

State Office of Administrative Hearings

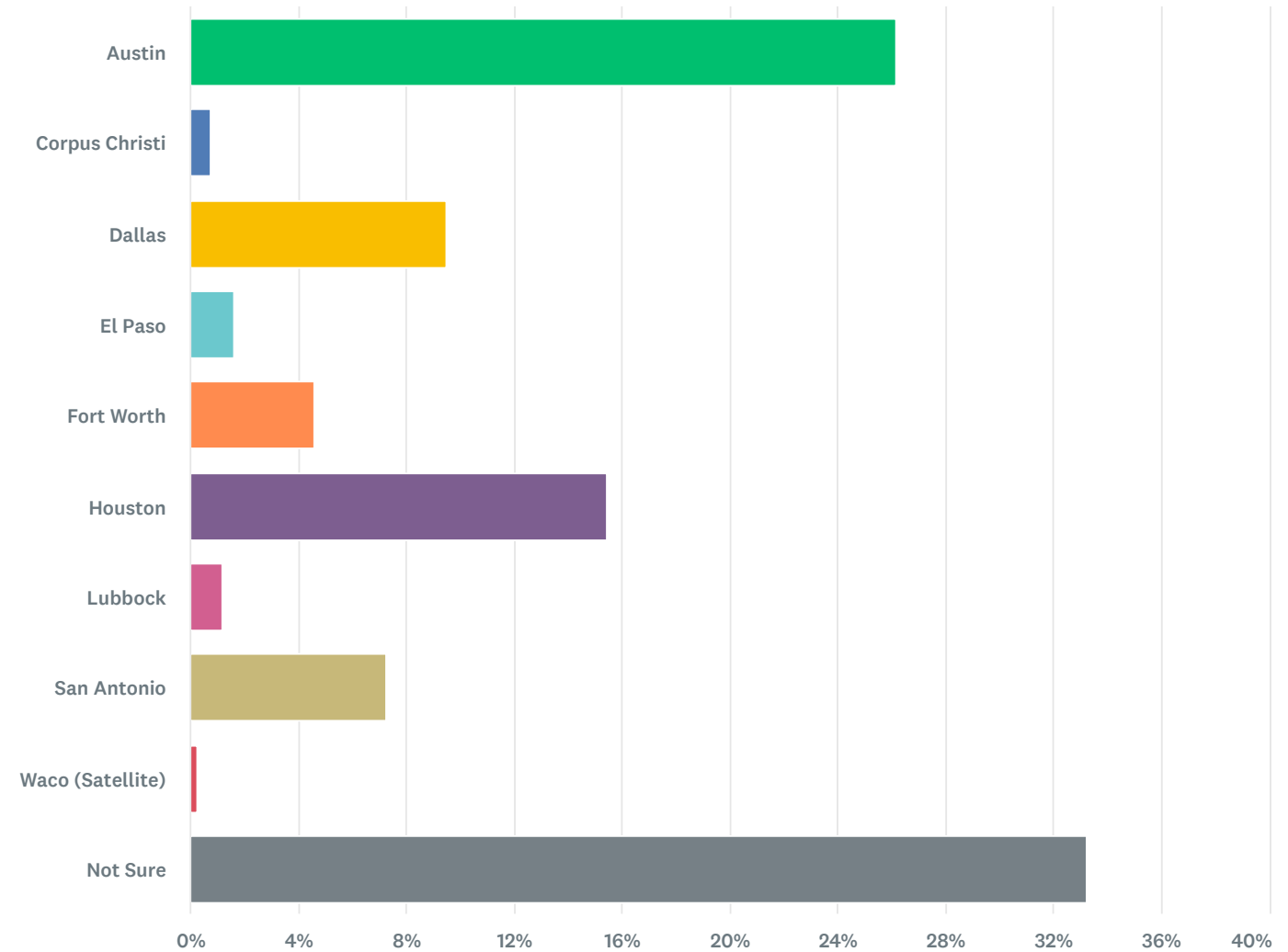


Hearings Customer Service Survey Fiscal Year 2026 Survey Results

September 1, 2025 through August 31, 2026

