

Report on Customer Service

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Texas State Board of Dental Examiners

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REPORT ON CUSTOMER SERVICE
Texas State Board of Dental Examiners
May 9, 2022

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Inventory of External Customers

The Texas State Board of Dental Examiners (TSBDE) external customer base includes licensed dentists, licensed dental hygienists, registered dental assistants, registered dental laboratories, and registered mobile facilities; students and examination candidates of these professions; legal representatives of parties to a complaint; other state and law enforcement agencies; continuing education providers; dental patients and the general public; as well as non-registered persons working in the dental profession. Our newsletter list includes 73,849 email addresses and our Facebook page has approximately 8,200 followers. The actual number of licensees/registrants as of the end of April 2022 was 86,279. This number changes on an hourly basis with online account management and includes those who have active and renewable statuses.

Customer Service Related Strategies

TSBDE's responsibilities to both members of the public and dental community are reflected in strategies set out in the General Appropriations Act. For the 2022 – 2023 biennium, those strategies are:

- Agency Efficiency
- Licensure and Registration
- Complaint Resolution

Information Gathering Methods

During this biennium, TSBDE obtained stakeholder feedback from an online customer service survey accessible continuously from the date of our last review to present. The survey was promoted on the TSBDE website, our monthly newsletter, and posted on Facebook and Twitter. A link to the survey was also included in the signature line of all of TSBDE's Licensing Division employees. The survey was taken by 1,657 participants between the two years of April 15, 2020 and April 15, 2022.

The survey asked the respondent to rate TSBDE's processes and staff interaction based on statements. Each statement could be rated as "Strongly Agree," "Agree," "Neutral," "Disagree," "Strongly Disagree," or "Not Applicable." All questions must be answered to submit the survey, though we do offer the "not applicable" option for every question. At the end of the survey, the agency offers an open-ended question inviting respondents to identify ways the TSBDE could improve its service delivery.

For simplicity, during this report I will be using the phrases "positive" and "negative" responses. I will be using the descriptor "positive" when respondents have chosen "Strongly Agree" or "Agree" for their response. When respondents select "Strongly Disagree" or "Disagree," I will describe these choices as "negative" responses. This language choice follows the logic and tone of the survey.

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Analysis of Findings

An important part of the analysis of our customer satisfaction survey results is to review the populations that took the survey. TSBDE asks all survey participants to identify themselves by one of the categories below. In addition, you can see the total numbers of participants in that group and their relative percentage:

Category	Number	Percentage
I am applying for a license	272	16.42%
I am currently licensed	1131	68.26%
I have filed a complaint against a licensee	81	4.89%
A complaint has been filed against me	25	1.51%
Other	148	8.93%
Total	1657	100.00%

The vast number of participants come from our licensing pool. Namely, the 16.42% of new applicants, the 68.26% of current licensees and the 1.51% of licensees who have had cases filed against them. These three populations add up to be 86.18% of total survey takers. This is important to understand moving through this analysis since most of the results come from our main client base—the licensees. However, this may also be a good reminder for the agency to reach out to the greater public regarding our services.

The survey focused on the eight areas of customer service highlighted below:

1. TSBDE’s facilities – 3 questions

As many of TSBDE’s services have switched to online submissions, it is no surprise that the majority of responses for this category are “not applicable.” This can be seen with the “not applicable” choice being selected for 69% for the question regarding the convenience of the facility, 71% for the cleanliness of the facility, and 54% for our hours. The remaining choices showed a bell curve that leaned towards the more positive responses with less than 10% of responses being negative.

It may be important to note that while 54% of respondents viewed our hours as “not applicable,” the other half did have something to say. The remainder is broken down with 27% of the respondents stating a positive response, 11% selecting “neutral,” and 9% selecting a negative response. While the majority are positive, it is important to read in between the lines. TSBDE’s hours are 8:00 AM to 5:00 PM Monday through Friday and many of our services are always available online. So, why would there be almost 20% of neutral and negative? Our suspicion is that this is reflective of our customers having trouble reaching our offices. TSBDE is aware of this and has taken great pains to improve our phone reception services and website clarity. With new technology like Jabber, our receptionists are

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better able to field and transfer calls, while their supervisors can monitor their performance. In addition, we have tried to move many of our services online to make sure that any customer who wants to engage our services can do so at any time of day.

