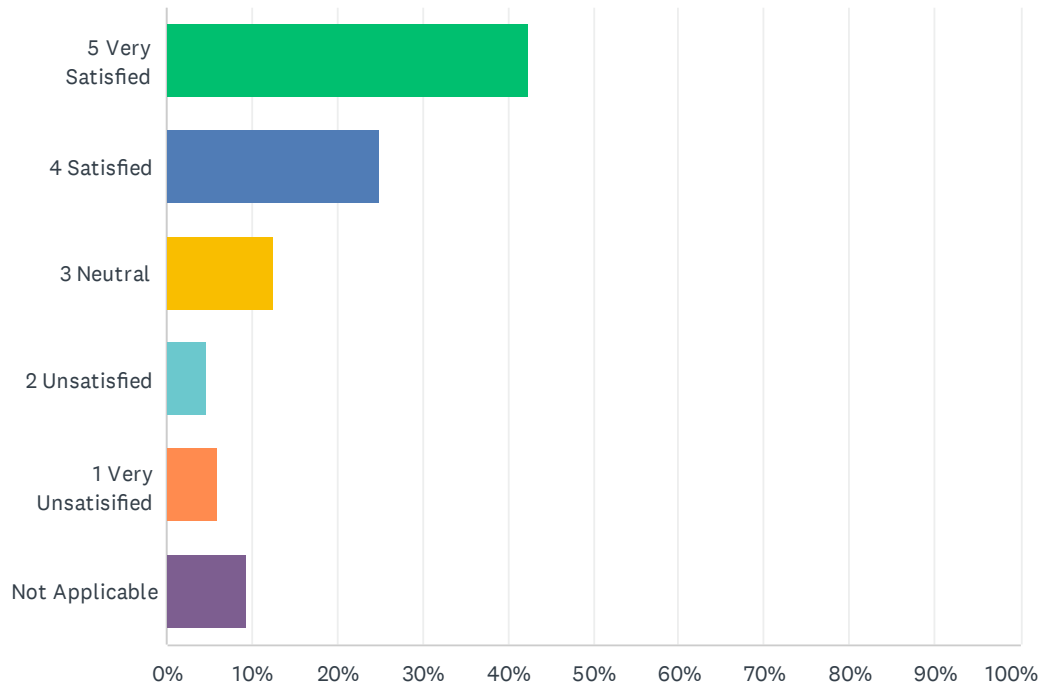
Answered: 497   Skipped: 141



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	29.78%	148
4 Satisfied	18.11%	90
3 Neutral	14.69%	73
2 Unsatisfied	4.02%	20
1 Very Unsatisfied	5.23%	26
Not Applicable	28.17%	140
TOTAL		497

