

# State Office of Administrative Hearings



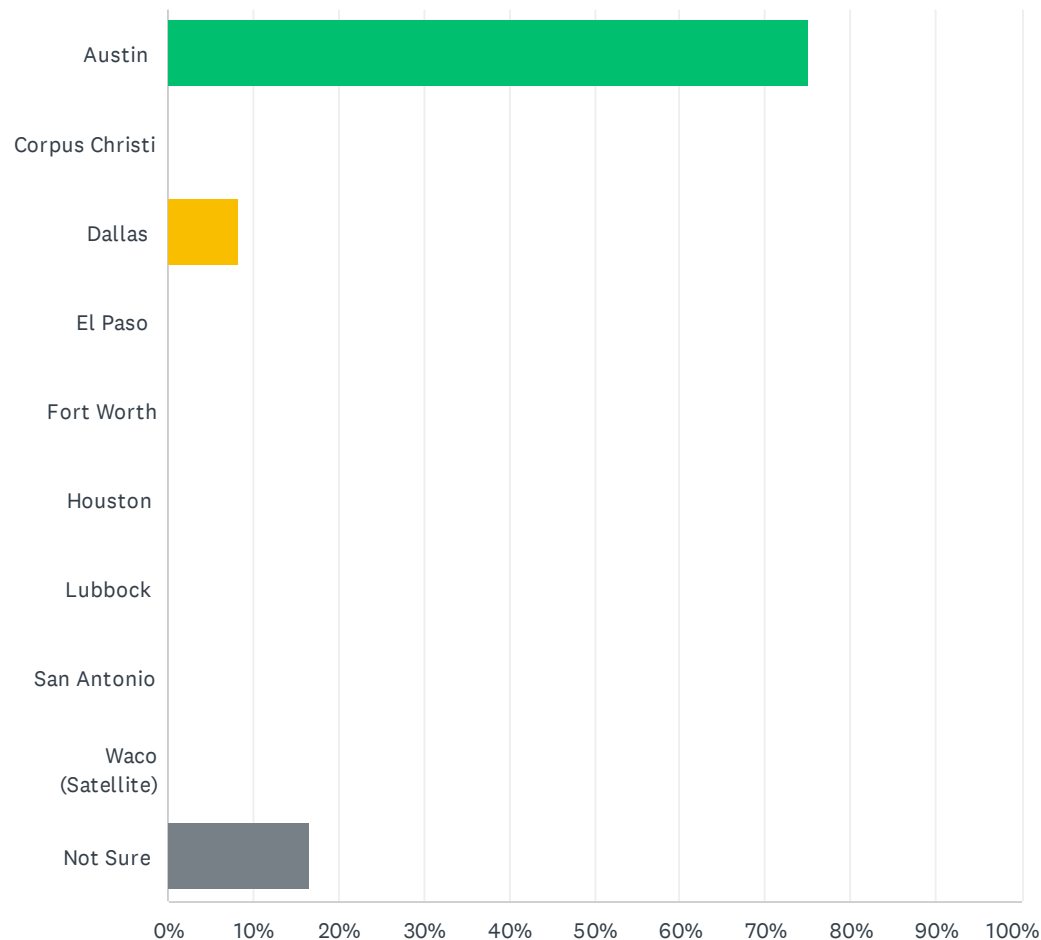
## Mediation Customer Service Survey

### Fiscal Year 2025 Survey Results

September 1, 2024, through August 31, 2025

Q1 The agency has offices and staff across Texas. If you interacted with staff in a particular office, please select which one. If you interacted with staff in different locations or are not sure where they worked, please select "Not Sure".

Answered: 24    Skipped: 1

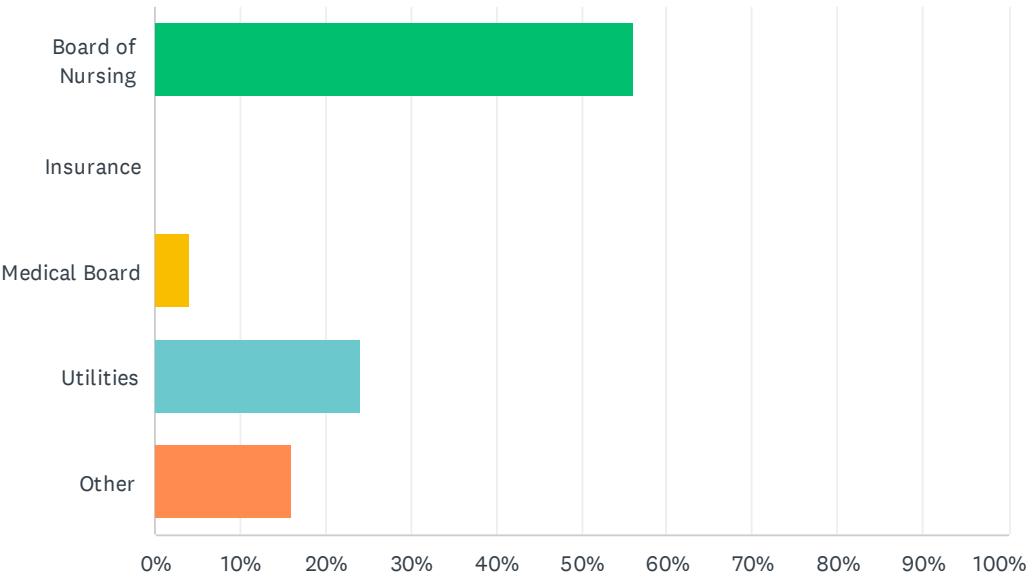


# State Office of Administrative Hearings 2025 Mediation Customer Service Survey

ANSWER CHOICES	RESPONSES	
Austin	75.00%	18
Corpus Christi	0.00%	0
Dallas	8.33%	2
El Paso	0.00%	0
Fort Worth	0.00%	0
Houston	0.00%	0
Lubbock	0.00%	0
San Antonio	0.00%	0
Waco (Satellite)	0.00%	0
Not Sure	16.67%	4
TOTAL		24