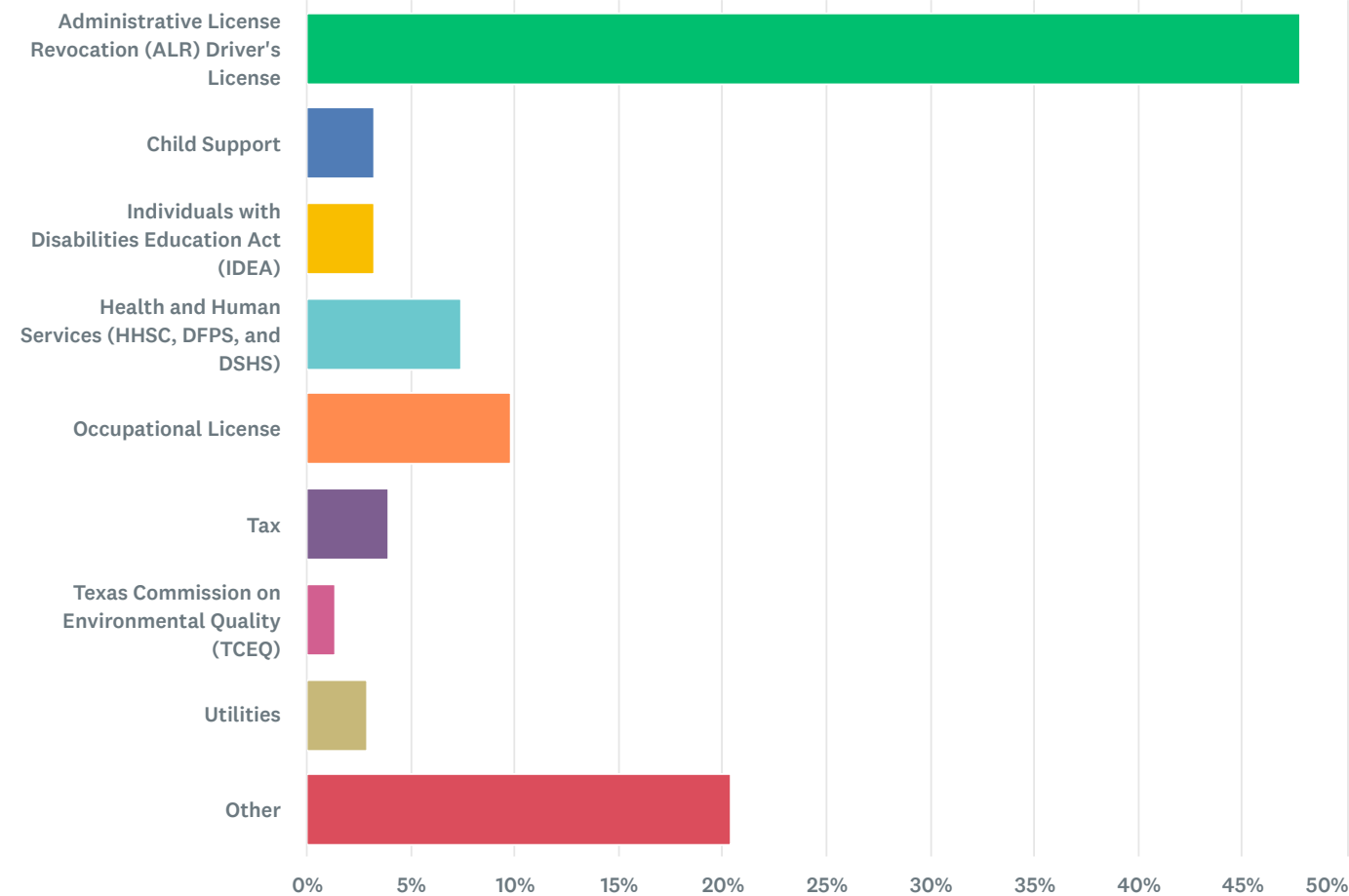
Q1 920 responses

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".



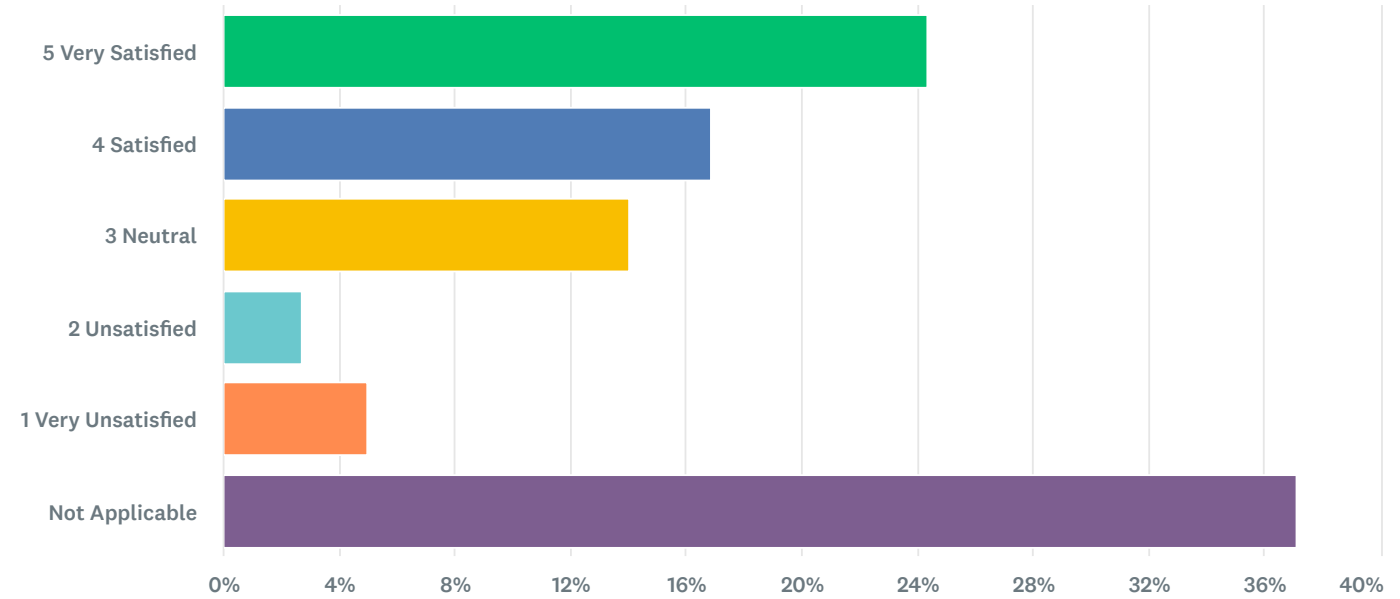
Q2 796 responses

Please select the hearing type:



Q3 706 responses

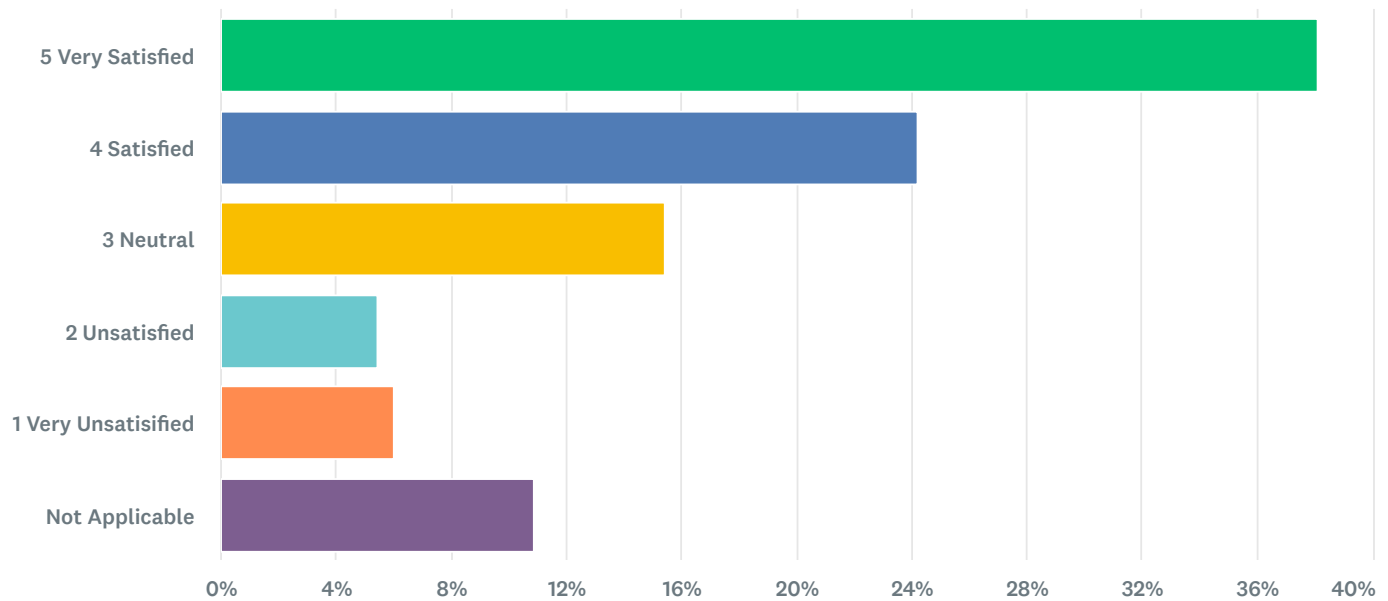
How satisfied are you with the agency’s facilities, including your ability to access the agency, the office location, signs, and cleanliness?



Answer Choices	Percentage	Responses
5 Very Satisfied	24.36%	172
4 Satisfied	16.86%	119
3 Neutral	14.02%	99
2 Unsatisfied	2.69%	19
1 Very Unsatisfied	4.96%	35
Not Applicable	37.11%	262
Total		706

Q4 682 responses

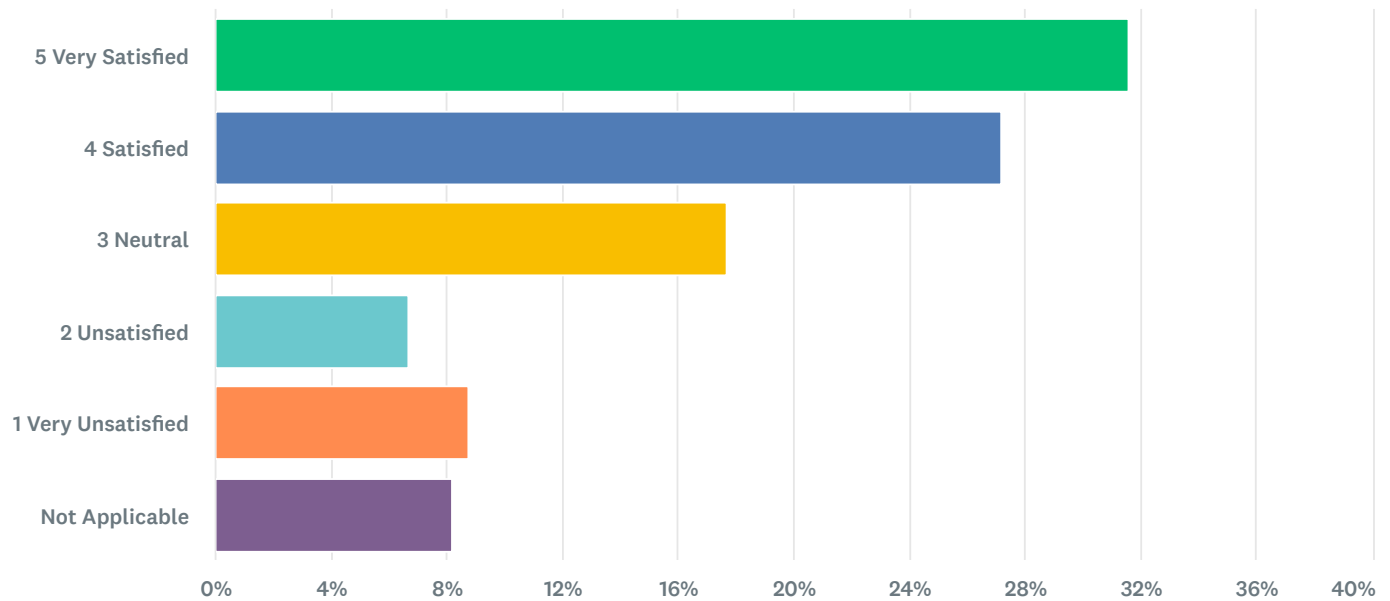
How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name?



Answer Choices	Percentage	Responses
5 Very Satisfied	38.12%	260
4 Satisfied	24.19%	165
3 Neutral	15.40%	105
2 Unsatisfied	5.43%	37
1 Very Unsatisfied	6.01%	41
Not Applicable	10.85%	74
Total		682

