

# State Office of Administrative Hearings



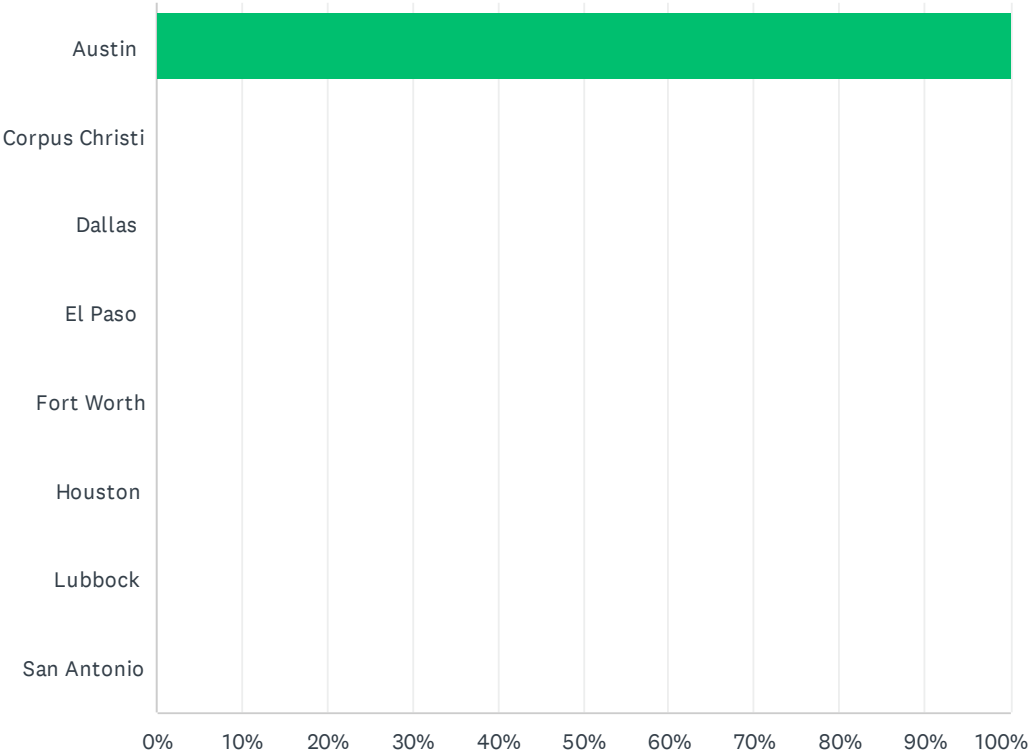
## Mediation Customer Service Survey

### 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:

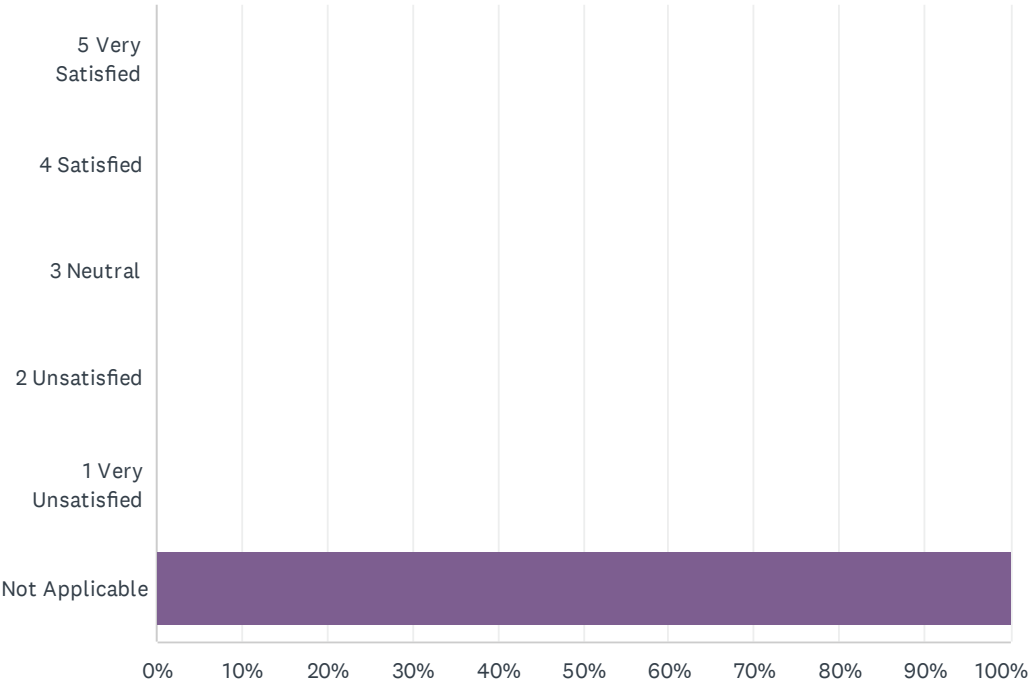
Answered: 7    Skipped: 1



ANSWER CHOICES	RESPONSES	
Austin	100.00%	7
Corpus Christi	0.00%	0
Dallas	0.00%	0
El Paso	0.00%	0
Fort Worth	0.00%	0
Houston	0.00%	0
Lubbock	0.00%	0
San Antonio	0.00%	0
TOTAL		7

