

State Office of Administrative Hearings



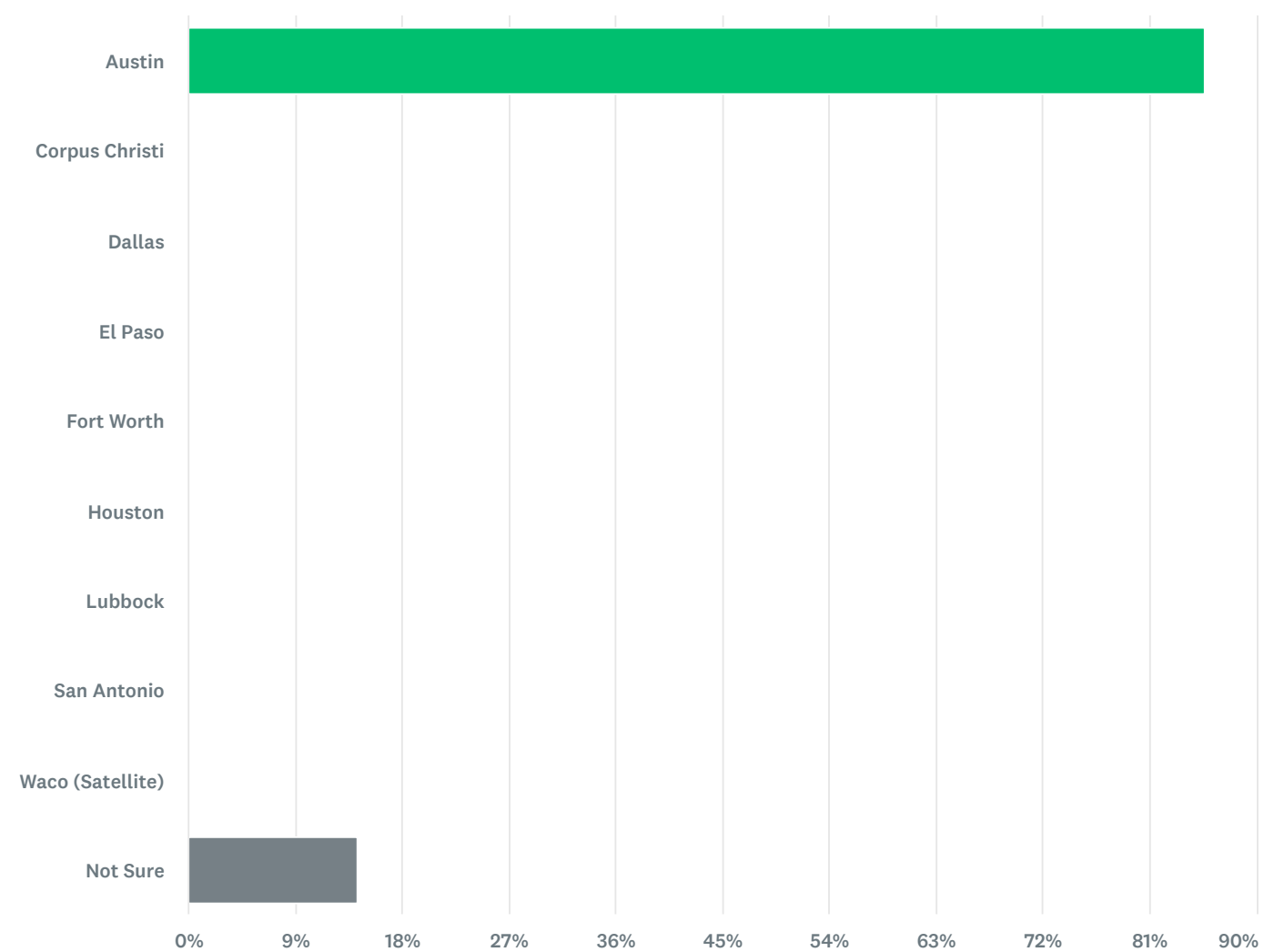
Mediation Customer Service Survey

Fiscal Year 2026 Survey Results

September 1, 2025 through August 31, 2026

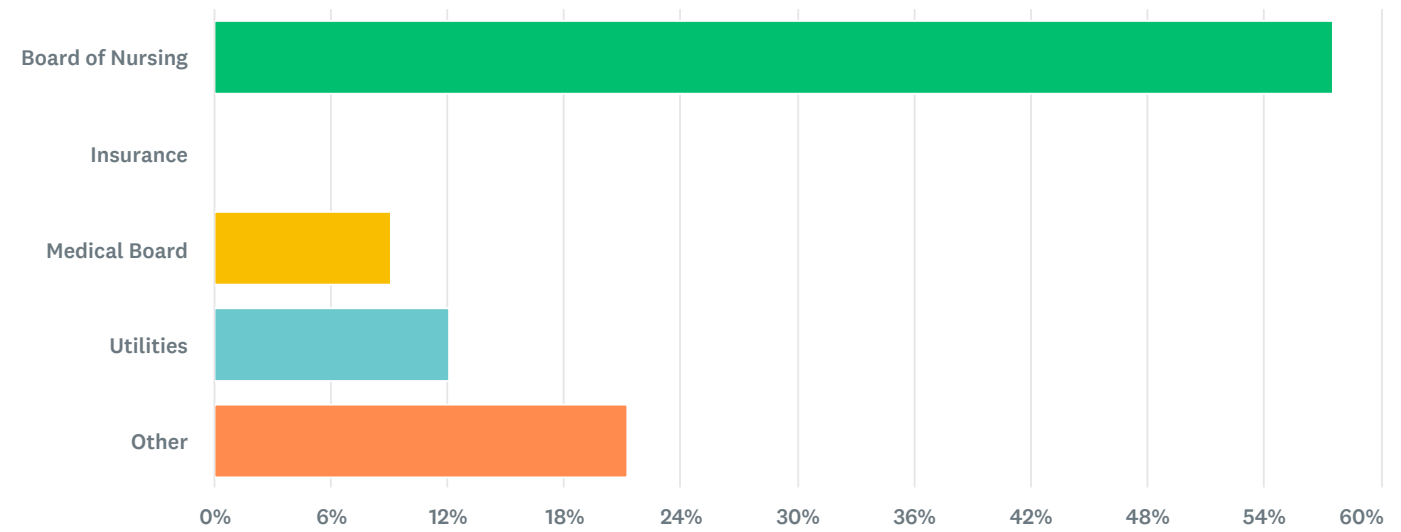
Q1 35 responses

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".