Q5 674 responses

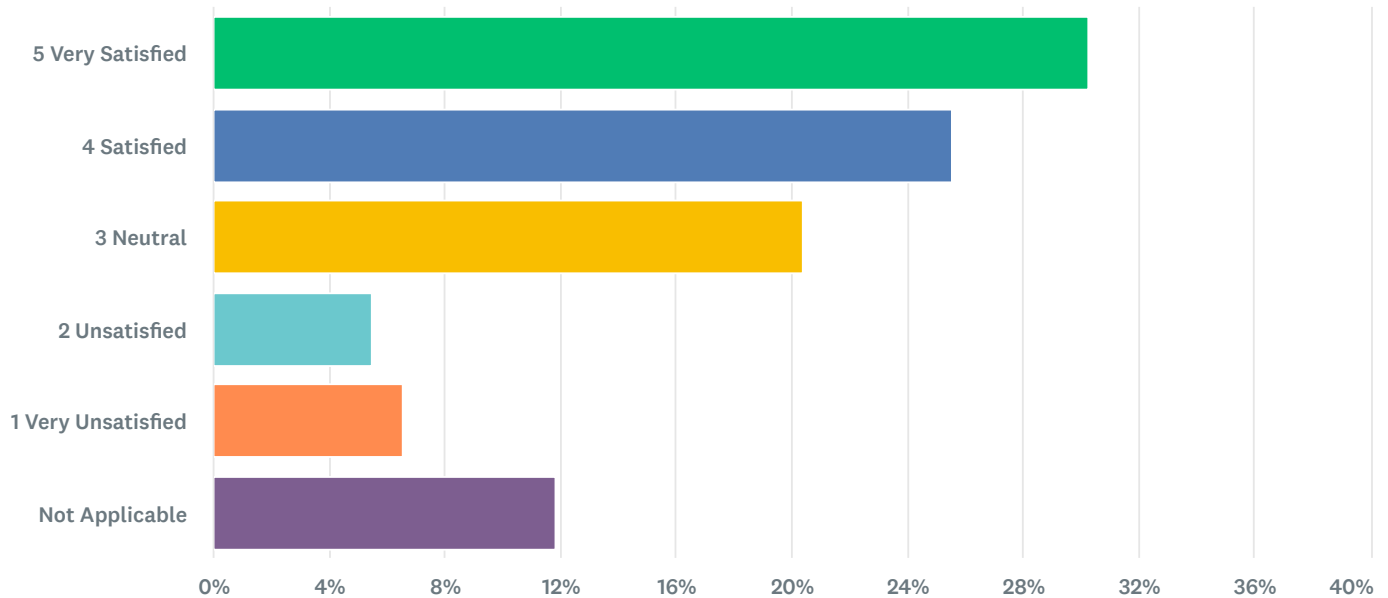
How satisfied are you with agency communications, including telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any other communications?



Answer Choices	Percentage	Responses
5 Very Satisfied	31.60%	213
4 Satisfied	27.15%	183
3 Neutral	17.66%	119
2 Unsatisfied	6.68%	45
1 Very Unsatisfied	8.75%	59
Not Applicable	8.16%	55
Total		674

Q6 658 responses

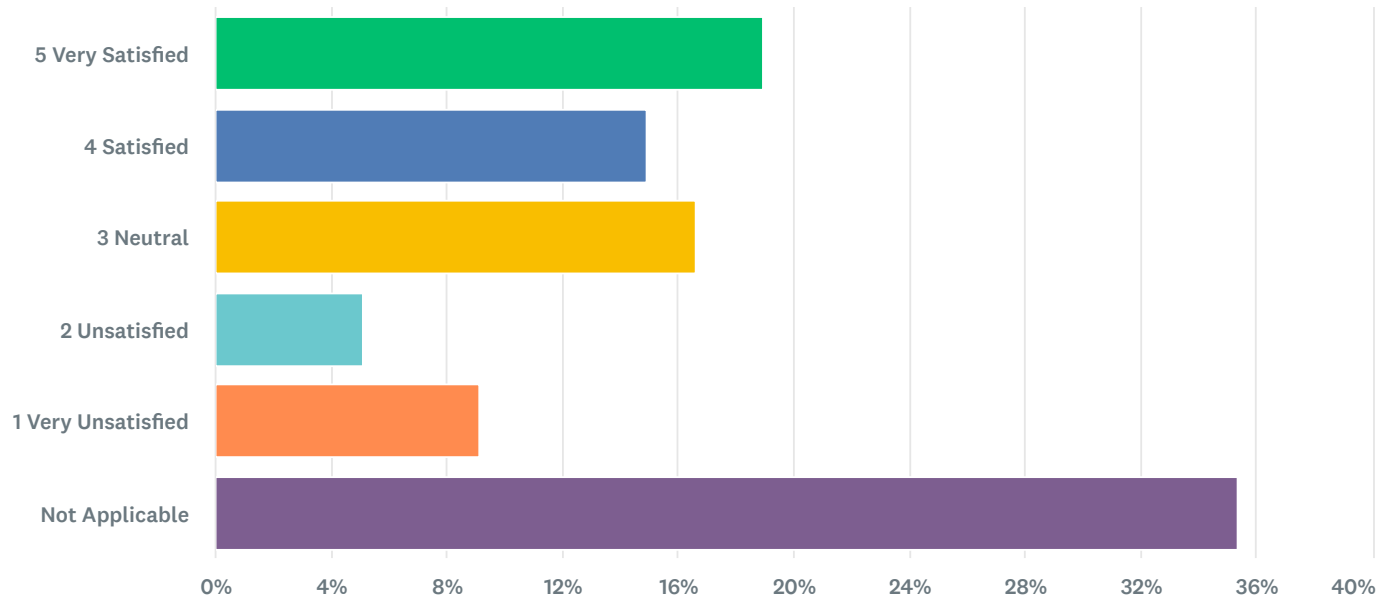
How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the agency, office locations, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to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



Answer Choices	Percentage	Responses
5 Very Satisfied	30.24%	199
4 Satisfied	25.53%	168
3 Neutral	20.36%	134
2 Unsatisfied	5.47%	36
1 Very Unsatisfied	6.53%	43
Not Applicable	11.85%	78
Total		658