### Q3 How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name?

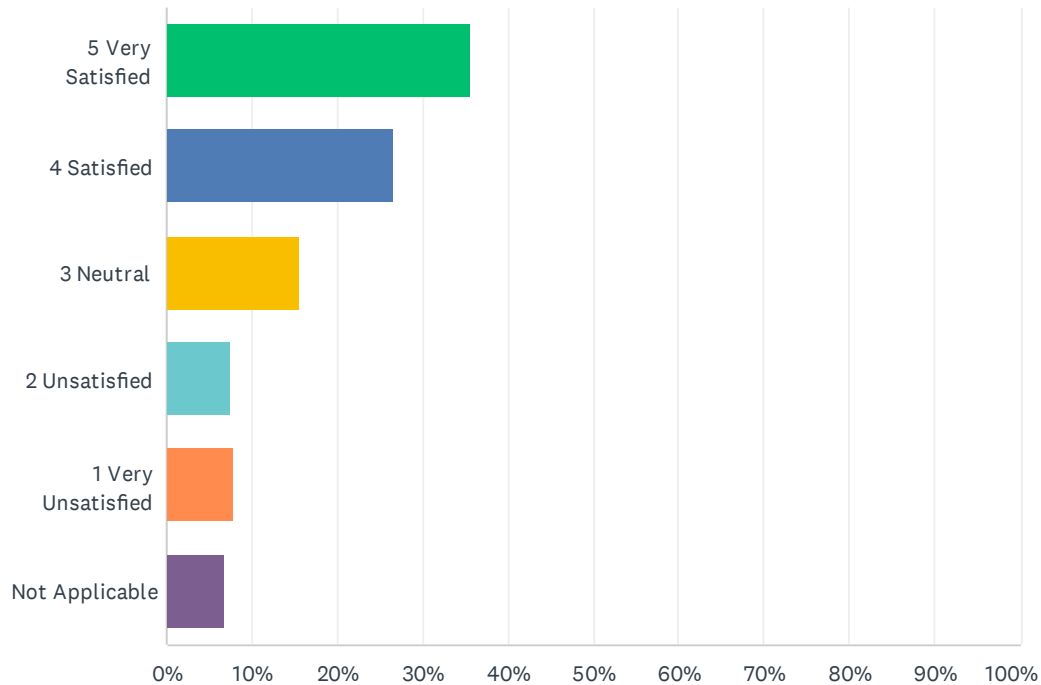
Answered: 481    Skipped: 157



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	42.41%	204
4 Satisfied	24.95%	120
3 Neutral	12.47%	60
2 Unsatisfied	4.78%	23
1 Very Unsatisfied	6.03%	29
Not Applicable	9.36%	45
TOTAL		481

## 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?

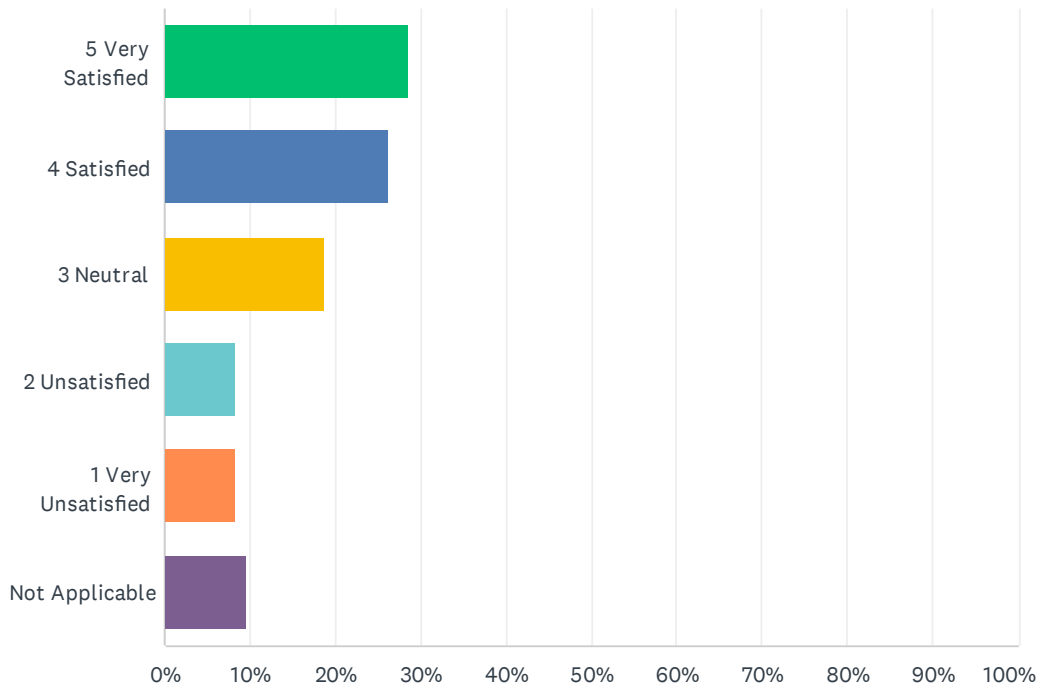
Answered: 467   Skipped: 171



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	35.55%	166
4 Satisfied	26.55%	124
3 Neutral	15.63%	73
2 Unsatisfied	7.49%	35
1 Very Unsatisfied	7.92%	37
Not Applicable	6.85%	32
TOTAL		467

**Q5 How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the agency, office locations, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?**