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

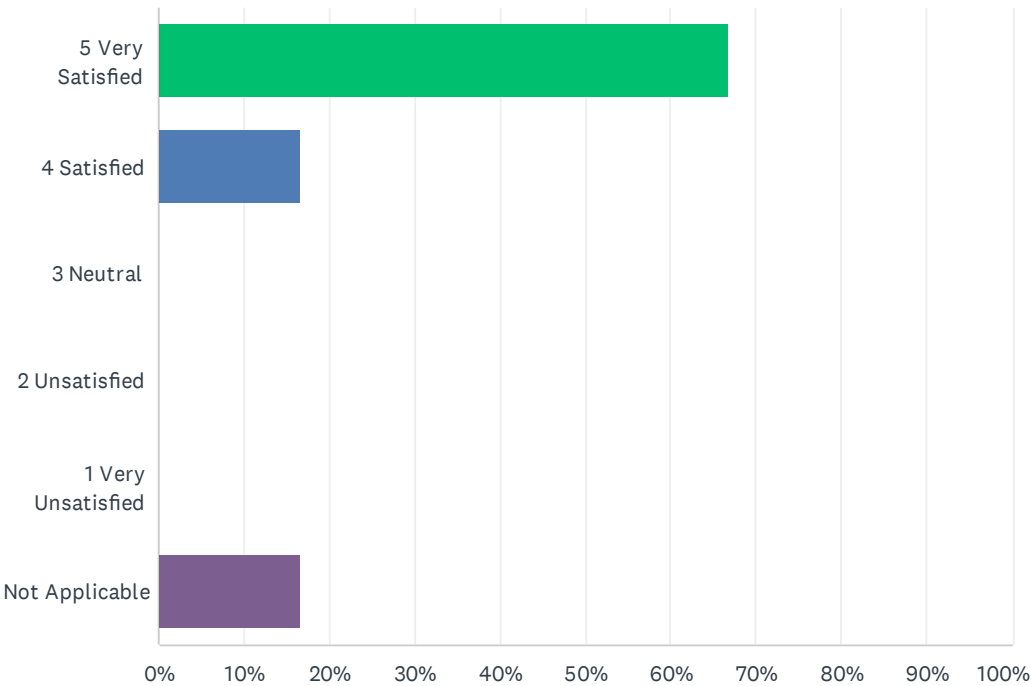
Answered: 6    Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	0.00%	0
4 Satisfied	0.00%	0
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	100.00%	6
TOTAL		6

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?

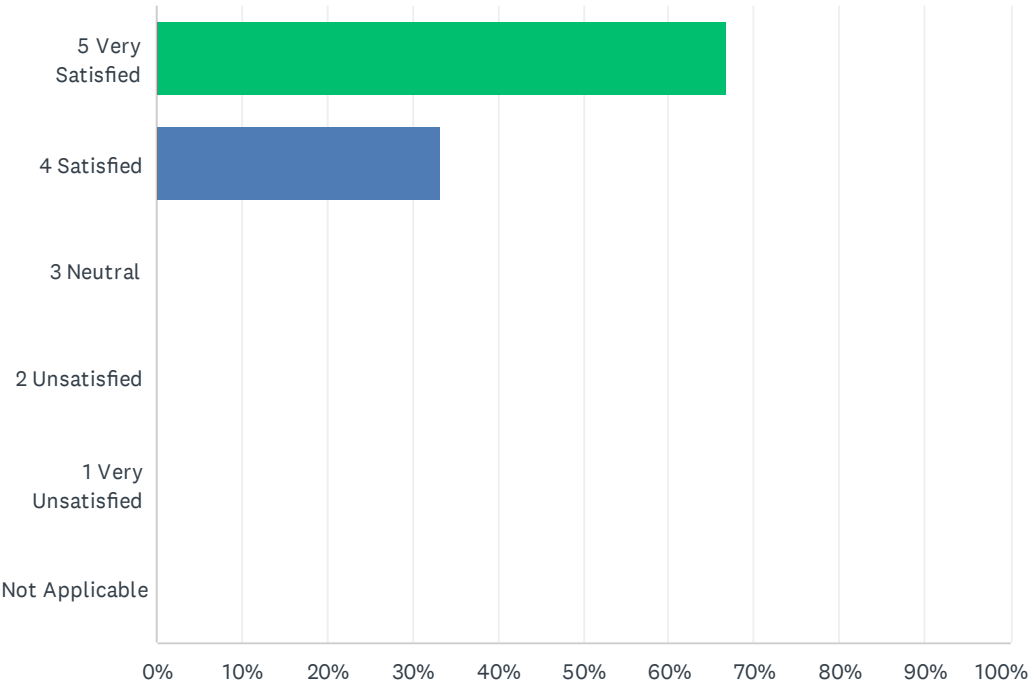
Answered: 6    Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	4
4 Satisfied	16.67%	1
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	16.67%	1
TOTAL		6