Q7 645 responses

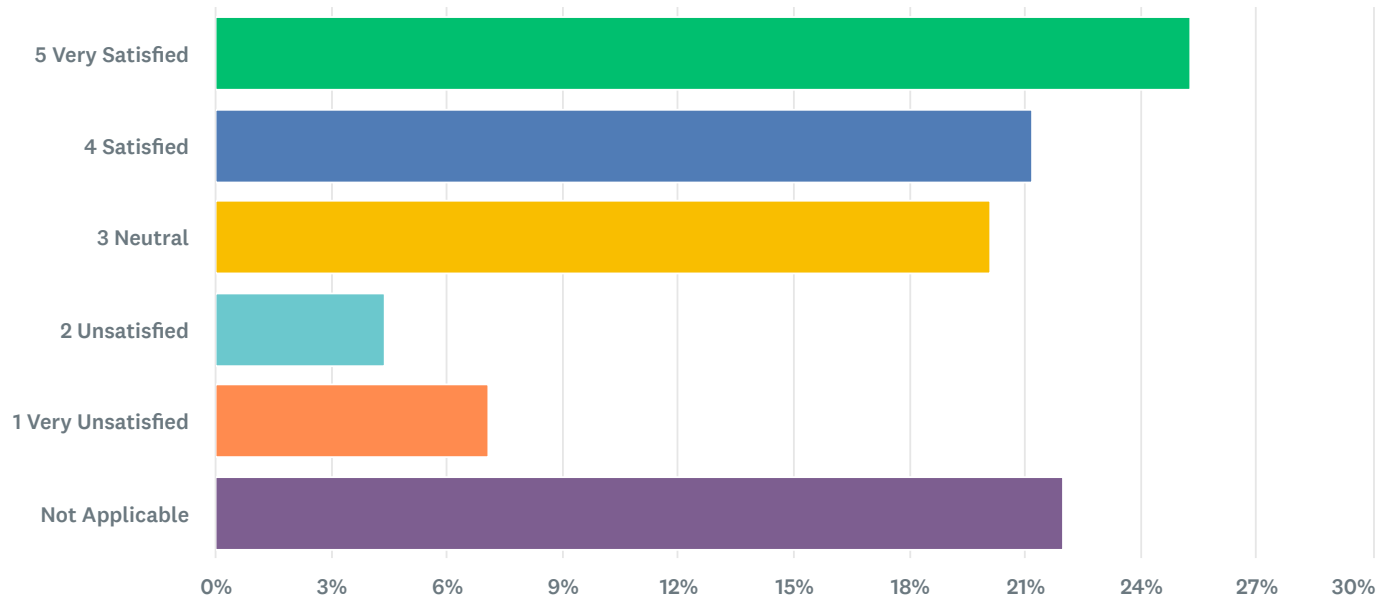
How satisfied are you with the agency's formal complaint handling process, including whether it is easy to file a complaint and whether responses are timely?



Answer Choices	Percentage	Responses
5 Very Satisfied	18.91%	122
4 Satisfied	14.88%	96
3 Neutral	16.59%	107
2 Unsatisfied	5.12%	33
1 Very Unsatisfied	9.15%	59
Not Applicable	35.35%	228
Total		645

Q8 637 responses

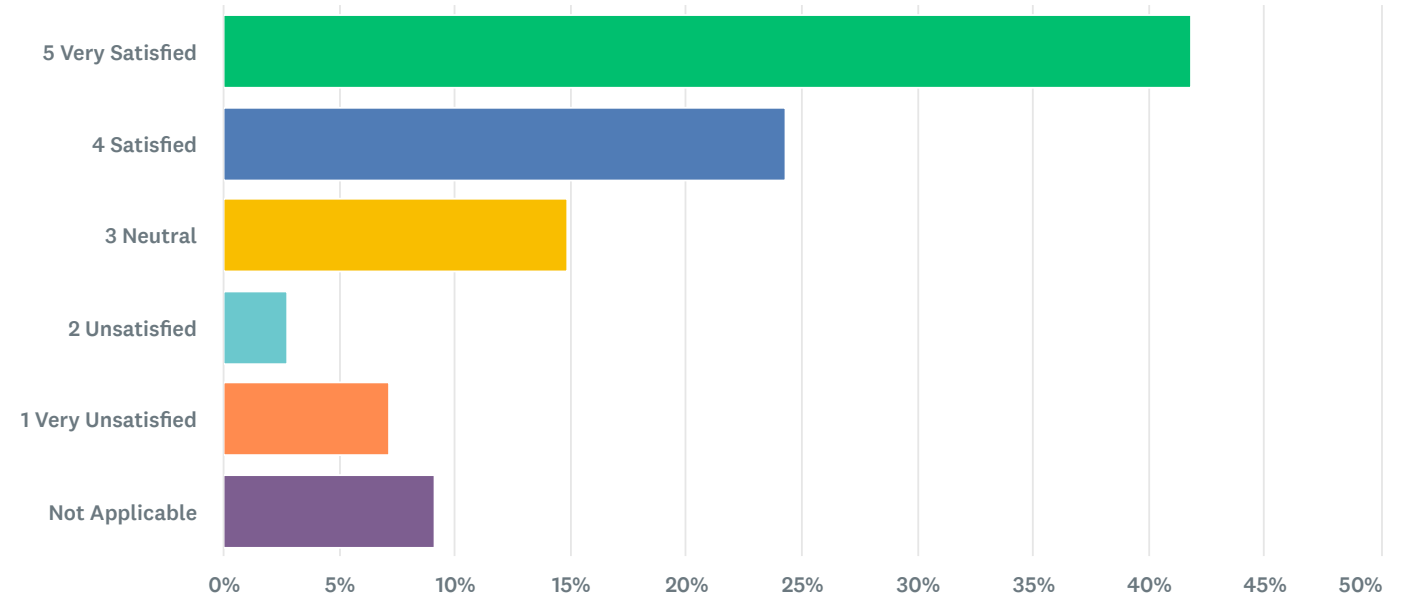
How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?



Answer Choices	Percentage	Responses
5 Very Satisfied	25.27%	161
4 Satisfied	21.19%	135
3 Neutral	20.09%	128
2 Unsatisfied	4.40%	28
1 Very Unsatisfied	7.06%	45
Not Applicable	21.98%	140
Total		637