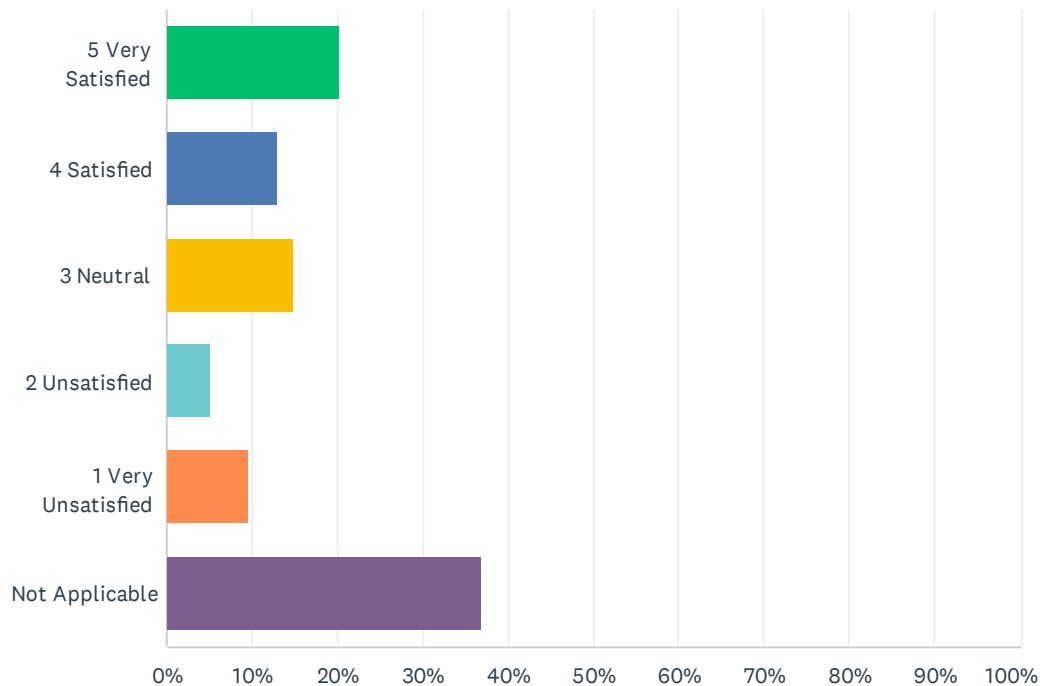
Answered: 454   Skipped: 184



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	28.63%	130
4 Satisfied	26.21%	119
3 Neutral	18.72%	85
2 Unsatisfied	8.37%	38
1 Very Unsatisfied	8.37%	38
Not Applicable	9.69%	44
<b>TOTAL</b>		<b>454</b>