Q2 Please select the mediation hearing type:

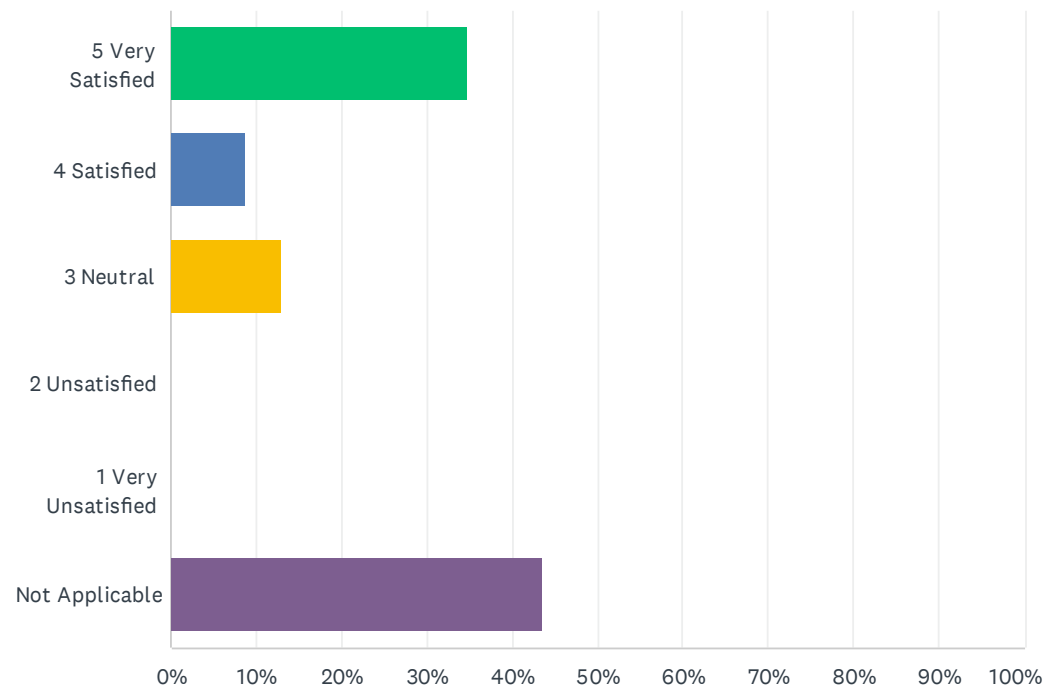
Answered: 25    Skipped: 0



ANSWER CHOICES	RESPONSES	
Board of Nursing	56.00%	14
Insurance	0.00%	0
Medical Board	4.00%	1
Utilities	24.00%	6
Other	16.00%	4
TOTAL		25

Q3 How satisfied are you with the agency’s facilities, including your ability to access the agency, the office location, signs, and cleanliness?

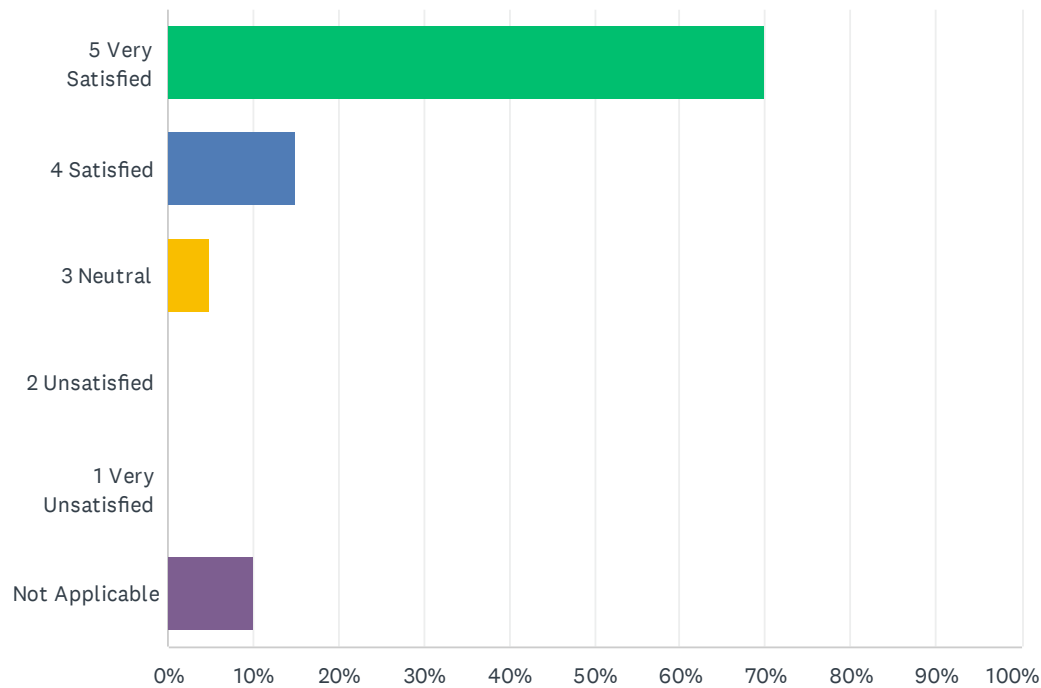
Answered: 23    Skipped: 2



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	34.78%	8
4 Satisfied	8.70%	2
3 Neutral	13.04%	3
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	43.48%	10
TOTAL		23

Q4 How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name?