Q9 626 responses

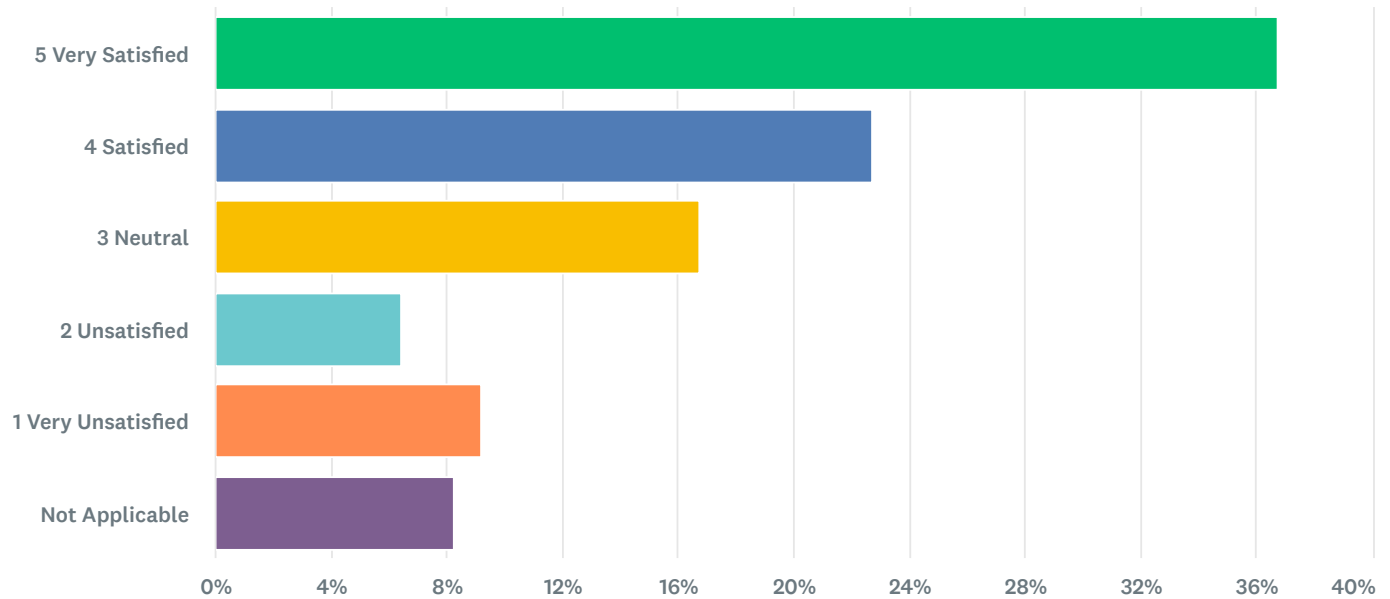
How satisfied are you with the courtesy and professionalism of the Administrative Law Judge assigned to preside over your case?



Answer Choices	Percentage	Responses
5 Very Satisfied	41.85%	262
4 Satisfied	24.28%	152
3 Neutral	14.86%	93
2 Unsatisfied	2.72%	17
1 Very Unsatisfied	7.19%	45
Not Applicable	9.11%	57
Total		626

Q10 621 responses

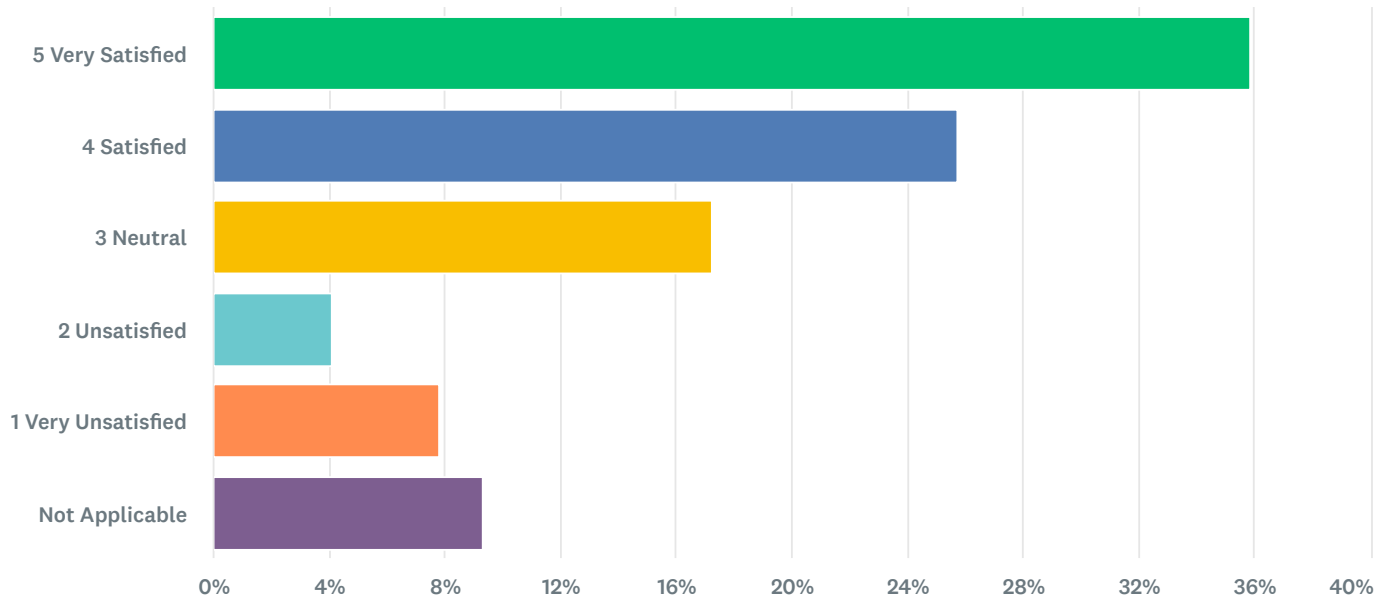
How satisfied are you with the fairness and efficiency of the Administrative Law Judge assigned to preside over your case?



Answer Choices	Percentage	Responses
5 Very Satisfied	36.71%	228
4 Satisfied	22.71%	141
3 Neutral	16.75%	104
2 Unsatisfied	6.44%	40
1 Very Unsatisfied	9.18%	57
Not Applicable	8.21%	51
Total		621