Lastly, this survey ran the length of the COVID-19 pandemic. For licensing agencies like ours, we were trying our best to keep up with national and State health regulations during a frightening time for the lives and livelihoods of our licensees and stakeholders. Many of the measures we implemented were done out of necessity and some of them, like our video conferencing and hybrid meetings, were innovated during the crisis. Consequently, while we may have stumbled a little at first, TSBDE is now more mobile, more flexible, and better equipped to handle any emergencies.

2. The ability of the TSBDE's staff to assist individuals contacting the agency – 4 questions

The four questions about staff yielded some very interesting results. Foremost, it is clear to see that for all questions “not applicable” was the highest at above 30% for all questions. This is likely due to the fact that many of our services have moved online in an effort to streamline our processes and allow for 24 hour access.

The survey questions that involve the staff are split between the first question and the subsequent three. The first question, “staff members were able to answer my questions,” was very polarizing. The majority at 40% had positive responses, but almost 25% disagreed with the statement. This demonstrates a need to examine our systems and see where we can improve. One of the ways that we have done so is to refine our incoming telephone call procedure with DIR's Jabber technology. This allows our team to more effortlessly transfer calls, maintain multiple phone queues and their supervisors to monitor their productivity.

The remaining three questions were much more positive. After removing the “not applicable” selections, we can see the remaining 70% were divided into 40% positive responses, roughly 10 – 15% neutral, and the remaining 10 – 15% negative. While it is important to look for ways to improve, our staff members consistently identify themselves and are knowledgeable and courteous.

3. TSBDE's communications: the accuracy and clarity of procedures and information provided to individuals contacting the agency – 4 questions

The four questions that comprise this measure examine TSBDE's communications. Of all the question sets on the survey, these four seem to have the greatest dichotomy. The responses for these questions were divided into 40 – 45% of positive responses contrasted with the roughly 25% of negative responses weighed towards “strongly disagree.” Clearly the agency is doing many things right, but there is great room for improvement.

It is important to interject the impact of COVID-19 into this area. Since the survey period took place over the past two years, there were many difficult decisions that TSBDE, a health regulatory agency, had to make. Regardless of how the agency operated, we fielded many calls and many emails saying

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we are doing too much, while at the same time receiving similar communications that said we were doing too little. Many dental professionals were eager to go back to work at their offices. While at the same time, numerous dental professionals were pressuring us to keep offices closed for the health and safety of their employees and patients. At the center of this, TSBDE followed the guidelines of the governor's office and the Centers for Disease Control and attempted to provide real-time information as readily as we could.

The agency learned many lessons during the reporting period and it stressed the importance of providing timely and reliable information to our stakeholders. It is now common practice to post regular information on our website and share this information across our accounts in social media. In addition, the agency has hired a second receptionist to help assist with the volume of requests that come to our office. For while it is vitally important to provide up-to-the-minute information on our forums, it is also essential that we work individually with our stakeholders and the public when they need information regarding the services that we can provide.

4. The overall impression of the TSBDE's website and the respondent's access to the internet – 4 questions

Over 97% of respondents stated that they had access to the internet, which stresses the importance of providing reliable, consistent and timely information to our website. Furthermore, TSBDE has moved many of our services online to accommodate this and provide support to our licensees and the public even when the office is closed.

Over half of our survey takers had positive responses for the performance of our website. They agreed that the site was easy to use, well-organized and contained clear and accurate information. However, roughly 25% of respondents disagreed with this statement. This may reflect that TSBDE completely renovated our website during the survey period. It is understandable that having to learn where information is on a new site may be daunting, so we endeavored to streamline it. We wanted to create a site that clearly funneled the user to where they wanted to be, while providing global navigation on every page to help guide the stakeholder to the correct place.