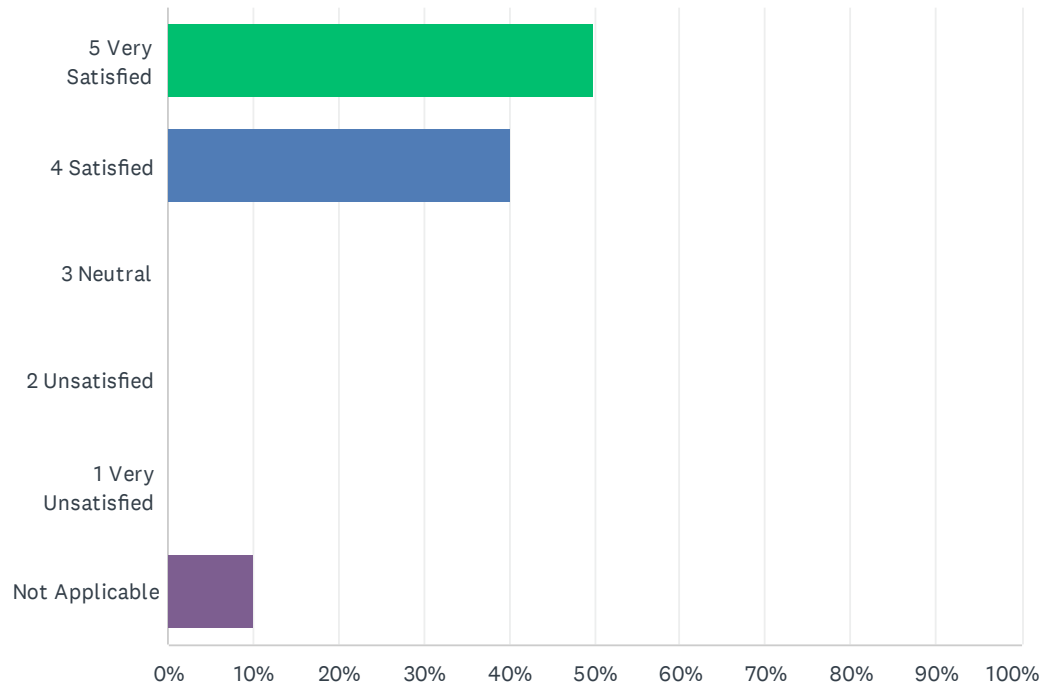
Answered: 20    Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	70.00%	14
4 Satisfied	15.00%	3
3 Neutral	5.00%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	10.00%	2
TOTAL		20

## Q5 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?

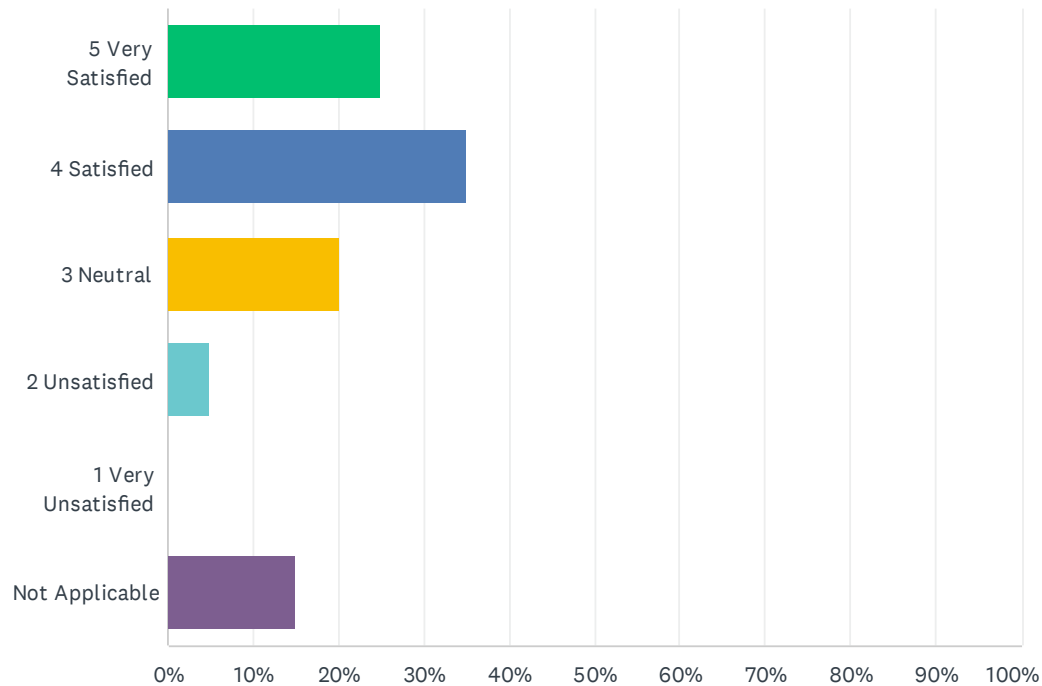
Answered: 20 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	50.00%	10
4 Satisfied	40.00%	8
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	10.00%	2
<b>TOTAL</b>		<b>20</b>