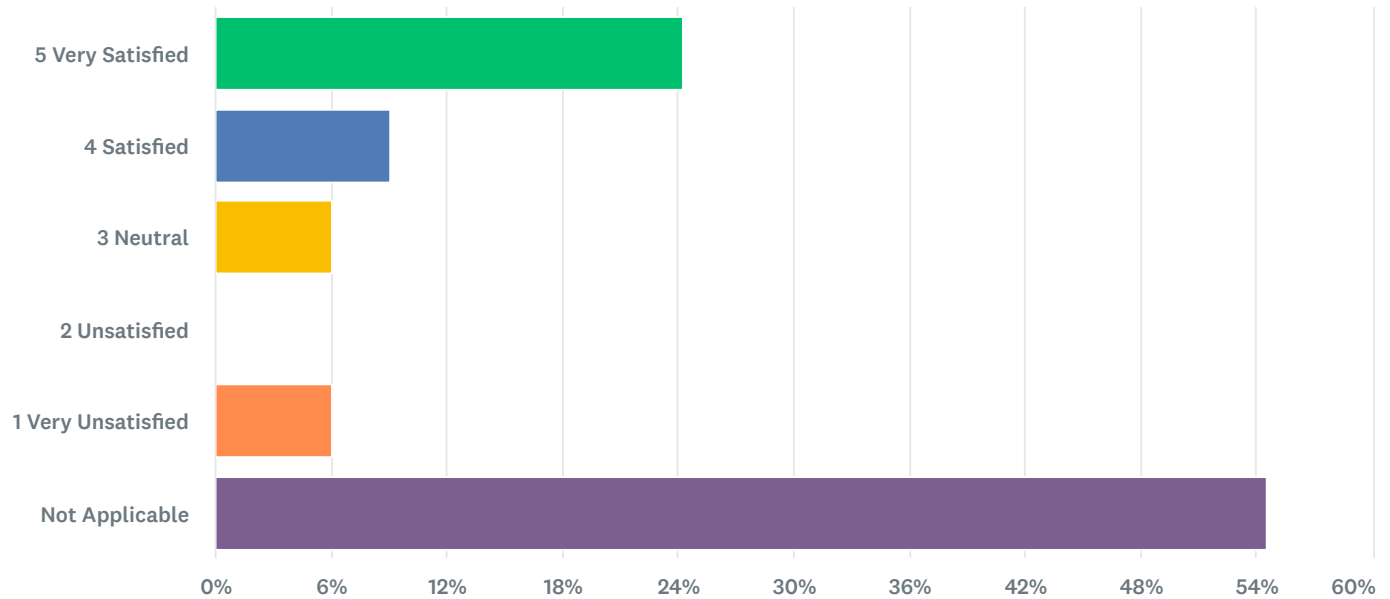
Q2 33 responses

Please select the mediation hearing type:



Q3 33 responses

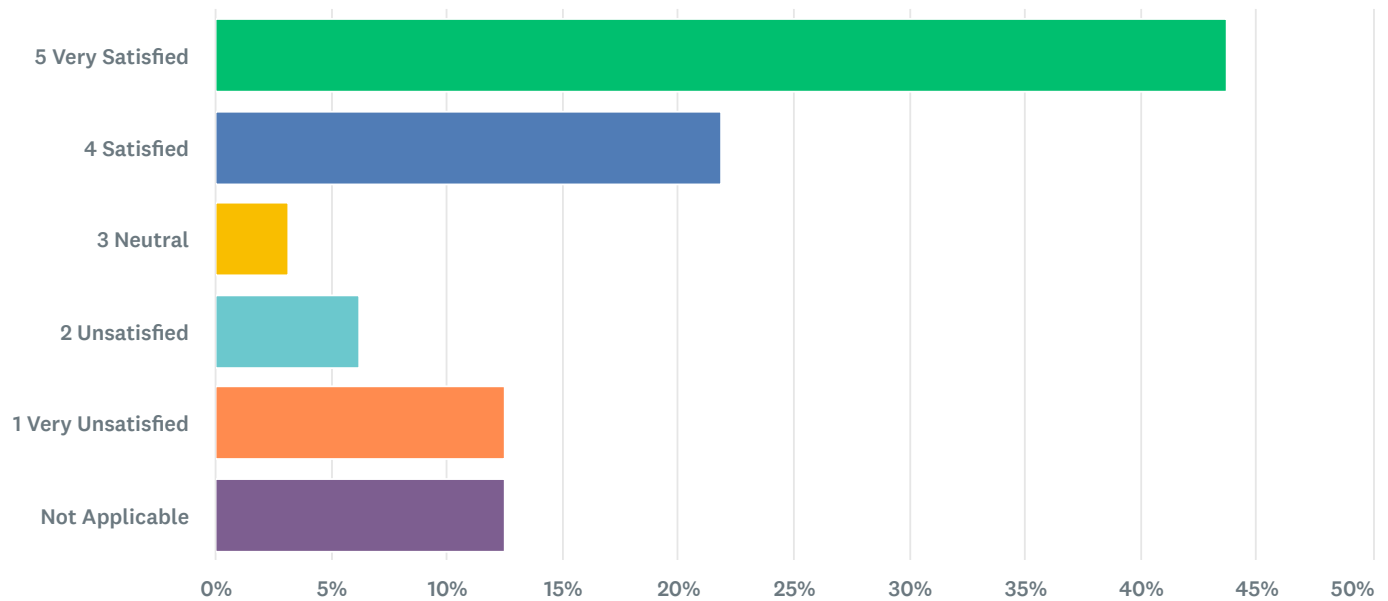
How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?