Q11 614 responses

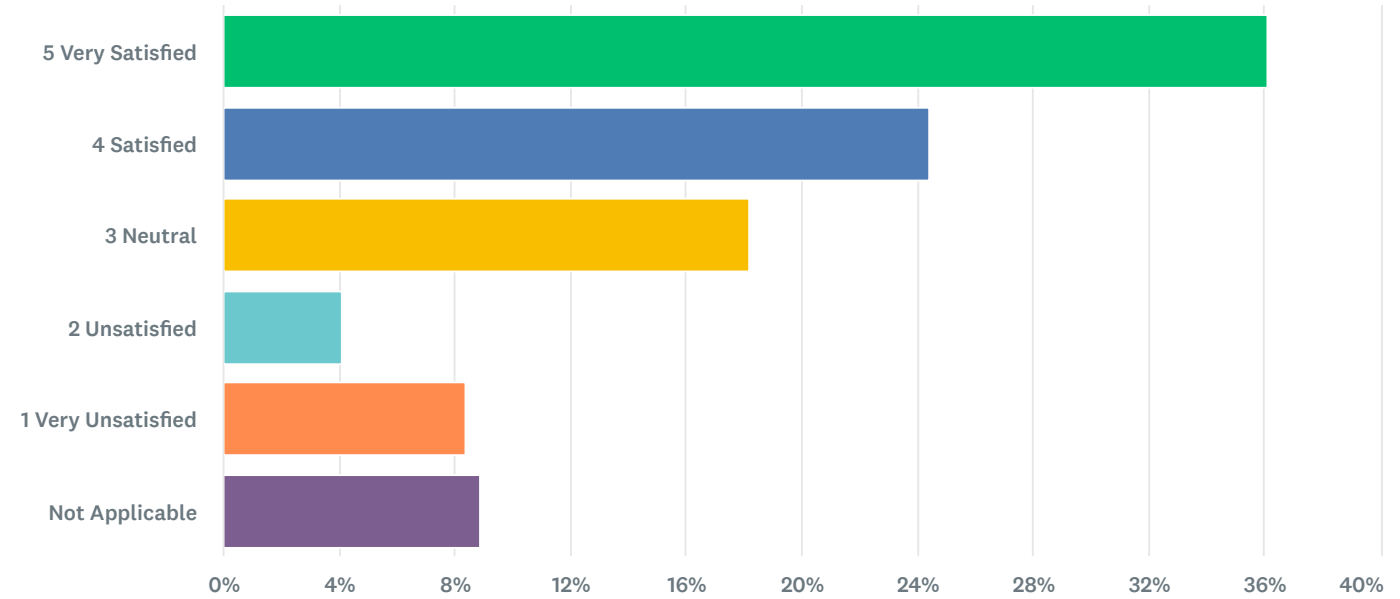
How satisfied are you with the knowledgeability of the Administrative Law Judge about the law and procedures applicable in your case?



Answer Choices	Percentage	Responses
5 Very Satisfied	35.83%	220
4 Satisfied	25.73%	158
3 Neutral	17.26%	106
2 Unsatisfied	4.07%	25
1 Very Unsatisfied	7.82%	48
Not Applicable	9.28%	57
Total		614

Q12 610 responses

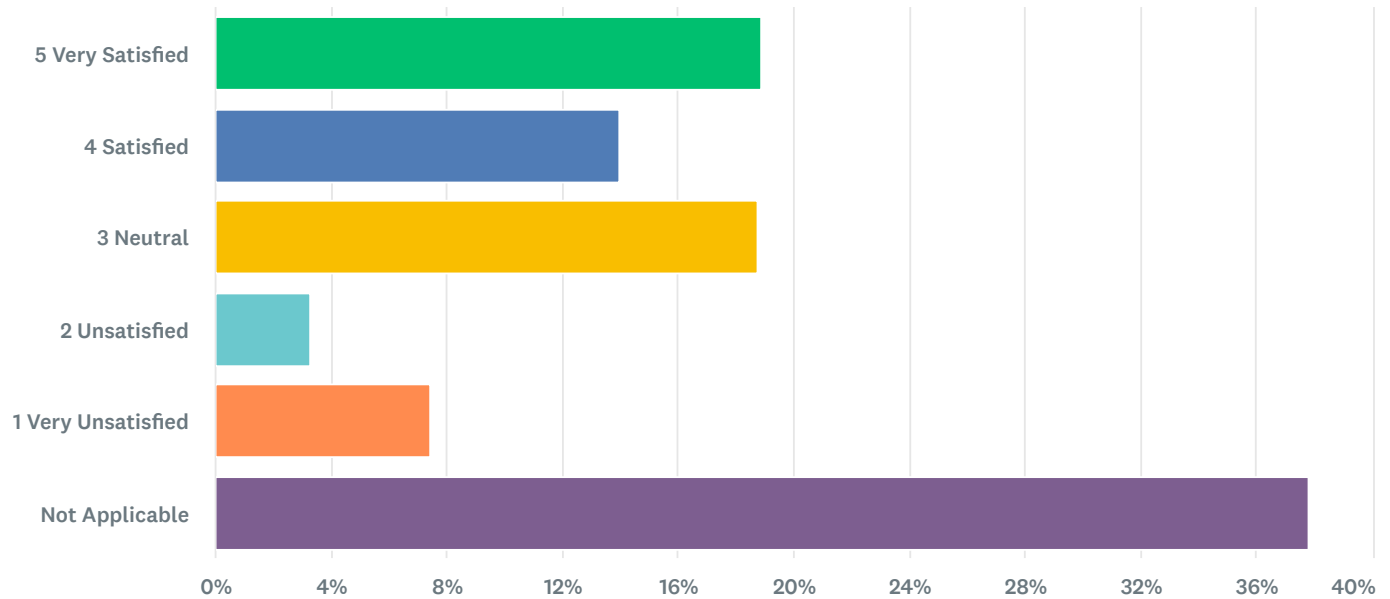
How satisfied are you with the clarity and written quality of the Administrative Law Judge’s decision in your case?