**Q6 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 file a formal complaint?**

Answered: 20 Skipped: 5

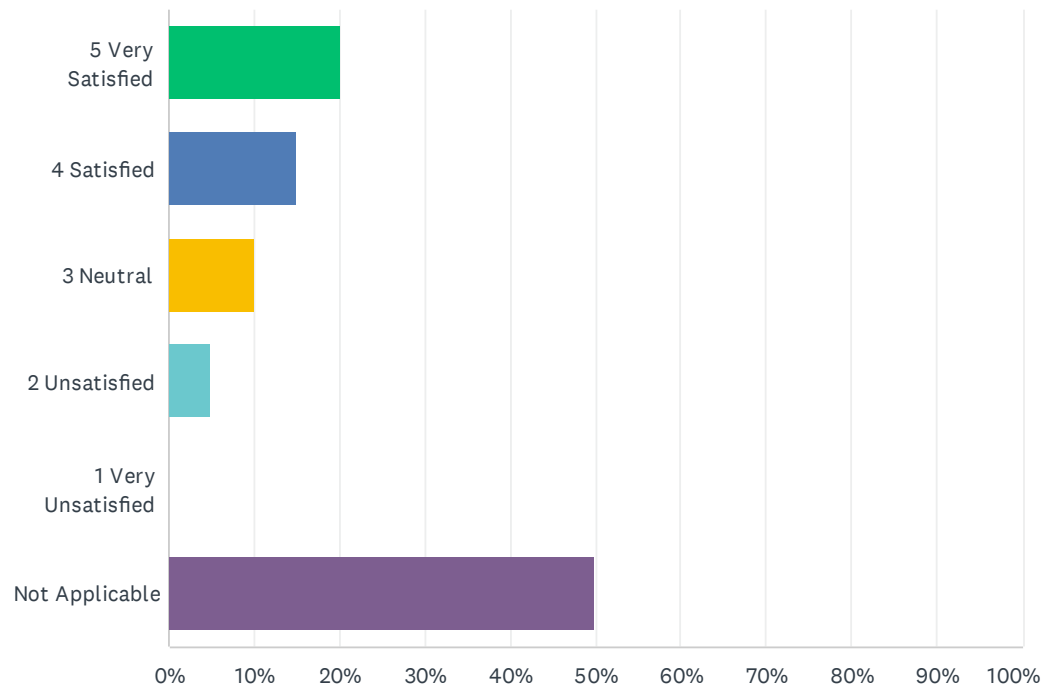


ANSWER CHOICES	RESPONSES	
5 Very Satisfied	25.00%	5
4 Satisfied	35.00%	7
3 Neutral	20.00%	4
2 Unsatisfied	5.00%	1
1 Very Unsatisfied	0.00%	0
Not Applicable	15.00%	3
<b>TOTAL</b>		<b>20</b>



Q7 How satisfied are you with the agency’s formal complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

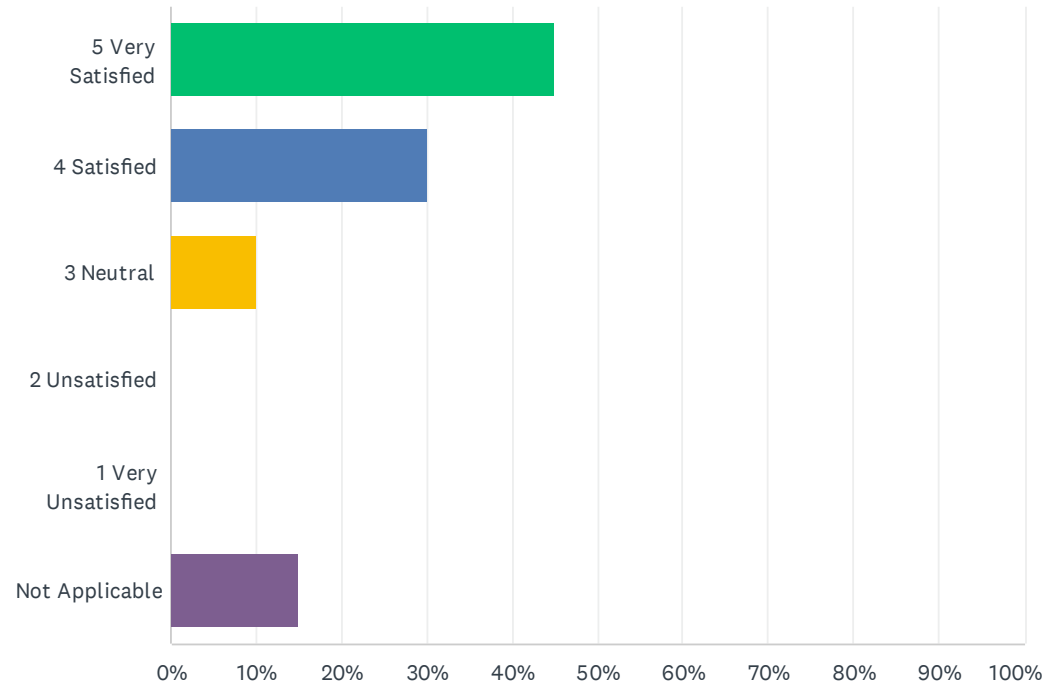
Answered: 20 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	20.00%	4
4 Satisfied	15.00%	3
3 Neutral	10.00%	2
2 Unsatisfied	5.00%	1
1 Very Unsatisfied	0.00%	0
Not Applicable	50.00%	10
TOTAL		20

Q8 How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?