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?

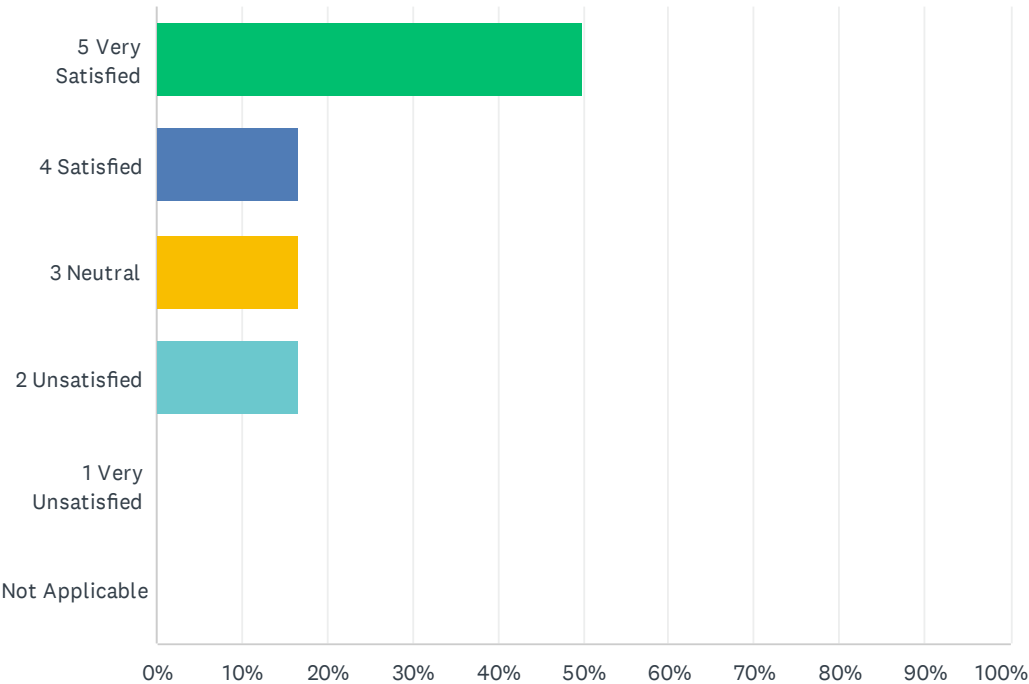
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	4
4 Satisfied	33.33%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6

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?

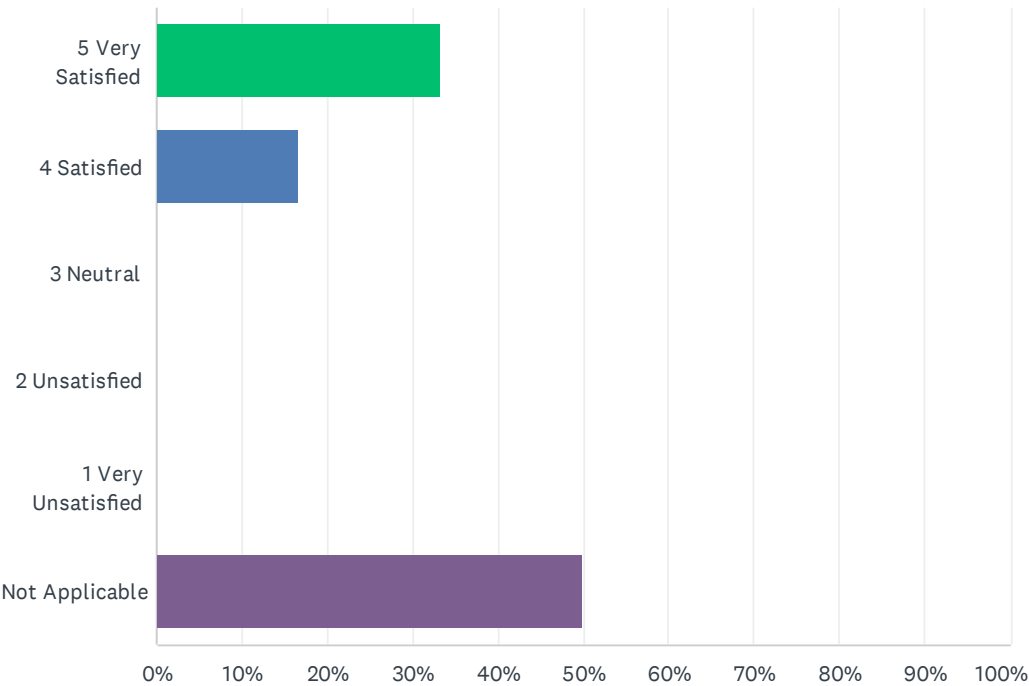
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	50.00%	3
4 Satisfied	16.67%	1
3 Neutral	16.67%	1
2 Unsatisfied	16.67%	1
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6