## Q6 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?

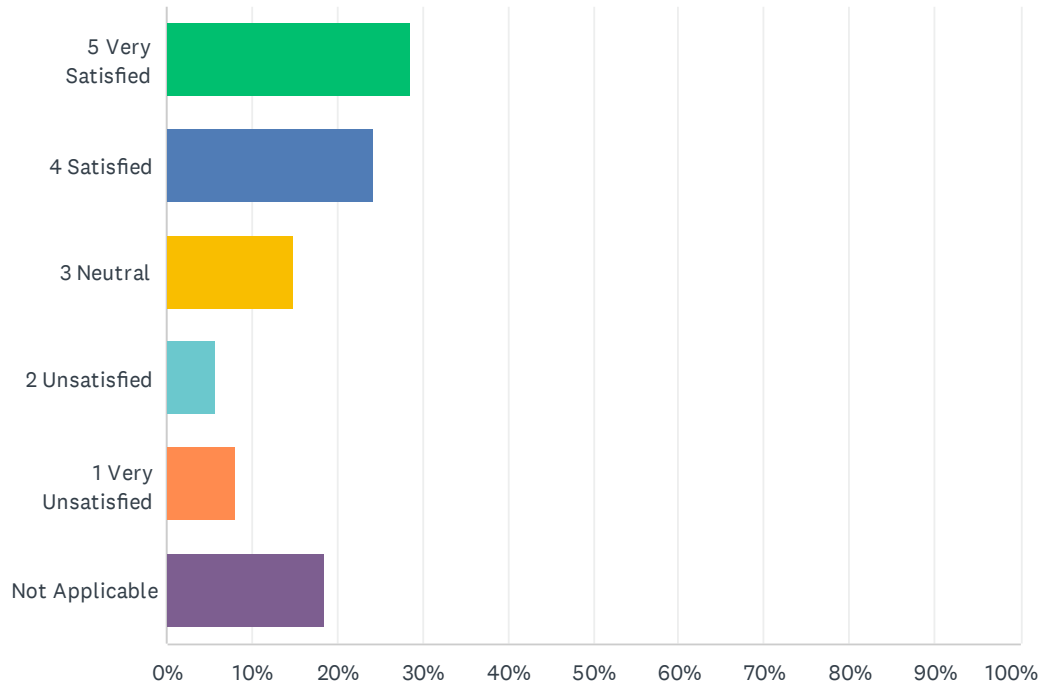
Answered: 447   Skipped: 191



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	20.36%	91
4 Satisfied	12.98%	58
3 Neutral	14.99%	67
2 Unsatisfied	5.15%	23
1 Very Unsatisfied	9.62%	43
Not Applicable	36.91%	165
TOTAL		447

## Q7 How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?

Answered: 442   Skipped: 196

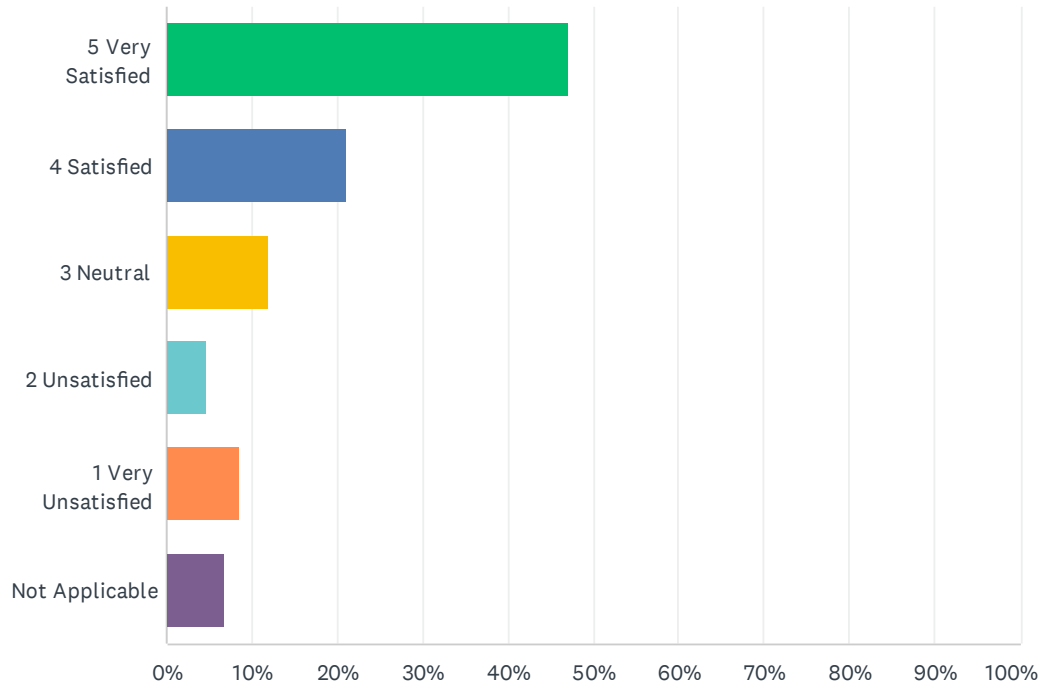


ANSWER CHOICES	RESPONSES	
5 Very Satisfied	28.51%	126
4 Satisfied	24.21%	107
3 Neutral	14.93%	66
2 Unsatisfied	5.66%	25
1 Very Unsatisfied	8.14%	36
Not Applicable	18.55%	82
TOTAL		442



## Q8 How satisfied are you with the courtesy and professionalism of the Administrative Law Judge assigned to preside over your case?