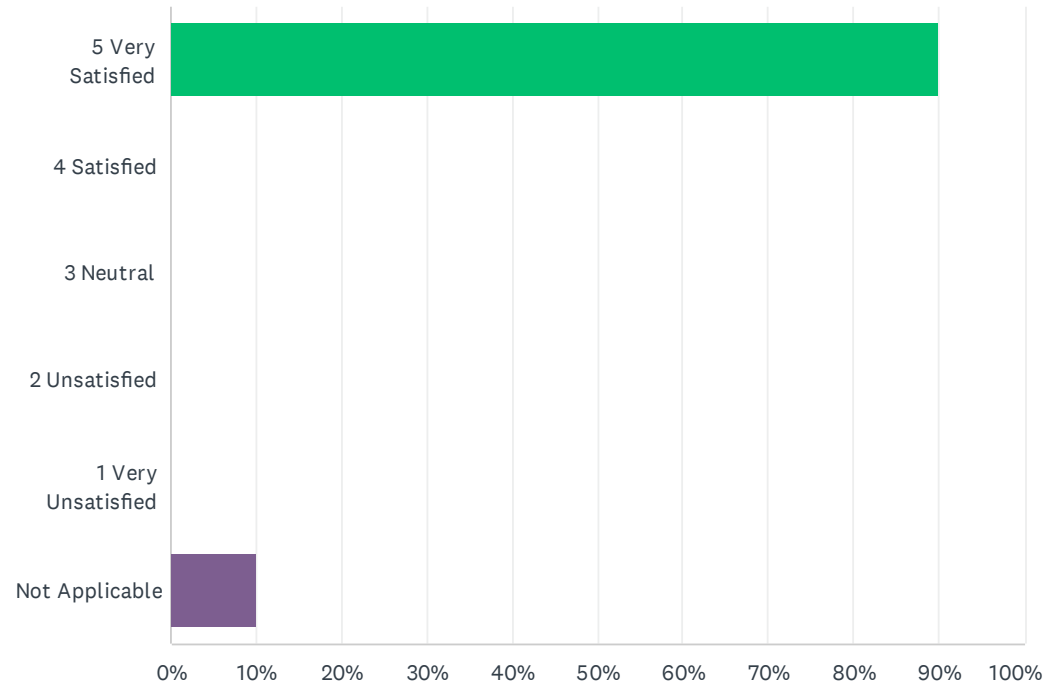
Answered: 20 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	45.00%	9
4 Satisfied	30.00%	6
3 Neutral	10.00%	2
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	15.00%	3
TOTAL		20

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

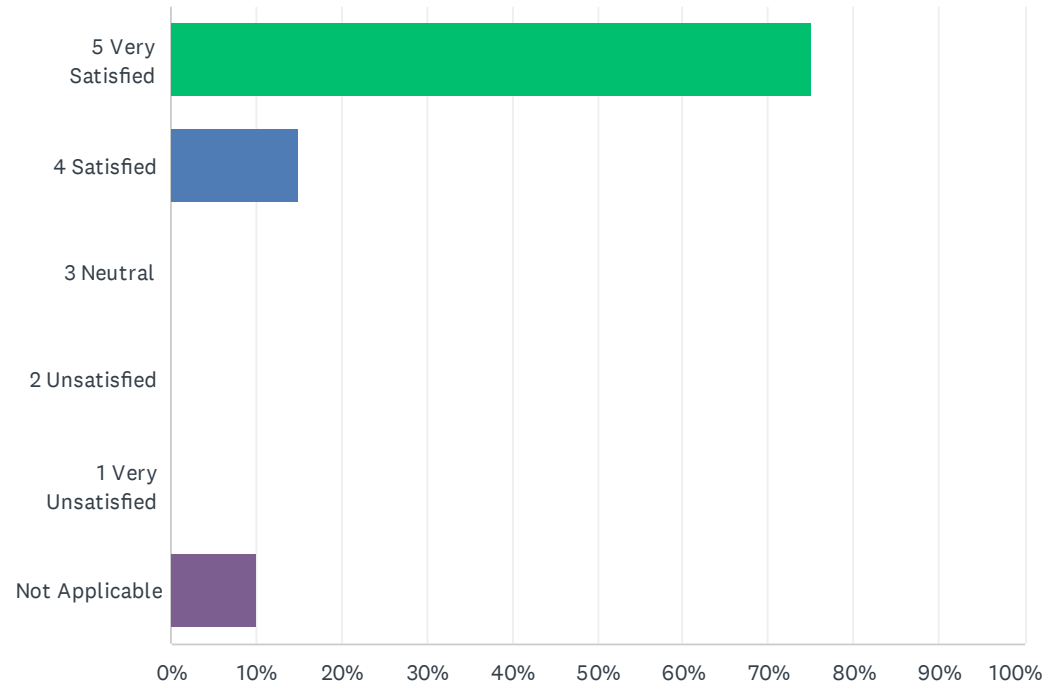
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ANSWER CHOICES	RESPONSES	
5 Very Satisfied	90.00%	18
4 Satisfied	0.00%	0
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	10.00%	2
TOTAL		20

Q10 How satisfied are you with the fairness and efficiency of the Mediator(s) assigned to facilitate your settlement conference?