Answer Choices	Percentage	Responses
5 Very Satisfied	24.24%	8
4 Satisfied	9.09%	3
3 Neutral	6.06%	2
2 Unsatisfied	0%	0
1 Very Unsatisfied	6.06%	2
Not Applicable	54.55%	18
Total		33

Q4 32 responses

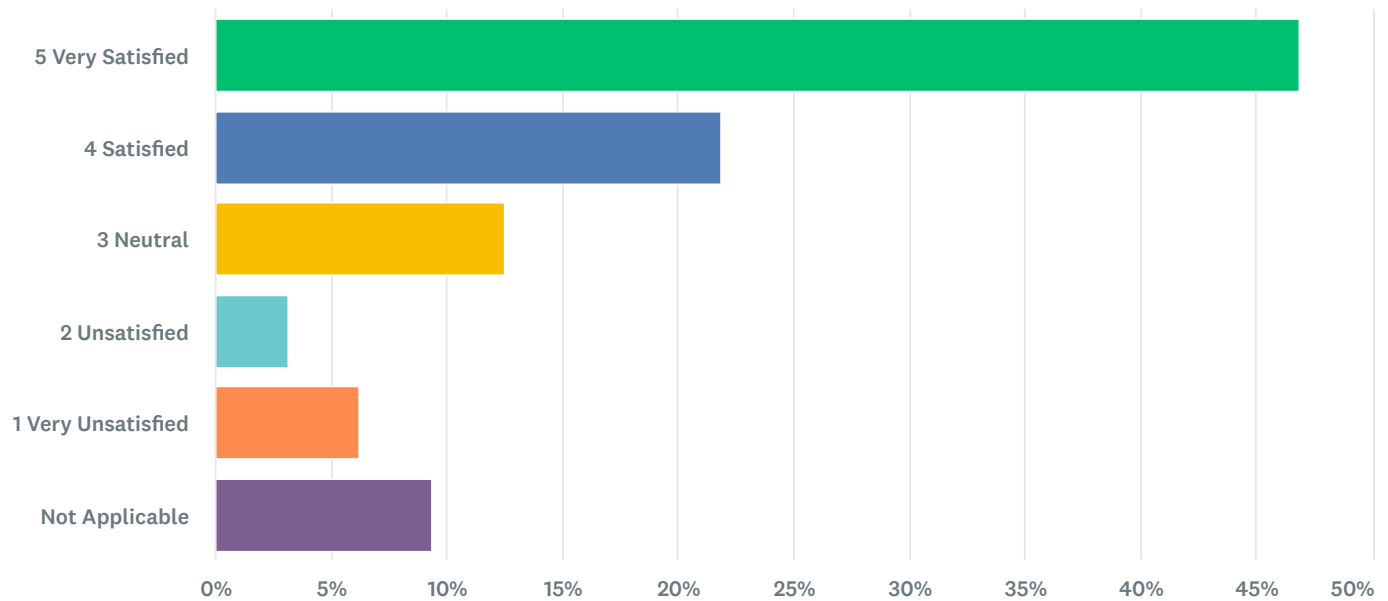
How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name?



Answer Choices	Percentage	Responses
5 Very Satisfied	43.75%	14
4 Satisfied	21.88%	7
3 Neutral	3.13%	1
2 Unsatisfied	6.25%	2
1 Very Unsatisfied	12.50%	4
Not Applicable	12.50%	4
Total		32

Q5 32 responses

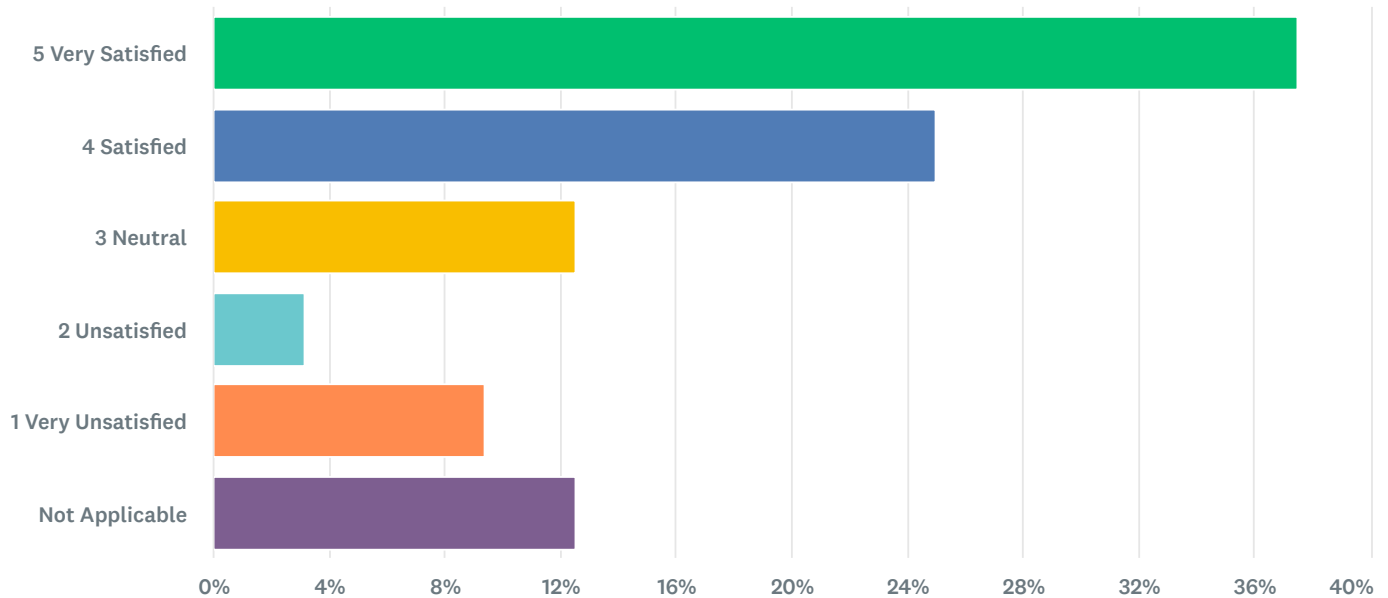
How satisfied are you with agency communications, including telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any other communications?