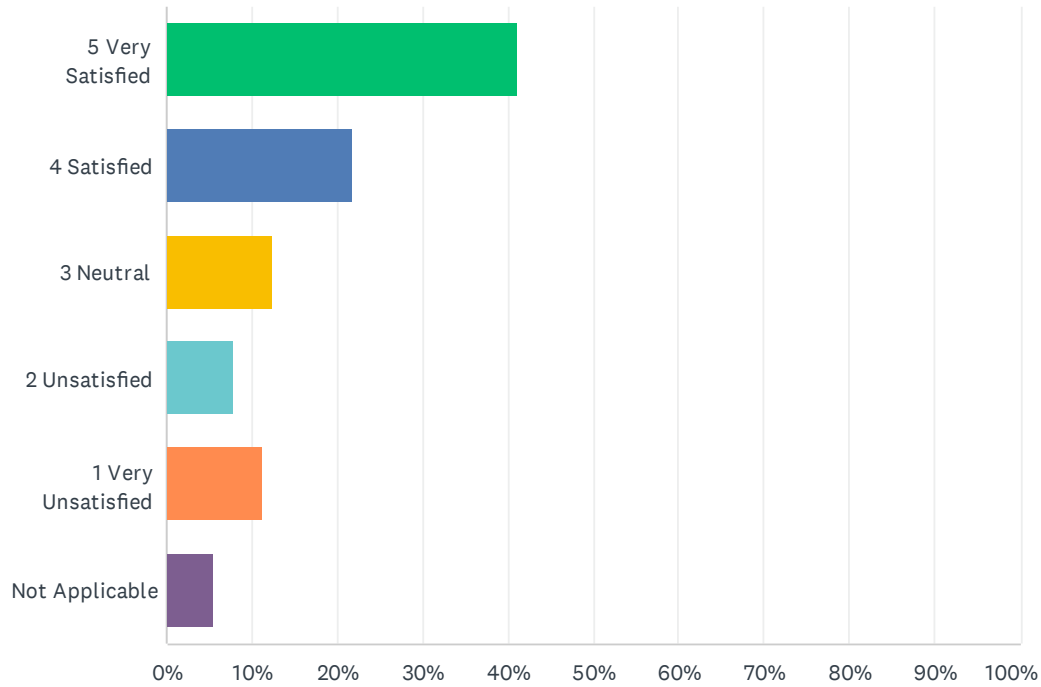
Answered: 436   Skipped: 202



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	47.02%	205
4 Satisfied	21.10%	92
3 Neutral	11.93%	52
2 Unsatisfied	4.59%	20
1 Very Unsatisfied	8.49%	37
Not Applicable	6.88%	30
TOTAL		436

## Q9 How satisfied are you with the fairness and efficiency of the Administrative Law Judge assigned to preside over your case?