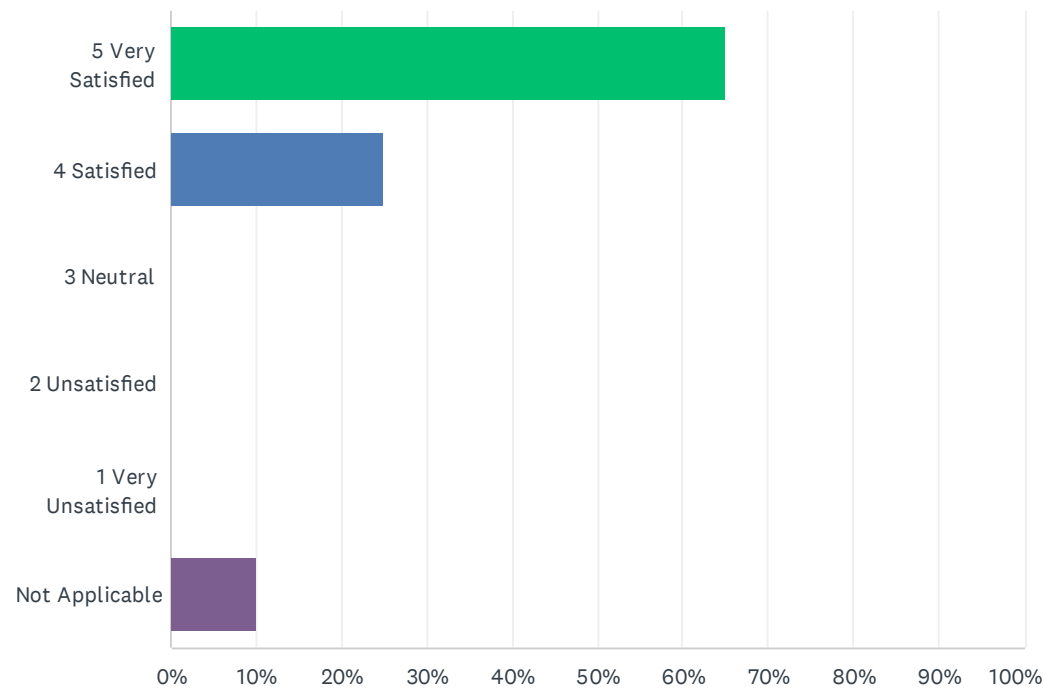
Answered: 20 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	75.00%	15
4 Satisfied	15.00%	3
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	10.00%	2
TOTAL		20

Q11 How satisfied are you with the Mediator’s understanding of the issues and the relevant law applicable in your mediation?

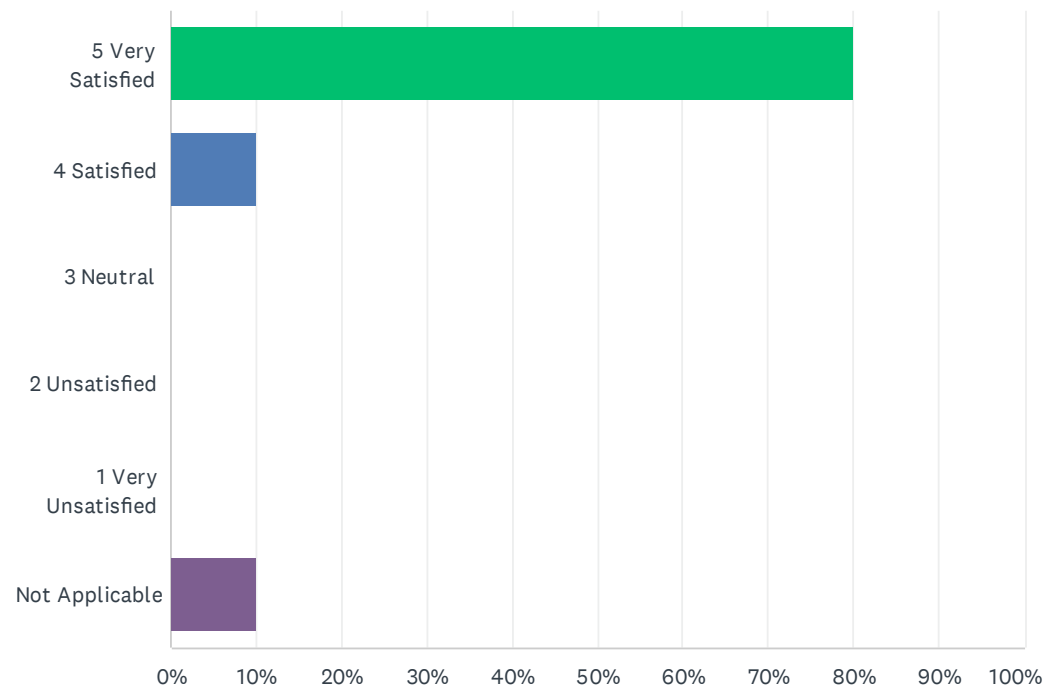
Answered: 20    Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	65.00%	13
4 Satisfied	25.00%	5
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	10.00%	2
TOTAL		20

Q12 How satisfied are you with the mediator’s control of the process and allowance of adequate time to the parties to evaluate their options?