Answer Choices	Percentage	Responses
5 Very Satisfied	46.88%	15
4 Satisfied	21.88%	7
3 Neutral	12.50%	4
2 Unsatisfied	3.13%	1
1 Very Unsatisfied	6.25%	2
Not Applicable	9.38%	3
Total		32

Q6 32 responses

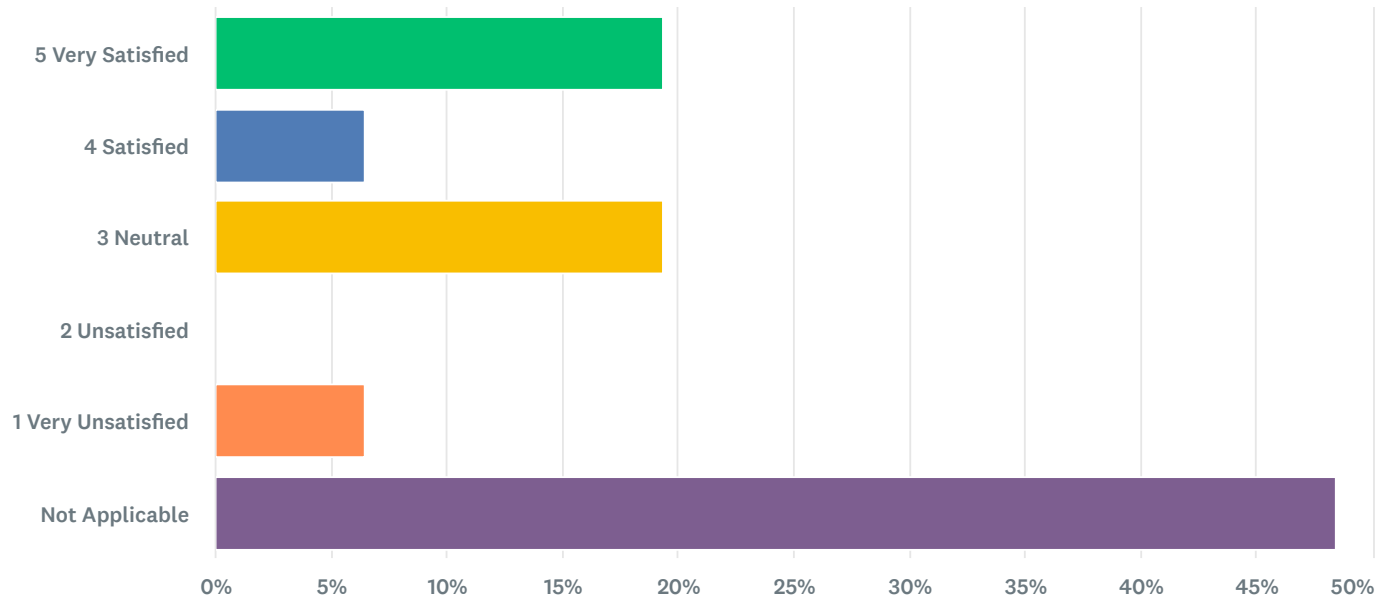
How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the agency, office locations, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to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



Answer Choices	Percentage	Responses
5 Very Satisfied	37.50%	12
4 Satisfied	25.00%	8
3 Neutral	12.50%	4
2 Unsatisfied	3.13%	1
1 Very Unsatisfied	9.38%	3
Not Applicable	12.50%	4
Total		32

Q7 31 responses

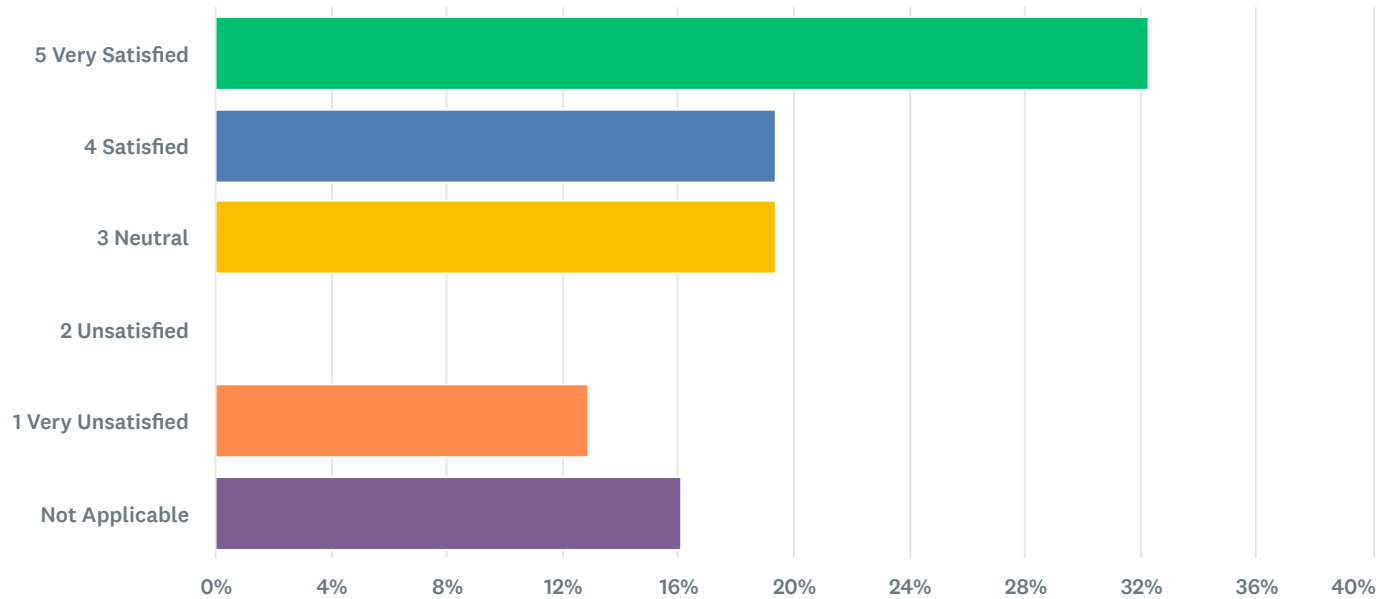
How satisfied are you with the agency's formal complaint handling process, including whether it is easy to file a complaint and whether responses are timely?