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?

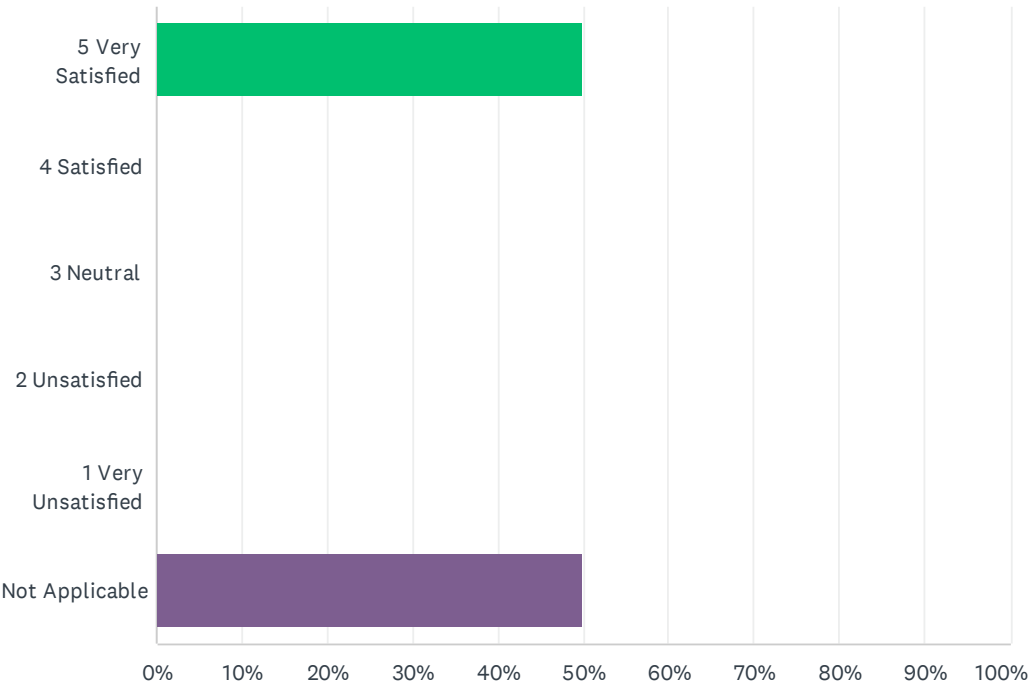
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	33.33%	2
4 Satisfied	16.67%	1
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	50.00%	3
TOTAL		6