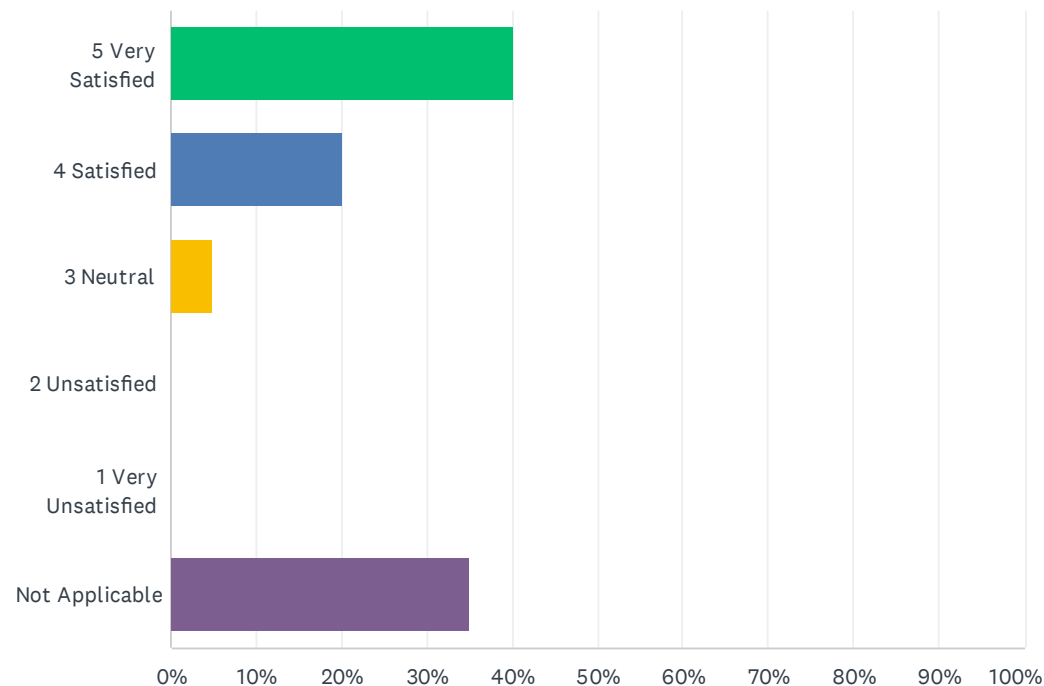
Answered: 20    Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	80.00%	16
4 Satisfied	10.00%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	10.00%	2
TOTAL		20

Q13 How satisfied were you with the content and usefulness of the Guide to Mediations at the State Office of Administrative Hearings?

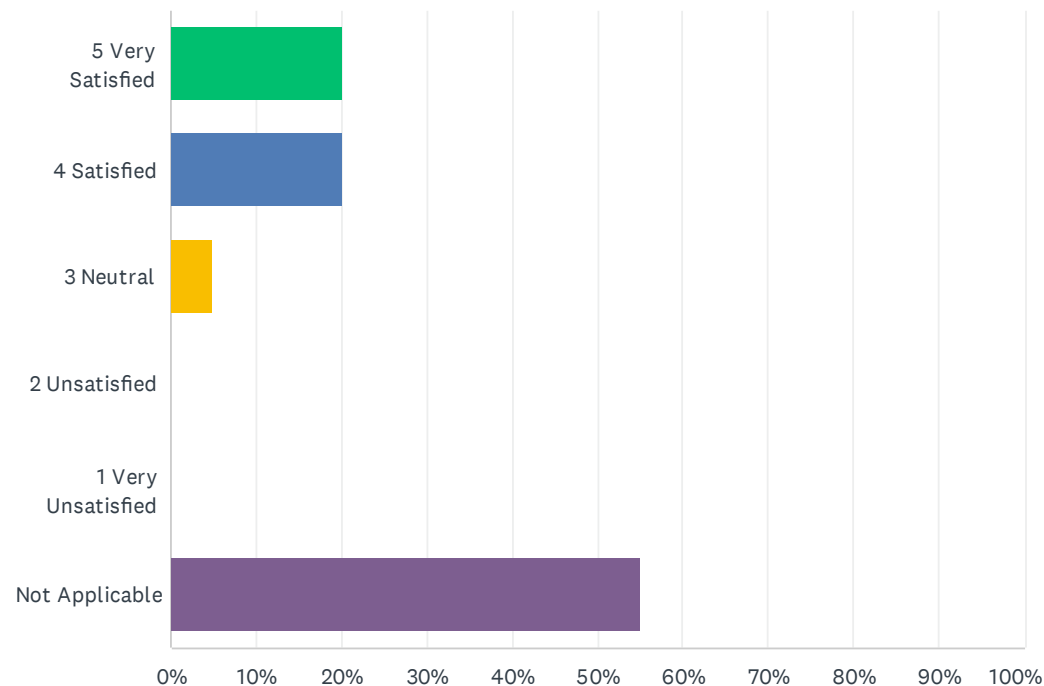
Answered: 20 Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	40.00%	8
4 Satisfied	20.00%	4
3 Neutral	5.00%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	35.00%	7
TOTAL		20

Q14 How satisfied were you with the content and usefulness of the State Office ofAdministrative Hearings self-represented litigant guide?