Answer Choices	Percentage	Responses
5 Very Satisfied	19.35%	6
4 Satisfied	6.45%	2
3 Neutral	19.35%	6
2 Unsatisfied	0%	0
1 Very Unsatisfied	6.45%	2
Not Applicable	48.39%	15
Total		31

Q8 31 responses

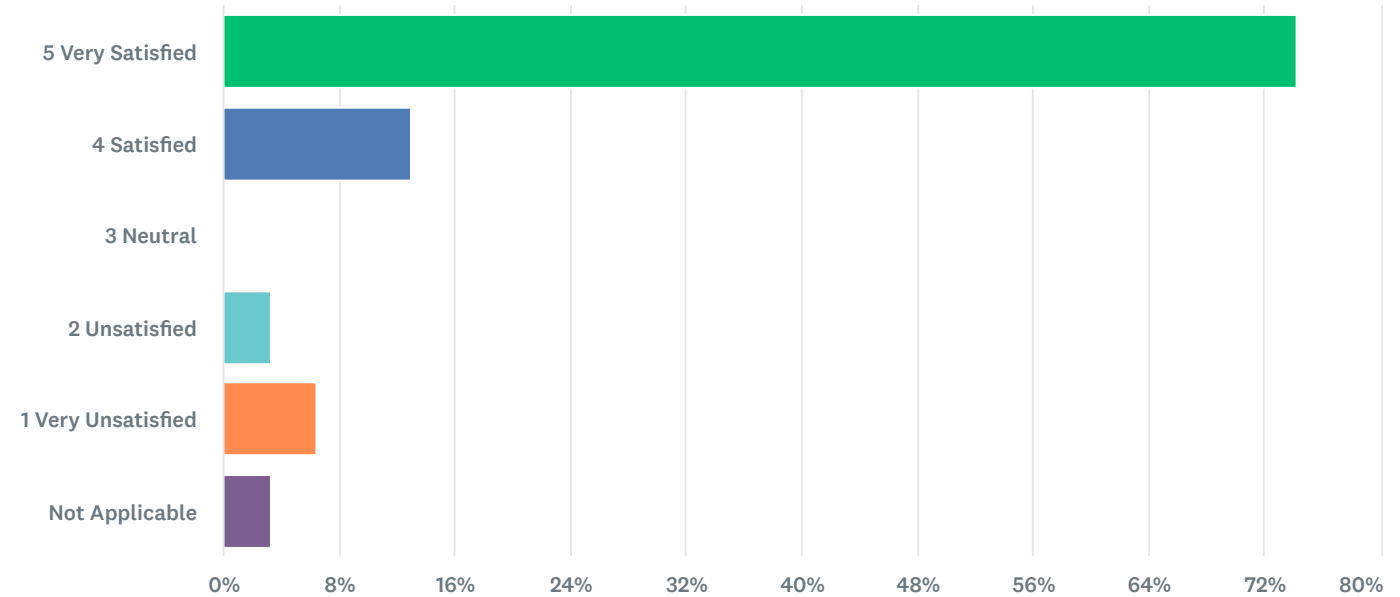
How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?



Answer Choices	Percentage	Responses
5 Very Satisfied	32.26%	10
4 Satisfied	19.35%	6
3 Neutral	19.35%	6
2 Unsatisfied	0%	0
1 Very Unsatisfied	12.90%	4
Not Applicable	16.13%	5
Total		31

Q9 31 responses

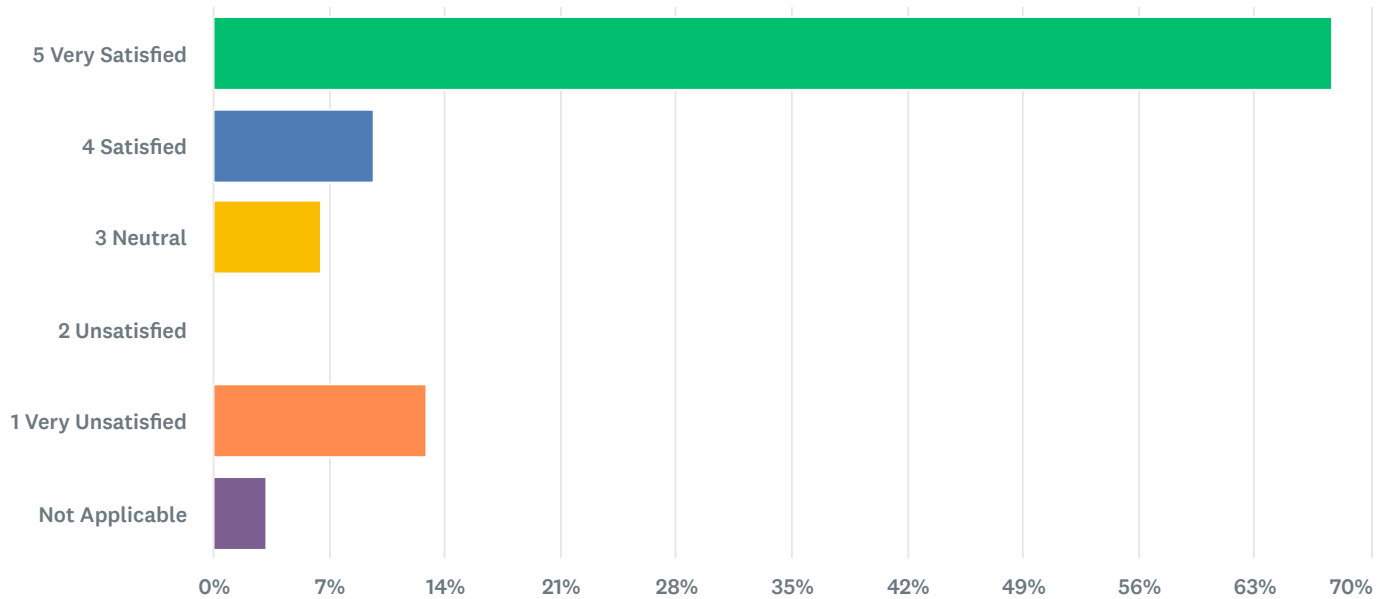
How satisfied are you with the courtesy and professionalism of the Mediator(s) assigned to facilitate your settlement conference?