The TSBDE website is one of our easiest and fastest ways to reach out to our licensees and the greater public of Texas. Consequently, it is vitally important that we look at the negative responses and see how we can better relay our information to the public.

5. TSBDE's complaint handling process for agency operations – 2 questions

The first part of this measure is to ascertain if the survey taker knows how to submit a complaint with our agency. Unfortunately, it appears that only 54% of respondents know how to submit a complaint compared with 46% of respondents who do not. This is a strong indicator that TSBDE may need to engage in activities that promote access to our information particularly around how to submit a complaint against a dental professional to TSBDE. Many of the complaints that TSBDE receives are from members of the public against a dental professional. Since many of our communication avenues

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are sent directly to the dental professionals that we license and serve, we may need to break new ground for communication to the greater public, particularly for complaints.

The second question asks if respondents believe their complaints will be addressed in a reasonable manner. This measure is divided fairly starkly with 38% answering positively, 21% answering in the negative, 20% “neutral” and 21% “not applicable.” With the majority of respondents answering positively, TSBDE is clearly reaching the largest population of respondents outside of the “not applicable” group. However, with 41% answering negatively or neutral, we clearly need to communicate our processes to the public to better convey our role in the complaint process.

It is important to note that during the survey period our average days for complaint resolution is 361, which is well below our State-mandated performance measure of resolving cases in under 400 days. Viewing this question under this light, we can see that the agency is performing at a rate that is agreeable to the State, but is still viewed by the public as “not addressed in a reasonable manner.” Consequently, TSBDE may need to review the information we release about complaints and the complaint process so that we can update it with accurate wait times and key information about what to expect after submitting a complaint.

6. TSBDE’s ability to provide services in a reasonable amount of time – 3 questions

The questions about TSBDE’s service timeliness are always a pain point for our agency. While we do consistently garner positive responses for these measures, they are between 36 and 41%. Whereas our negative responses are almost as robust from 28 through 30%. Unfortunately, respondents who “agreed” with this statement are almost equal to the ones that “strongly disagreed.” Clearly, this is a polarizing issue that demands that the agency review our communication procedures and practices. Since the agency is responsible for the livelihoods of dental professionals who receive their license or certificate to practice from TSBDE, it is important for our communication to be clear and upfront about our service response times and any impediments that are in the way of someone receiving their license.

In addition, this measure was almost certainly influenced by the COVID-19 outbreak, since many of the written responses we received indicate that the agency needs to answer our phones and emails more rapidly than we are doing. This was difficult in the early days of the lockdown, when the agency was still getting used to shifting gears and shifting health policy.

However, in the past year we have hired a second receptionist and instituted a virtual switchboard that monitors our callers and assists with call routing and wait times. This also may be where the agency engages in more public education by providing more accurate wait times or an explanation of our processes that details how long certain actions or procedures are presumed to take. This way, we can set the expectation of the public with facts about how TSBDE operates and offer realistic timelines.

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7. The availability and quality of printed materials distributed by the TSBDE – 3 questions

With over 97% of respondents connected to the internet, printed information may seem outdated, but it serves a vital role in our agency's operations. The three questions regarding this service measure seek to find more information about our printed material. Despite 40 to 48% of respondents selecting "not applicable" for all of these questions, it is necessary to analyze the answers of the remaining half in order to improve the printed services that we do send out to licensees, complainants and respondents.

The analysis of this measure can be broken down into the first question and the second two. The first question asks if the survey taker has "received printed information explaining the services available." This is the most divided of the three questions, with 25% agreeing and 25% disagreeing. Since most of our information has moved online or is requested by email, few of our services use printed material for communication. However, for the processes that do, we may need to investigate the information contained on the material to see if it is sufficient or if more information needs to be added to explain the services of TSBDE and how to access them.