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: 6    Skipped: 2

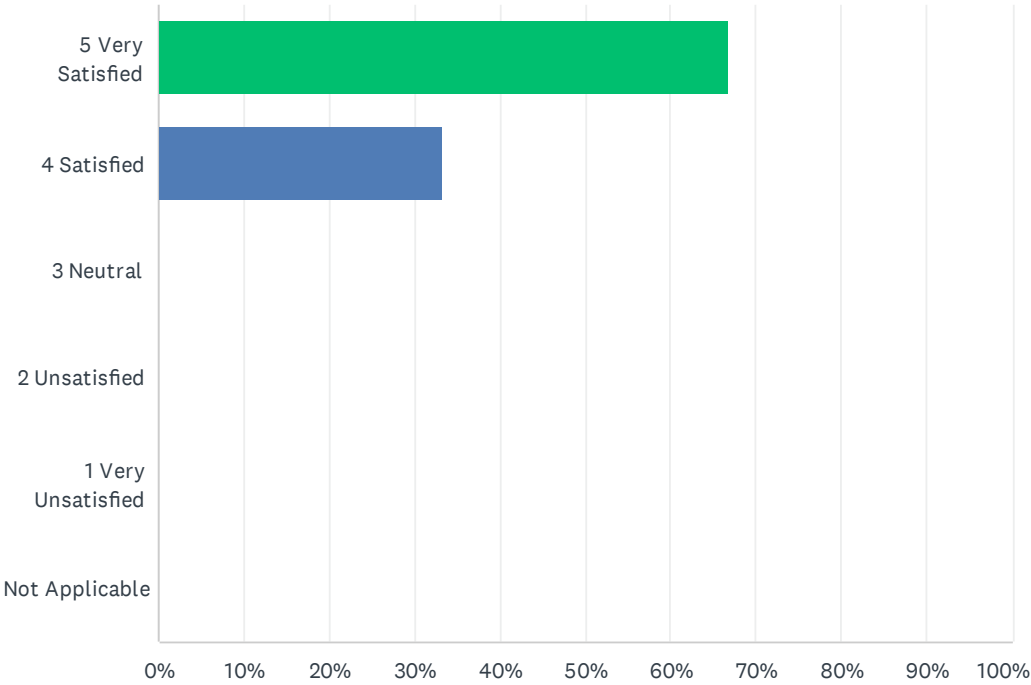


ANSWER CHOICES	RESPONSES	
5 Very Satisfied	50.00%	3
4 Satisfied	0.00%	0
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	50.00%	3
TOTAL		6



Q8 How satisfied are you with the courtesy and professionalism of the Mediator(s) assigned to facilitate your settlement conference?

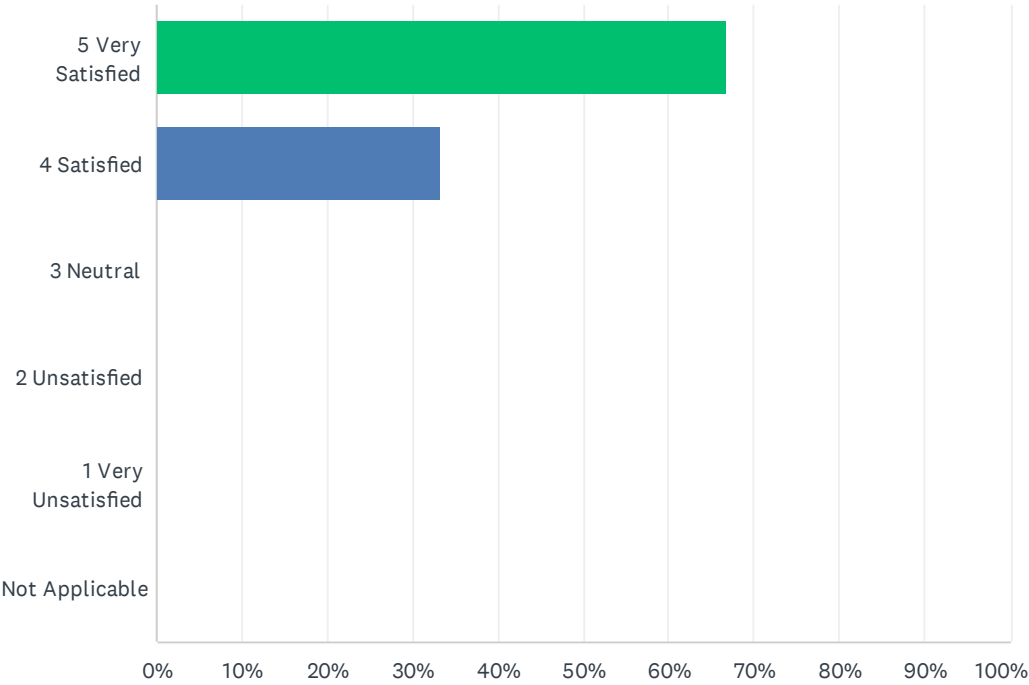
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ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	4
4 Satisfied	33.33%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6

Q9 How satisfied are you with the fairness and efficiency of the Mediator(s) assigned to facilitate your settlement conference?