Answer Choices	Percentage	Responses
5 Very Satisfied	74.19%	23
4 Satisfied	12.90%	4
3 Neutral	0%	0
2 Unsatisfied	3.23%	1
1 Very Unsatisfied	6.45%	2
Not Applicable	3.23%	1
Total		31

Q10 31 responses

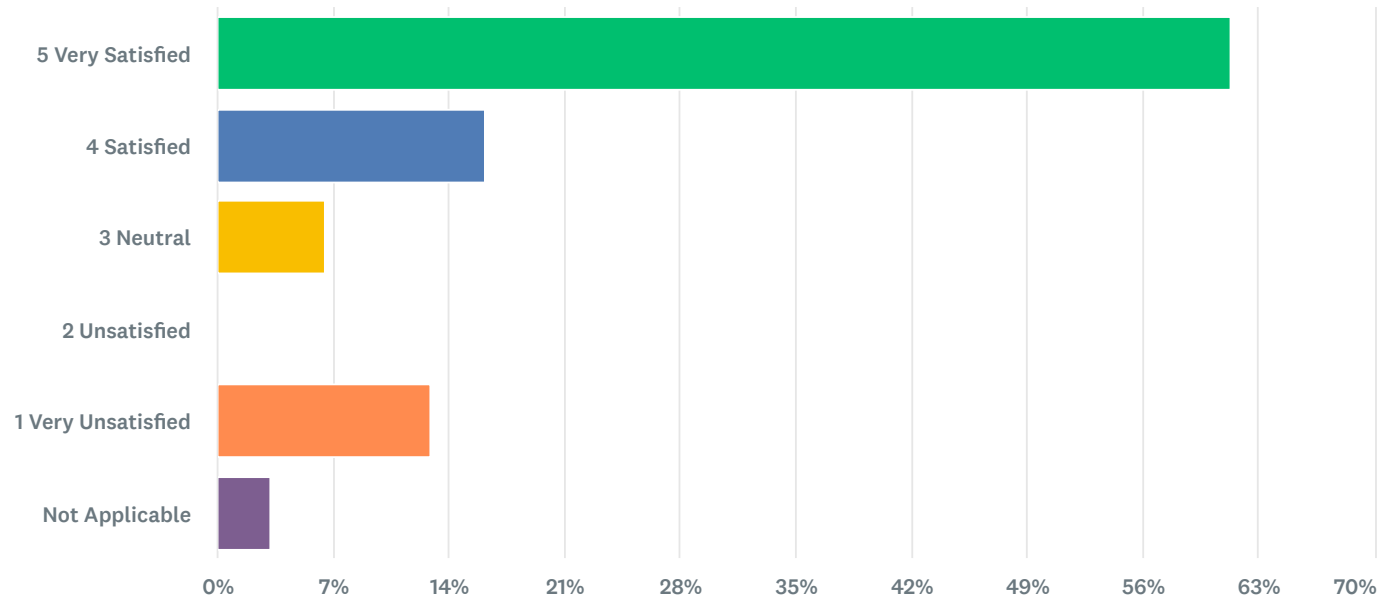
How satisfied are you with the fairness and efficiency of the Mediator(s) assigned to facilitate your settlement conference?



Answer Choices	Percentage	Responses
5 Very Satisfied	67.74%	21
4 Satisfied	9.68%	3
3 Neutral	6.45%	2
2 Unsatisfied	0%	0
1 Very Unsatisfied	12.90%	4
Not Applicable	3.23%	1
Total		31

Q11 31 responses

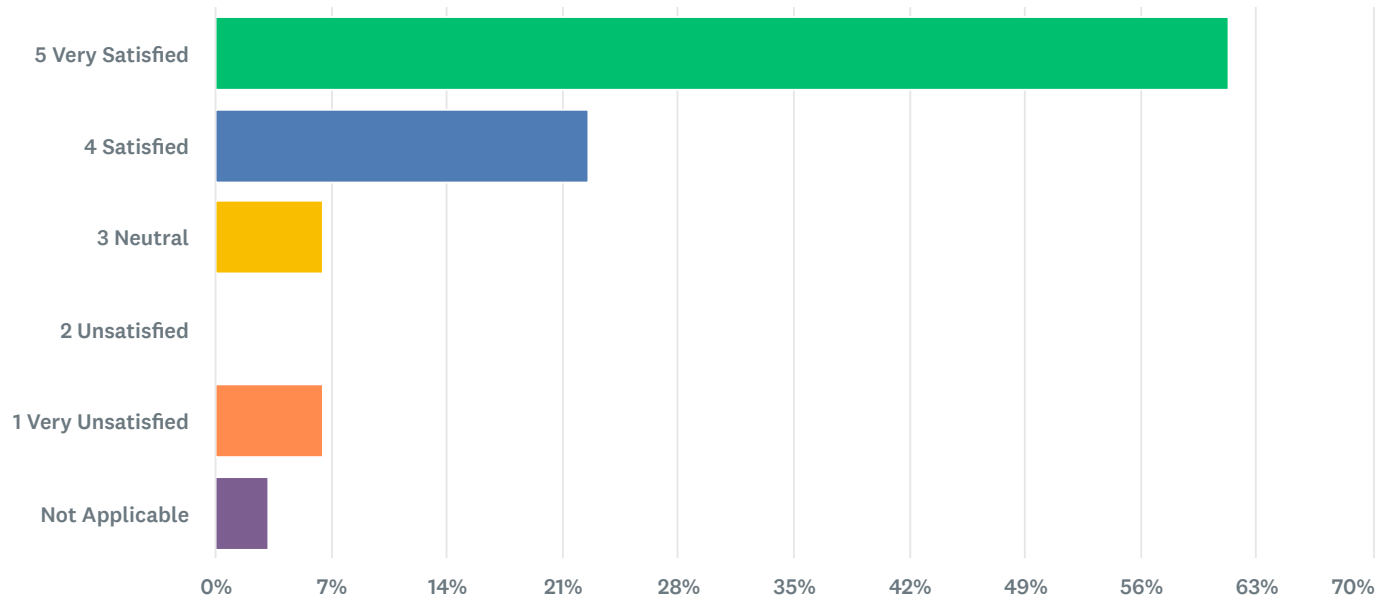
How satisfied are you with the Mediator's understanding of the issues and the relevant law applicable in your mediation?