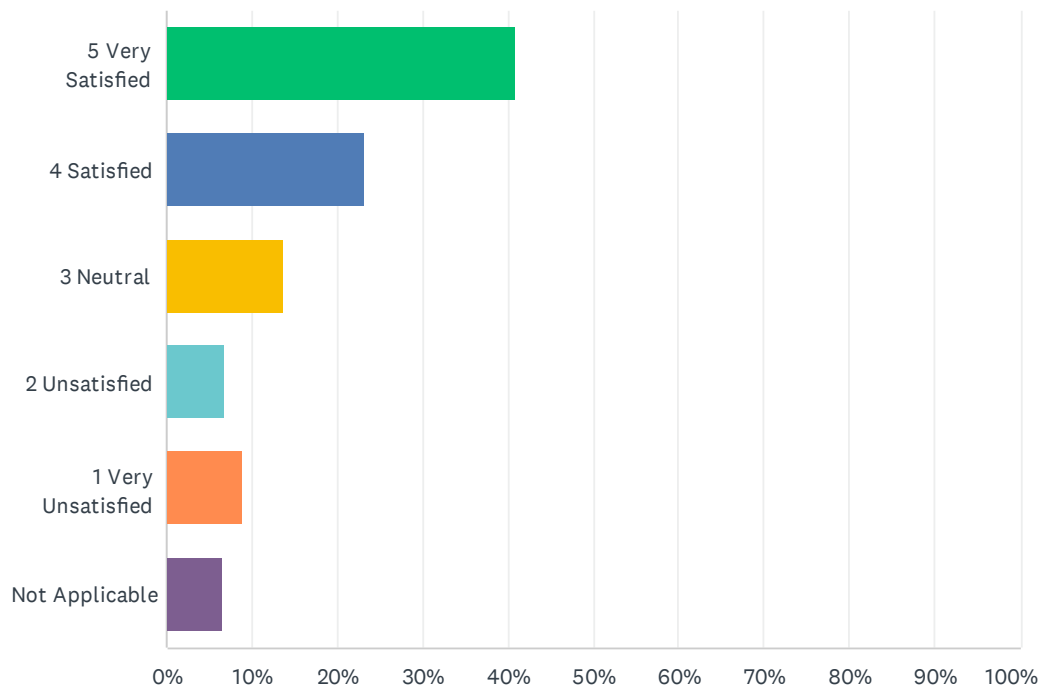
Answered: 433   Skipped: 205



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	41.11%	178
4 Satisfied	21.71%	94
3 Neutral	12.47%	54
2 Unsatisfied	7.85%	34
1 Very Unsatisfied	11.32%	49
Not Applicable	5.54%	24
<b>TOTAL</b>		<b>433</b>

## Q10 How satisfied are you with the knowledgeability of the Administrative Law Judge about the law and procedures applicable in your case?

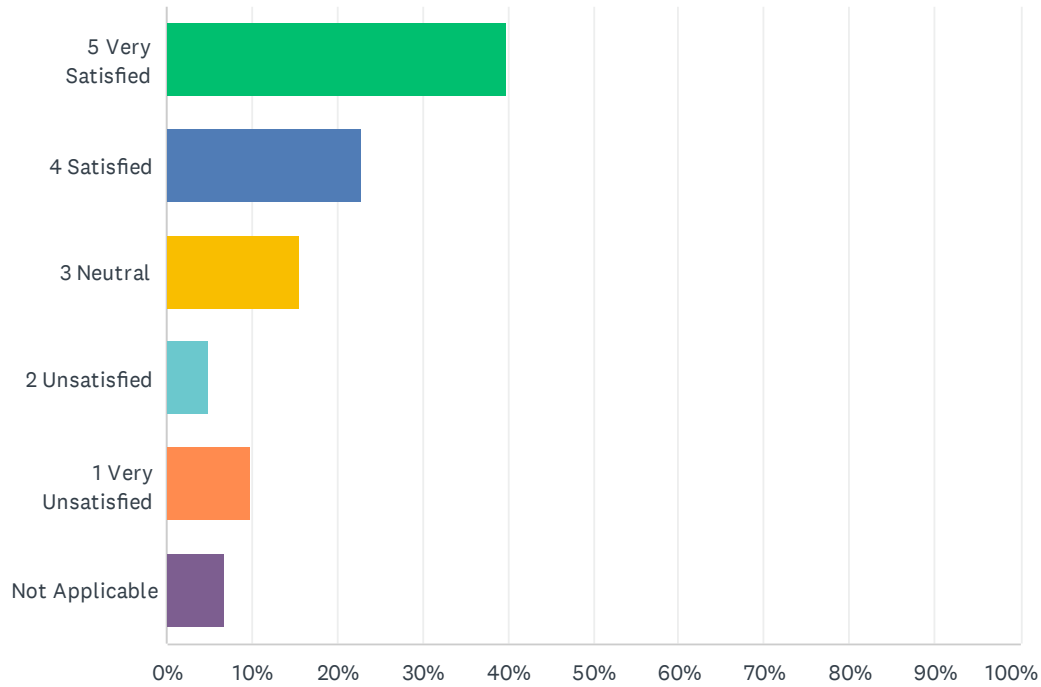
Answered: 427    Skipped: 211



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	40.98%	175
4 Satisfied	23.19%	99
3 Neutral	13.58%	58
2 Unsatisfied	6.79%	29
1 Very Unsatisfied	8.90%	38
Not Applicable	6.56%	28
<b>TOTAL</b>		<b>427</b>

## Q11 How satisfied are you with the clarity and written quality of the Administrative Law Judge's decision in your case?