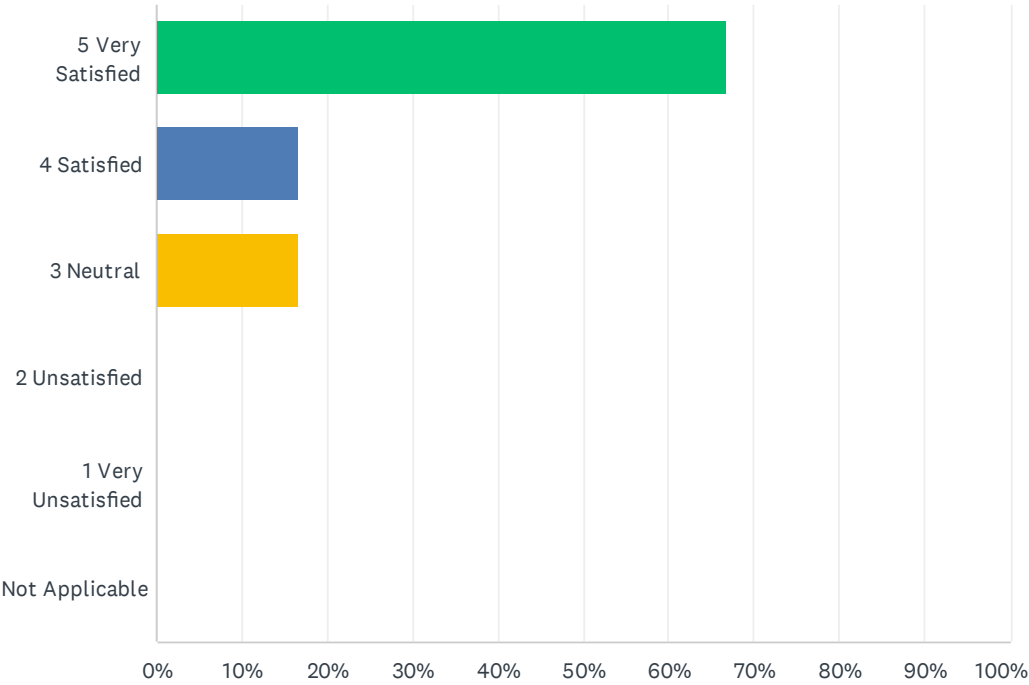
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	4
4 Satisfied	33.33%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6

Q10 How satisfied are you with the Mediator’s understanding of the issues and the relevant law applicable in your mediation?

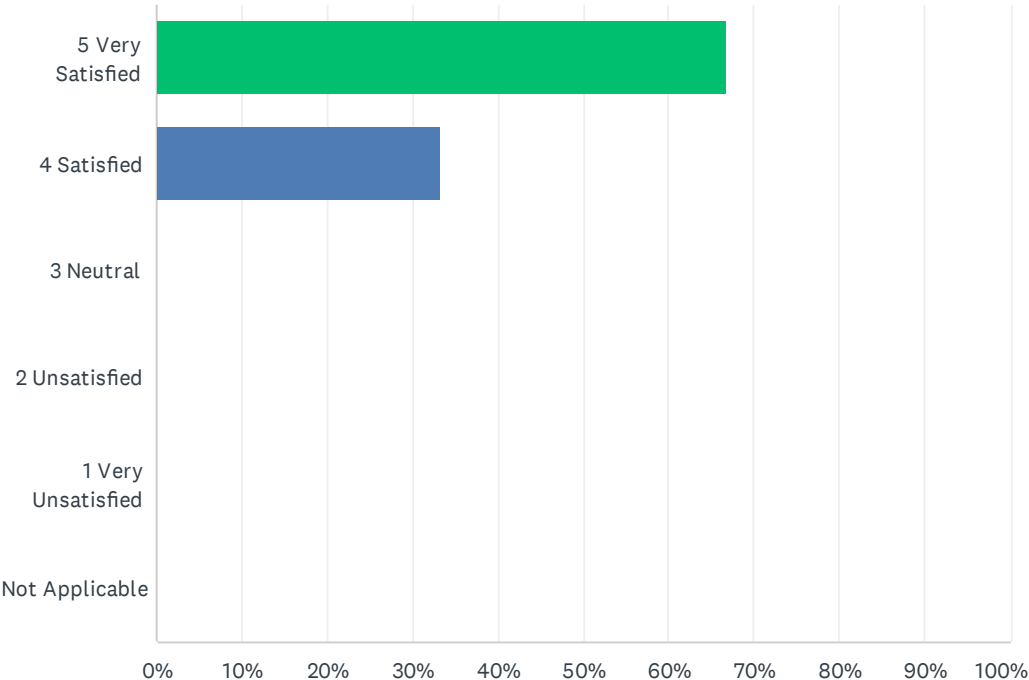
Answered: 6    Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	4
4 Satisfied	16.67%	1
3 Neutral	16.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6

Q11 How satisfied are you with the mediator’s control of the process and allowance of adequate time to the parties to evaluate their options?