Answer Choices	Percentage	Responses
5 Very Satisfied	61.29%	19
4 Satisfied	16.13%	5
3 Neutral	6.45%	2
2 Unsatisfied	0%	0
1 Very Unsatisfied	12.90%	4
Not Applicable	3.23%	1
Total		31

Q12 31 responses

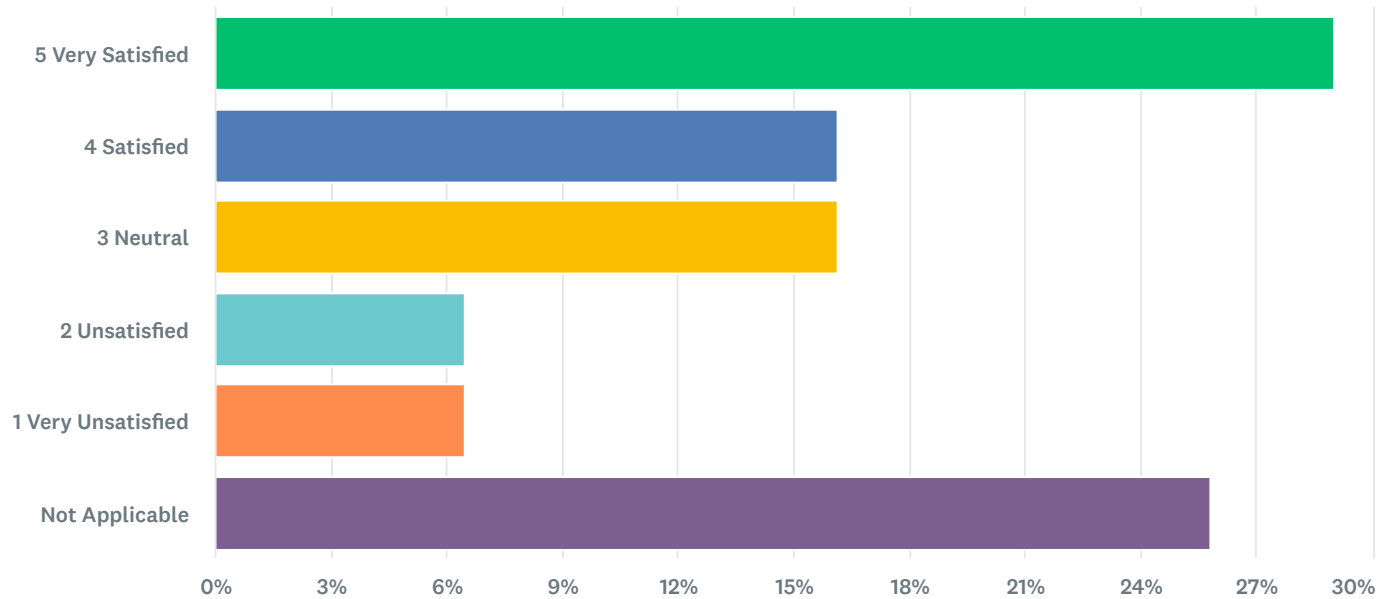
How satisfied are you with the mediator's control of the process and allowance of adequate time to the parties to evaluate their options?



Answer Choices	Percentage	Responses
5 Very Satisfied	61.29%	19
4 Satisfied	22.58%	7
3 Neutral	6.45%	2
2 Unsatisfied	0%	0
1 Very Unsatisfied	6.45%	2
Not Applicable	3.23%	1
Total		31

Q13 31 responses

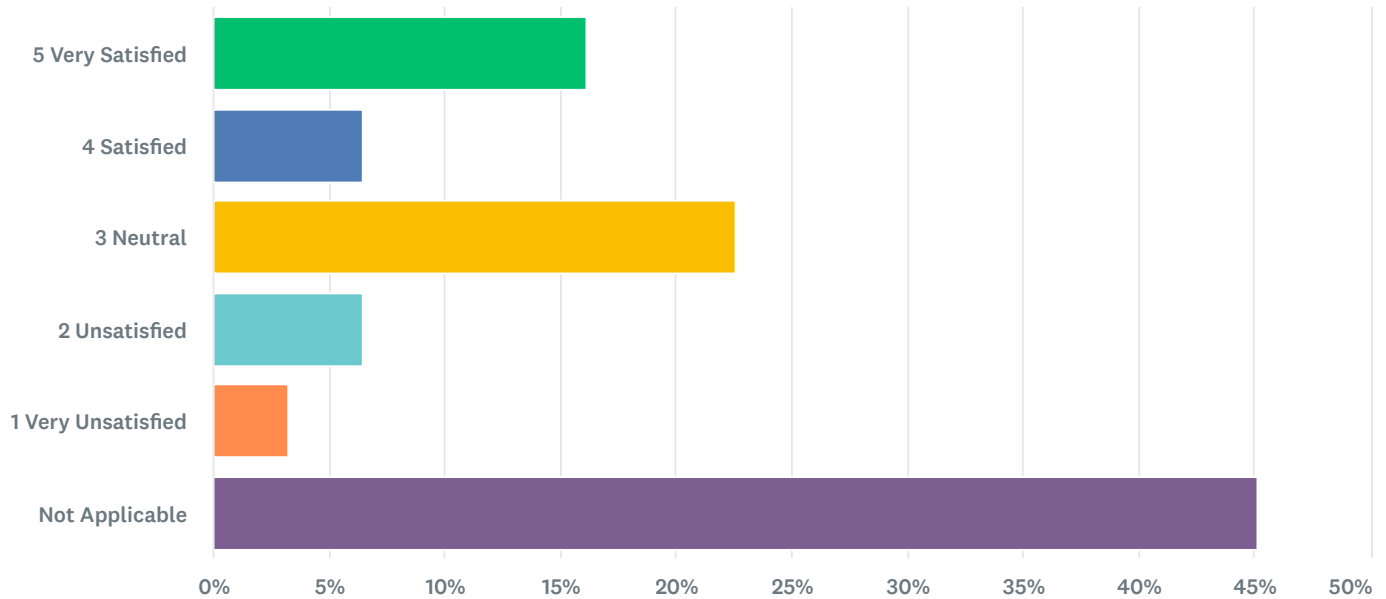
How satisfied were you with the content and usefulness of the Guide to Mediations at the State Office of Administrative Hearings?