For the questions regarding whether or not the printed material that TSBDE provides is "clear and understandable" and is "thorough and accurate information," the answers lean mostly positive. With 27% of respondents answering positively and only 11% answering negatively, it seems that the printed information that we are sending to individuals does hit the mark in nearly 1 of 3 respondents. However, this does mean there is room for improvement. Since the bulk of the printed material we send out are reminders about license renewal or updates about complaints, the agency needs to be aware of how sensitive this material is to people whose livelihood is affected by our actions. A re-examination of these printed materials may be in order to ascertain if more information can be added to ensure the licensee or member of the public understands exactly what TSBDE can do for them.

8. The respondent's overall satisfaction with their experience in dealing with the TSBDE – 1 question

The overall satisfaction of survey takers displayed helpful information about our processes since it showed that 48% of respondents "agreed" or "strongly agreed" that they were satisfied with the performance of the agency as a whole. Unfortunately, like many of our categories, there is a significant portion of people, at 31%, who "Disagreed" or "Strongly Disagreed" with the question. The agency appears to be meeting the majority of respondents' needs, but we still have areas upon which we need to focus.

This is not out of the ordinary, since surveys are typically taken by people who are passionate about a topic. Consequently, it is expected to find both high praise and frustrated consternation. It is essential to review what the agency did right and wrong over the past two years in order to make the next two years even better. Suggestions for improvement have already been seeded in this report. Reviewing our communication methods and models is high on that list. Many of the services and actions the agency takes do move slowly through courts and the mail, but TSBDE can be more

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upfront about wait times and response times to set the correct expectations. In addition, many of our negative reviews came during the COVID-19 lockdown. While much of our procedures and policies were under the direction of the Texas State government and federal agencies, TSBDE has learned over the past two years how to operate during an emergency. These invaluable lessons will help our agency overcome similar obstacles in the future by incorporating the lessons we learned into our standard operation procedures. However, it is encouraging that despite the difficulties in the past biennium that nearly half of our respondents were overall satisfied with our services.

One of the easiest ways to see where the agency needs improvement is by reviewing the suggestions of the survey takers themselves. Everyone who took the survey had an opportunity to provide a free-form answer to how TSBDE could improve its services. Generally, the answers fell into the following categories:

- Happy with current services.
- Questions or concerns about the COVID-19 response
- Difficulty connecting with a staff member via phone or email. Many suggested hiring more staff to respond to queries.
- Displeasure with the licensing process and length of time for licenses/registrations to be issued.
- Displeasure with the result of their complaint, the complaint process and the turnaround time.
- Website navigation issues.

Additional Observations

Since our last survey had only 234 participants, TSBDE made the decision to increase community involvement highlighting our customer satisfaction survey frequently in the past two years. This has yielded very strong results with 1,657 completed surveys over the past two years, which is roughly seven times the number in our previous survey. This is extra data is extraordinarily helpful in providing helpful customer feedback to our agency.

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Customer Service Standards

Outcome Measures

- Percentage of surveyed customer respondents expressing overall satisfaction with services received (Percentage of people who selected “agree” or “strongly agree” to the question, “Overall, I am satisfied with my experience.”

47.44%

Output Measures

- Total Customers Surveyed: 1,657
- The survey is available to all customers via the TSBDE’s website, newsletter, Facebook postings, Twitter postings and in the email signatures of our staff.
- Response Rate:

Unfortunately, the survey mechanism we use did not provide us the information about incomplete submissions. The survey cannot be submitted without all of the required questions being answered. We will look into a mechanism to log these for the future.

- Total Customers Served:

TSBDE serves all dental patients in the state of Texas with 86,279 licenses, registrations and certificates currently issued to dental professionals. In addition, the agency closed 1,799 jurisdictional and filed legal cases between April 15, 2020 and April 15, 2022 based on complaints submitted to our agency.

Efficiency Measures

- Cost per Customer Surveyed:

TSBDE uses an online survey website which is included in the Google Suite at no additional expense to the agency. The survey website is used to administer various survey needs throughout the agency. Promotion of the survey is accomplished via existing customer communications vehicles and does not present an additional cost to the agency.