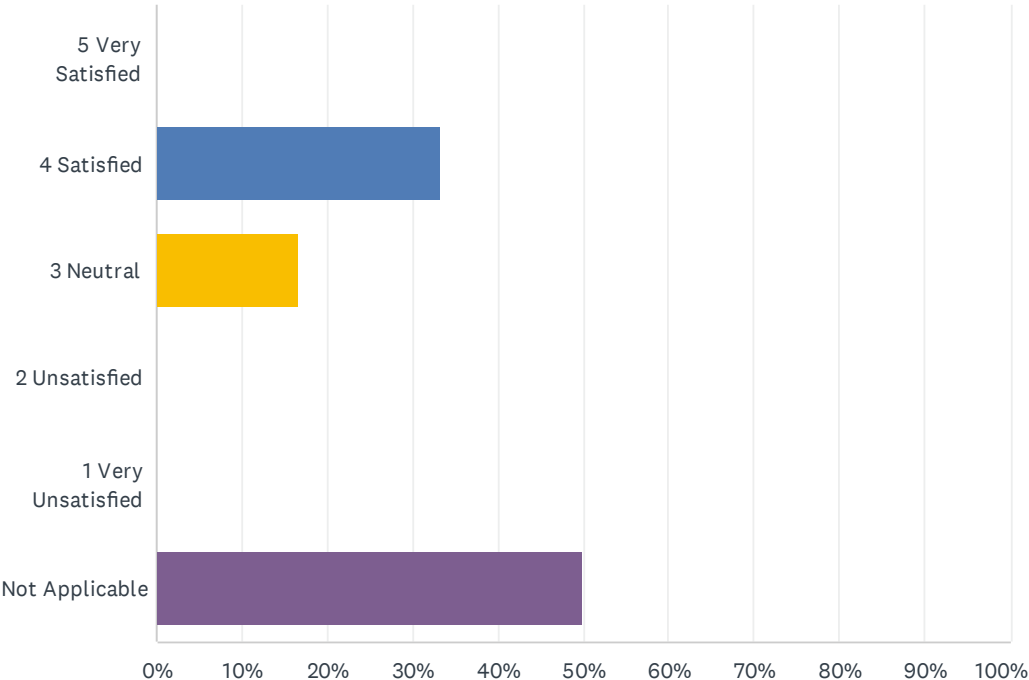
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	4
4 Satisfied	33.33%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6

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

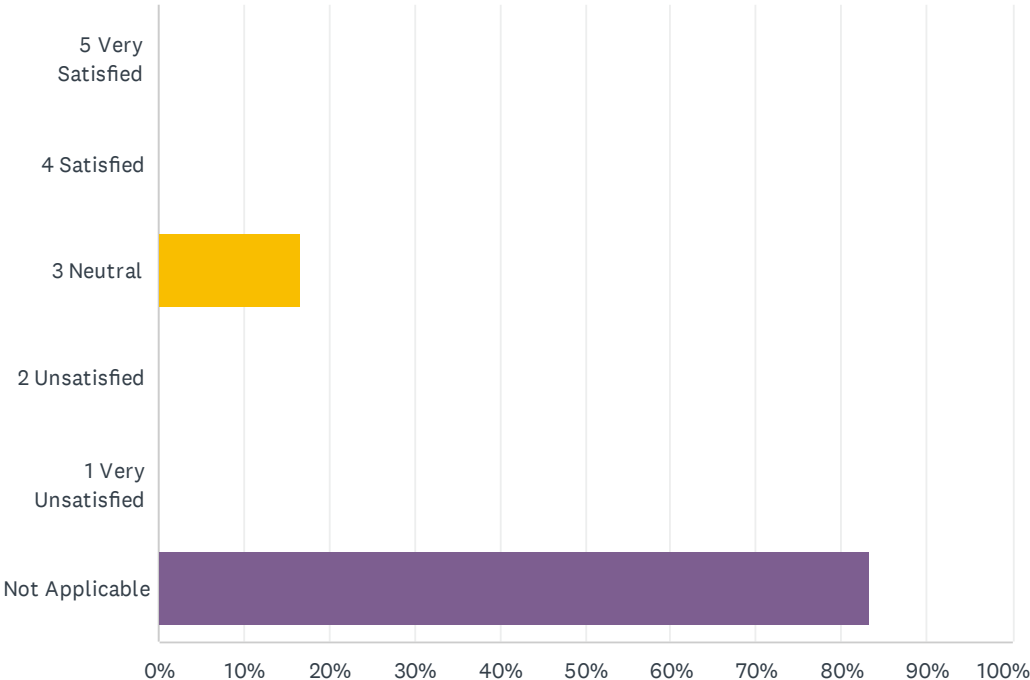
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	0.00%	0
4 Satisfied	33.33%	2
3 Neutral	16.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	50.00%	3
TOTAL		6

Q13 How satisfied were you with the content and usefulness of the State Office ofAdministrative Hearings self-represented litigant guide?