Answer Choices	Percentage	Responses
5 Very Satisfied	29.03%	9
4 Satisfied	16.13%	5
3 Neutral	16.13%	5
2 Unsatisfied	6.45%	2
1 Very Unsatisfied	6.45%	2
Not Applicable	25.81%	8
Total		31

Q14 31 responses

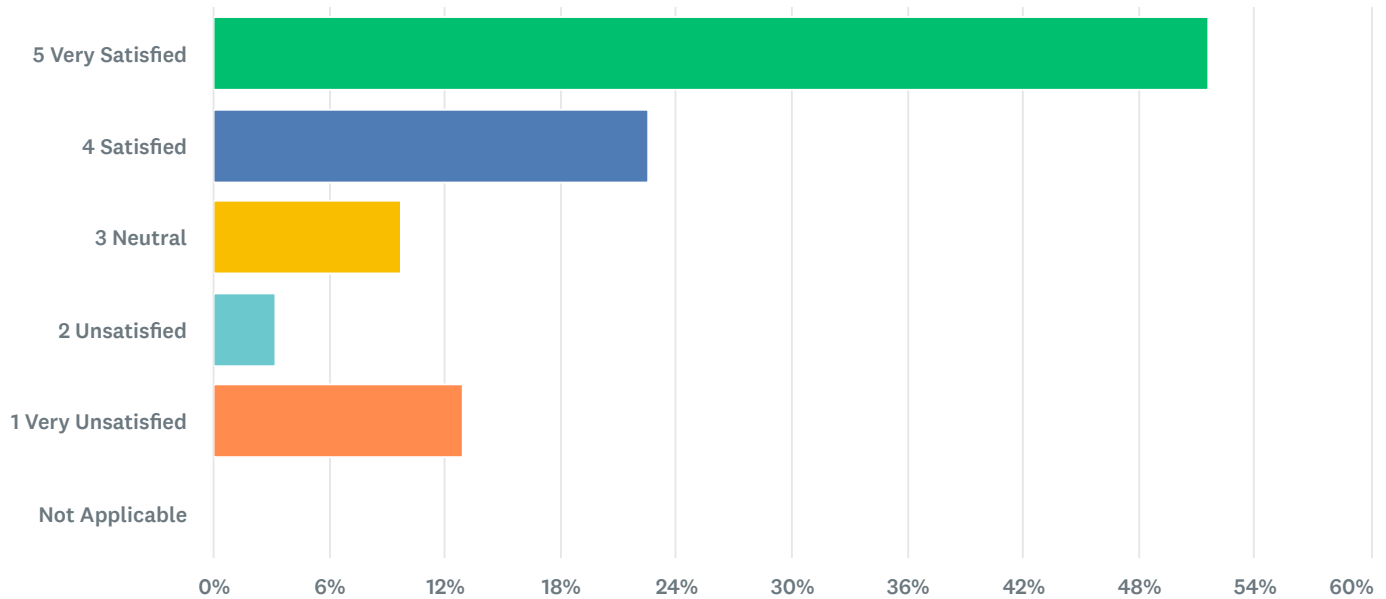
How satisfied were you with the content and usefulness of the State Office of Administrative Hearings self-represented litigant guide?



Answer Choices	Percentage	Responses
5 Very Satisfied	16.13%	5
4 Satisfied	6.45%	2
3 Neutral	22.58%	7
2 Unsatisfied	6.45%	2
1 Very Unsatisfied	3.23%	1
Not Applicable	45.16%	14
Total		31

Q15 31 responses

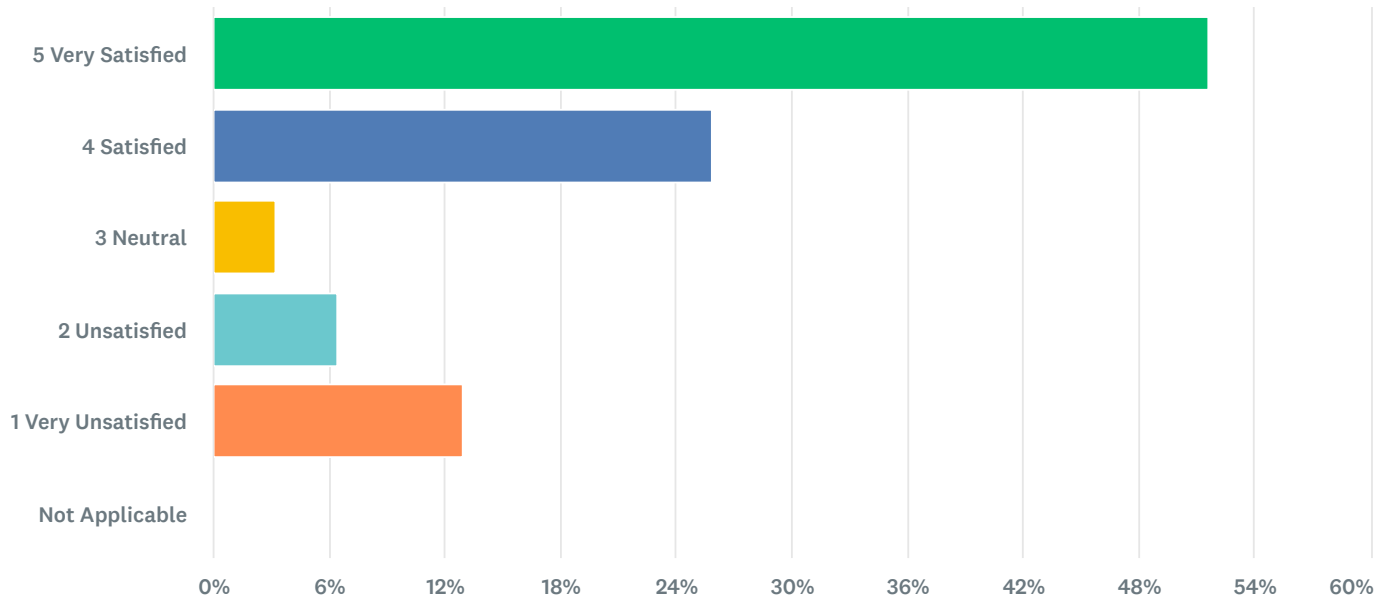
Please rate your overall satisfaction with the remote hearings technology and process at the State Office of Administrative Hearings.



Answer Choices	Percentage	Responses
5 Very Satisfied	51.61%	16
4 Satisfied	22.58%	7
3 Neutral	9.68%	3
2 Unsatisfied	3.23%	1
1 Very Unsatisfied	12.90%	4
Not Applicable	0%	0
Total		31

Q16 31 responses

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



Answer Choices	Percentage	Responses
5 Very Satisfied	51.61%	16
4 Satisfied	25.81%	8
3 Neutral	3.23%	1
2 Unsatisfied	6.45%	2
1 Very Unsatisfied	12.90%	4
Not Applicable	0%	0
Total		31

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

Answered: 9 Skipped: 26