Answered: 20    Skipped: 5

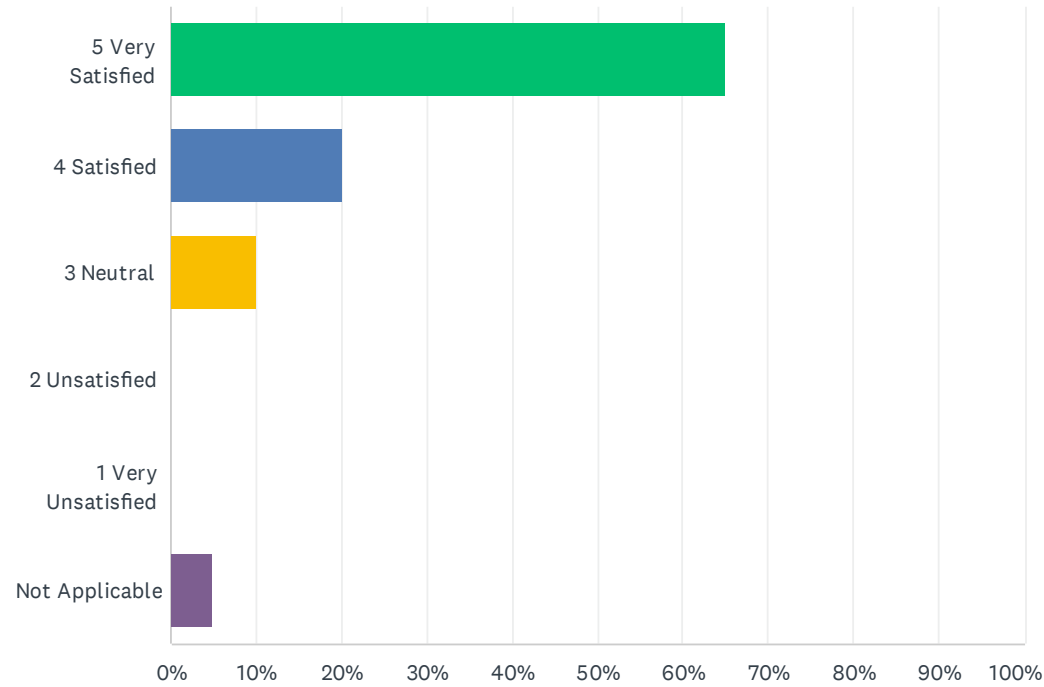


ANSWER CHOICES	RESPONSES	
5 Very Satisfied	20.00%	4
4 Satisfied	20.00%	4
3 Neutral	5.00%	1
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	55.00%	11
TOTAL		20



**Q15 Please rate your overall satisfaction with the remote hearings technology and process at the State Office of Administrative Hearings.**

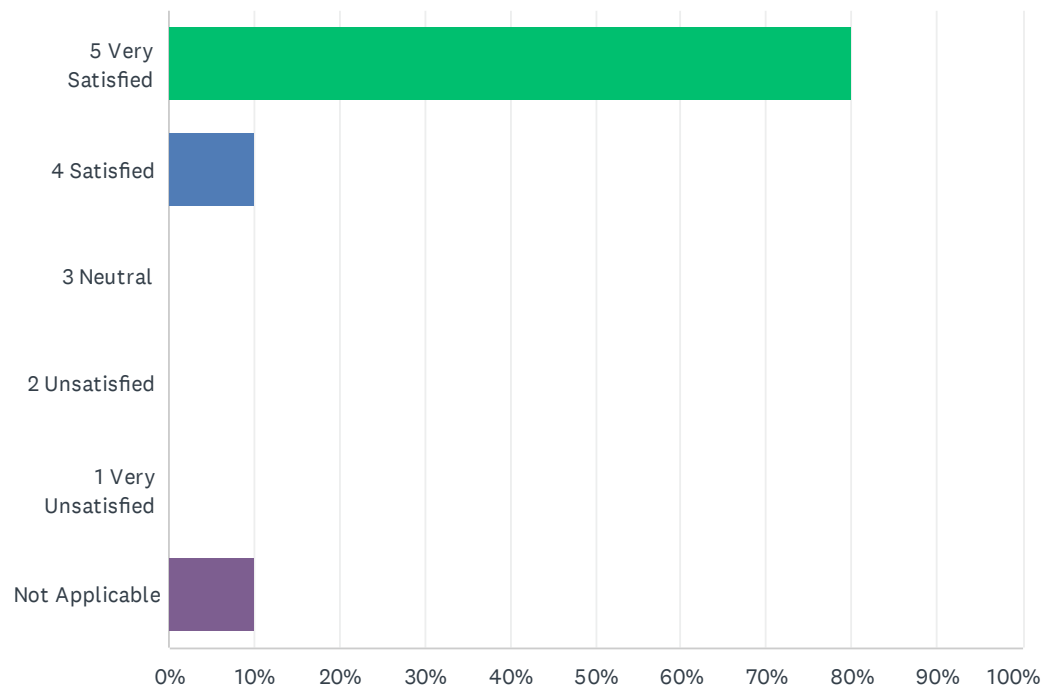
Answered: 20    Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	65.00%	13
4 Satisfied	20.00%	4
3 Neutral	10.00%	2
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	5.00%	1
TOTAL		20

Q16 Please rate your overall satisfaction with the mediation process at the State Office of Administrative Hearings.

Answered: 20    Skipped: 5



ANSWER CHOICES	RESPONSES	
5 Very Satisfied	80.00%	16
4 Satisfied	10.00%	2
3 Neutral	0.00%	0
2 Unsatisfied	0.00%	0
1 Very Unsatisfied	0.00%	0
Not Applicable	10.00%	2
TOTAL		20

**Q17 Please provide any additional comments you may have on staff performance, agency services, and/or suggested improvements in the space below:**

Answered: 8   Skipped: 17