Answer Choices	Percentage	Responses
5 Very Satisfied	36.07%	220
4 Satisfied	24.43%	149
3 Neutral	18.20%	111
2 Unsatisfied	4.10%	25
1 Very Unsatisfied	8.36%	51
Not Applicable	8.85%	54
Total		610

Q13 609 responses

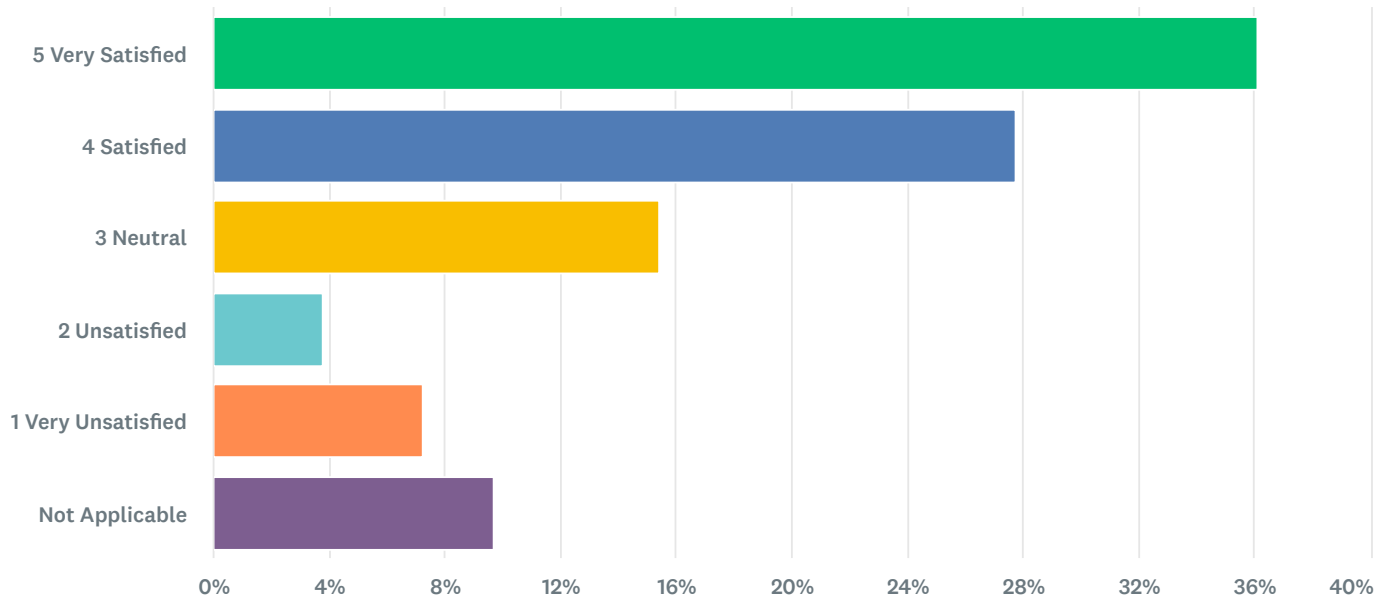
How satisfied were you with the content and usefulness of the State Office of Administrative Hearings self-represented litigant guide?



Answer Choices	Percentage	Responses
5 Very Satisfied	18.88%	115
4 Satisfied	13.96%	85
3 Neutral	18.72%	114
2 Unsatisfied	3.28%	20
1 Very Unsatisfied	7.39%	45
Not Applicable	37.77%	230
Total		609

Q14 609 responses

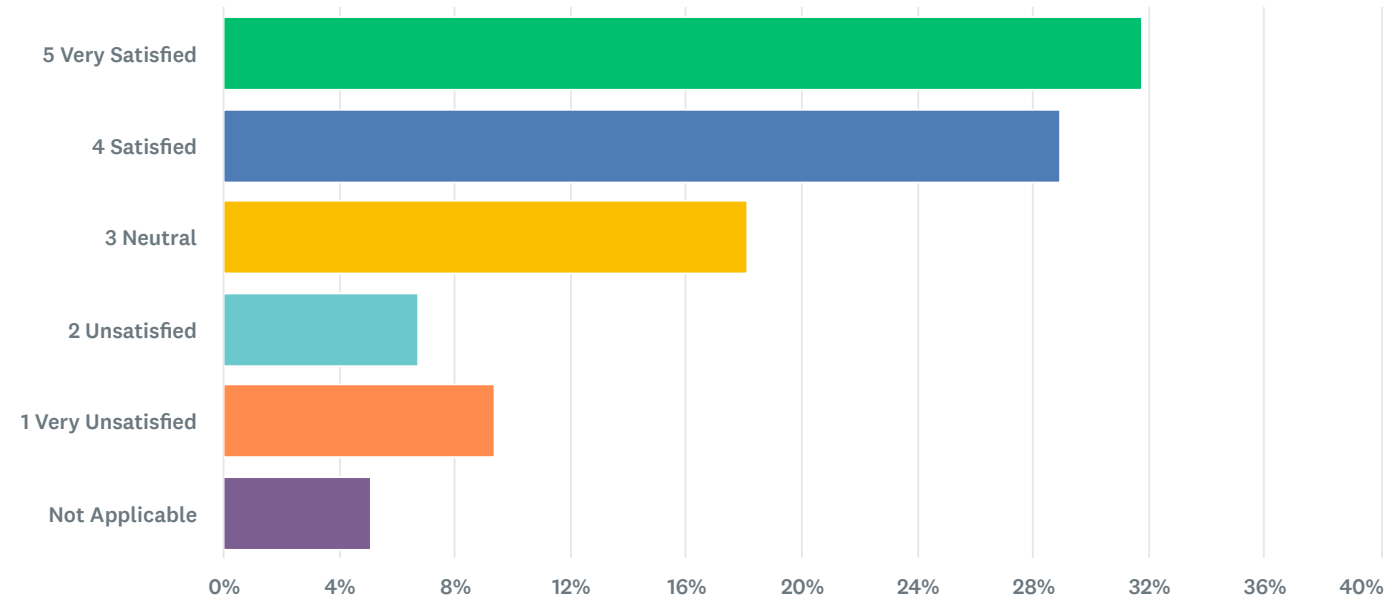
Please rate your overall satisfaction with the remote hearings technology and process at the State Office of Administrative Hearings.



Answer Choices	Percentage	Responses
5 Very Satisfied	36.12%	220
4 Satisfied	27.75%	169
3 Neutral	15.44%	94
2 Unsatisfied	3.78%	23
1 Very Unsatisfied	7.22%	44
Not Applicable	9.69%	59
Total		609

Q15 608 responses

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



Answer Choices	Percentage	Responses
5 Very Satisfied	31.74%	193
4 Satisfied	28.95%	176
3 Neutral	18.09%	110
2 Unsatisfied	6.74%	41
1 Very Unsatisfied	9.38%	57
Not Applicable	5.10%	31
Total		608

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

Answered: 153 Skipped: 775