Explanatory Measures

- Total Customers Identified:

TSBDE serves all dental patients and the public in the state of Texas. In addition, TSBDE has 86,279 licenses, registrations and certificates currently issued to dental professionals. Lastly, TSBDE received 1,710 jurisdictional complaints during the time of the survey.

- Total Customer Groups Inventoried:

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6 customer groups: Licensees; Applicants; Complainants and parties related to a complaint; Respondents and parties related to a complaint, General Public, Other

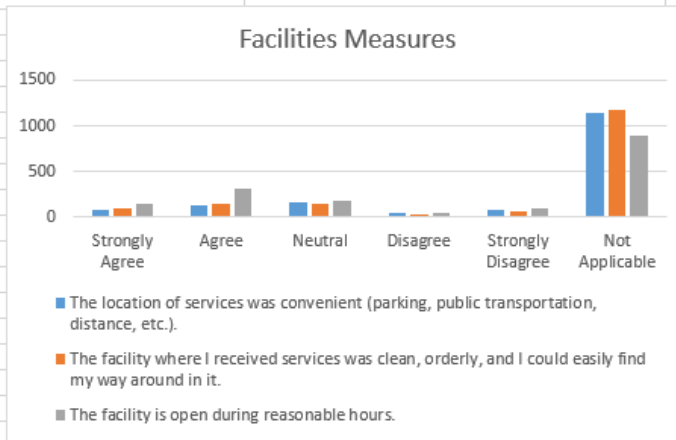
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Survey Summary

Questions about the TSBDE's facilities

1. The location of services was convenient (parking, public transportation, distance, etc.).
2. The facility where I received services was clean, orderly and I could easily find my way around in it.
3. The facility is open during reasonable hours.

	The location of services was convenient (parking, public transportation, distance, etc.).	The facility where I received services was clean, orderly, and I could easily find my way around in it.	The facility is open during reasonable hours.
Strongly Agree	89	96	140
Agree	132	144	306
Neutral	157	148	182
Disagree	54	29	49
Strongly Disagree	85	59	93
Not Applicable	1140	1181	887
Total	1657	1657	1657



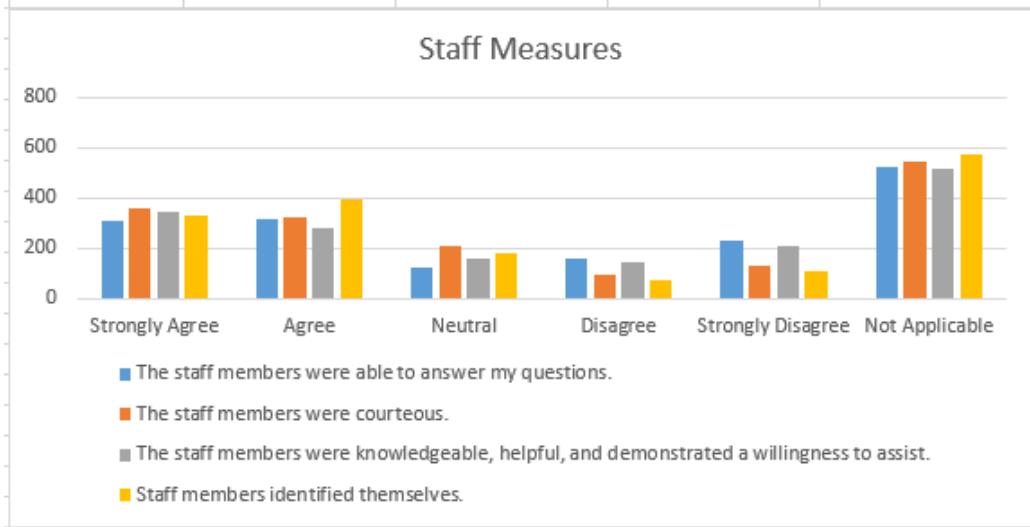
	The location of services was convenient (parking, public transportation, distance, etc.).	The facility where I received services was clean, orderly, and I could easily find my way around in it.	The facility is open during reasonable hours.
Strongly Agree	5.37%	5.79%	8.45%
Agree	7.97%	8.69%	18.47%
Neutral	9.47%	8.93%	10.98%
Disagree	3.26%	1.75%	2.96%
Strongly Disagree	5.13%	3.56%	5.61%
Not Applicable	68.80%	71.27%	53.53%
Total	100.00%	100.00%	100.00%