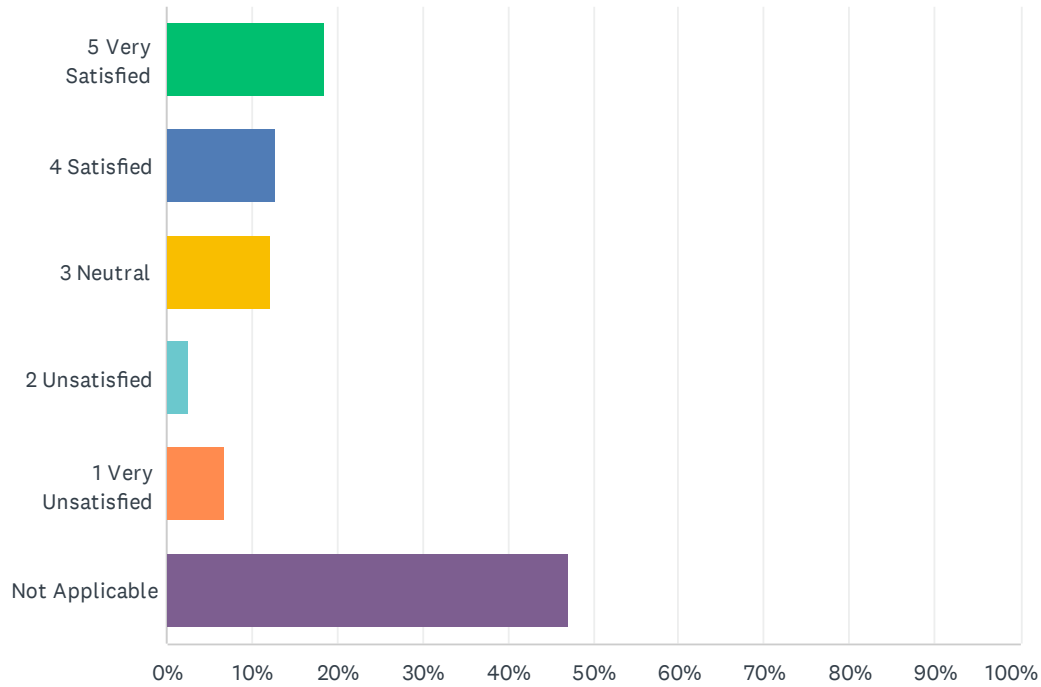
Answered: 424 Skipped: 214



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	39.86%	169
4 Satisfied	22.88%	97
3 Neutral	15.57%	66
2 Unsatisfied	4.95%	21
1 Very Unsatisfied	9.91%	42
Not Applicable	6.84%	29
TOTAL		424

## Q12 How satisfied were you with the content and usefulness of the State Office of Administrative Hearings self-represented litigant guide?