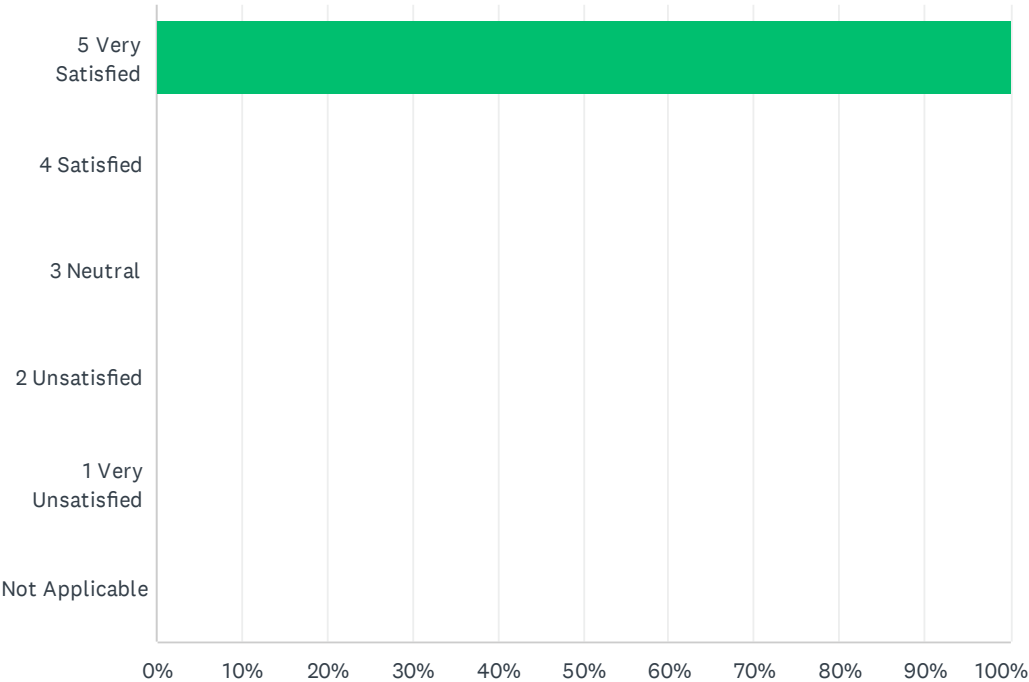
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	0.00%	0
4 Satisfied	0.00%	0
3 Neutral	16.67%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	83.33%	5
TOTAL		6

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

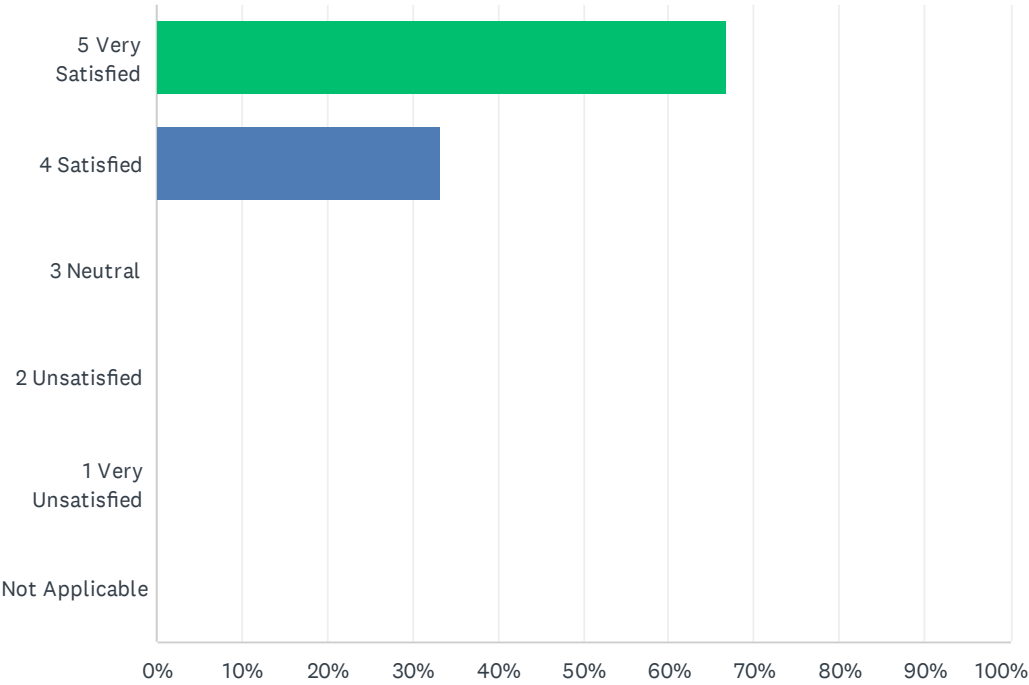
Answered: 6    Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	100.00%	6
4 Satisfied	0.00%	0
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6

Q15 Please rate your overall satisfaction with the mediation process at the State Office of Administrative Hearings.

Answered: 6    Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	66.67%	4
4 Satisfied	33.33%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	0.00%	0
TOTAL		6



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

Answered: 2   Skipped: 6