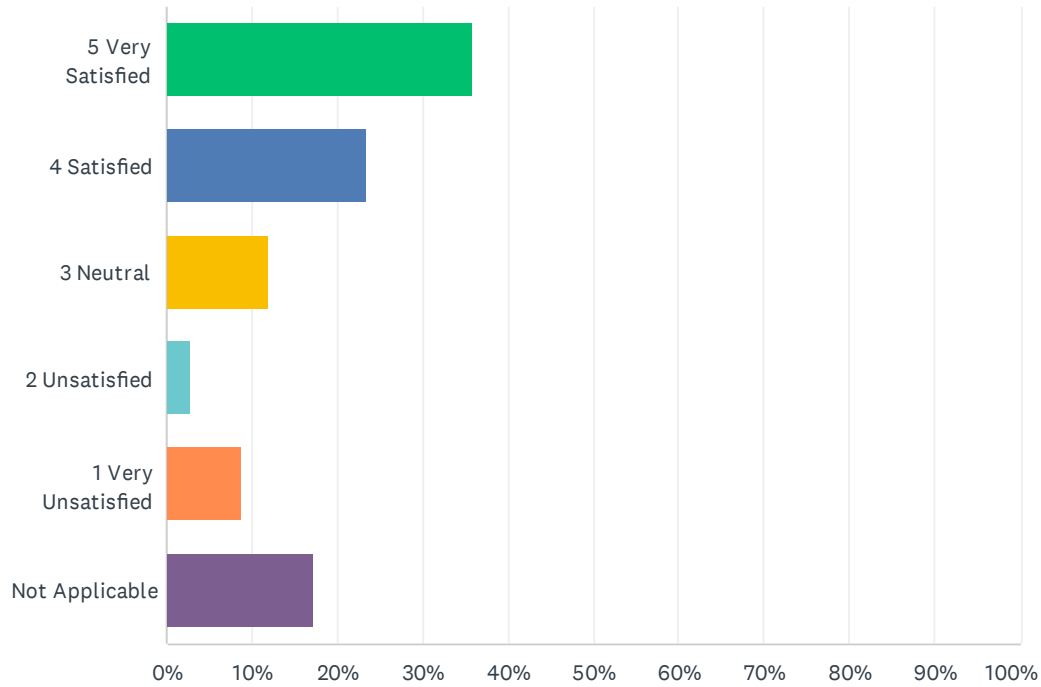
Answered: 422   Skipped: 216



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	18.48%	78
4 Satisfied	12.80%	54
3 Neutral	12.09%	51
2 Unsatisfied	2.61%	11
1 Very Unsatisfied	6.87%	29
Not Applicable	47.16%	199
<b>TOTAL</b>		<b>422</b>

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

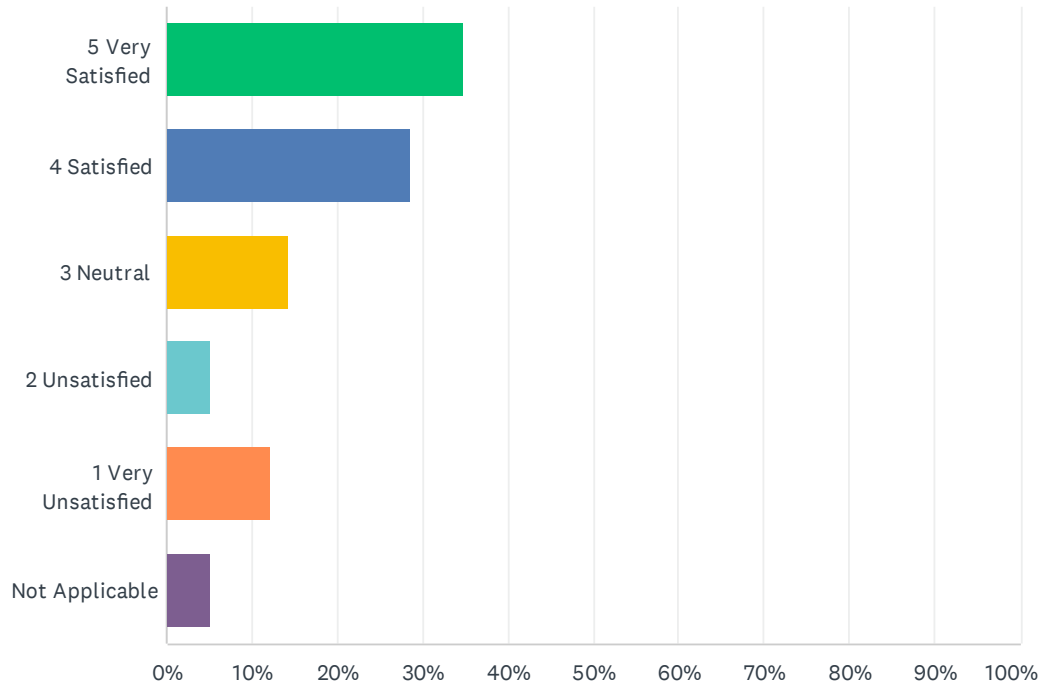
Answered: 422   Skipped: 216



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	35.78%	151
4 Satisfied	23.46%	99
3 Neutral	11.85%	50
2 Unsatisfied	2.84%	12
1 Very Unsatisfied	8.77%	37
Not Applicable	17.30%	73
TOTAL		422

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

Answered: 419   Skipped: 219



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	34.84%	146
4 Satisfied	28.64%	120
3 Neutral	14.32%	60
2 Unsatisfied	5.01%	21
1 Very Unsatisfied	12.17%	51
Not Applicable	5.01%	21
<b>TOTAL</b>		<b>419</b>

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

Answered: 105   Skipped: 533