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Questions about TSBDE's staff

4. The staff members were able to answer my questions.
5. The staff members were courteous.
6. The staff members were knowledgeable, helpful and demonstrated a willingness to assist.
7. Staff members identified themselves.

	The staff members were able to answer my questions.	The staff members were courteous.	The staff members were knowledgeable, helpful, and	Staff members identified themselves.
Strongly Agree	311	362	347	329
Agree	314	324	282	392
Neutral	124	205	157	180
Disagree	155	92	144	74
Strongly Disagree	232	132	208	107
Not Applicable	521	542	519	575
Total	1657	1657	1657	1657



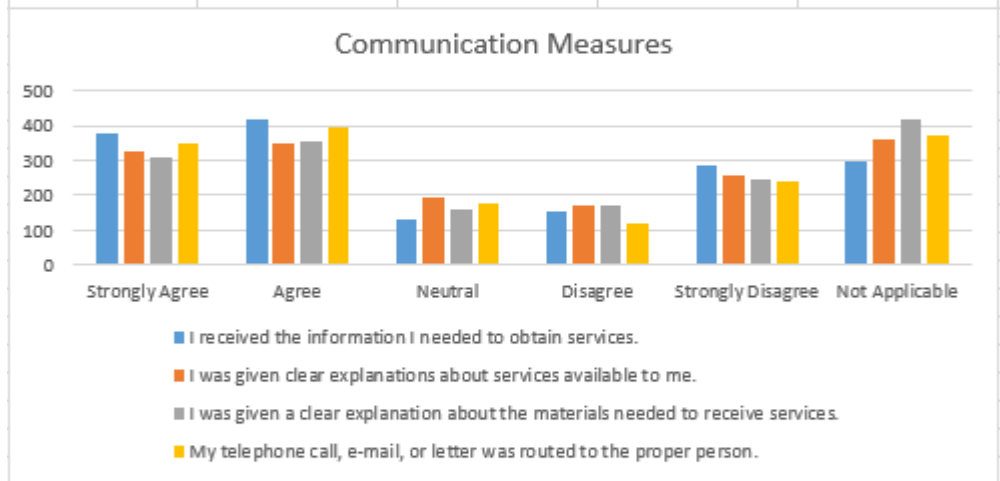
	The staff members were able to answer my questions.	The staff members were courteous.	The staff members were knowledgeable, etc.	Staff members identified themselves.
Strongly Agree	18.77%	21.85%	20.94%	19.86%
Agree	18.95%	19.55%	17.02%	23.66%
Neutral	7.48%	12.37%	9.47%	10.86%
Disagree	9.35%	5.55%	8.69%	4.47%
Strongly Disagree	14.00%	7.97%	12.55%	6.46%
Not Applicable	31.44%	32.71%	31.32%	34.70%
Total	100.00%	100.00%	100.00%	100.00%

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Questions about the TSBDE's communications

- 8. I received information I needed to obtain services.
- 9. I was given clear explanations about services available to me.
- 10. I was given a clear explanation about the materials needed to receive services.
- 11. My telephone call, email or letter was routed to the proper person.

	I received the information I needed to obtain services.	I was given clear explanations about services available to me.	I was given a clear explanation about the materials needed to receive services.	My telephone call, e-mail, or letter was routed to the proper person.
Strongly Agree	377	324	309	349
Agree	415	347	352	395
Neutral	133	195	158	179
Disagree	153	174	171	122
Strongly Disagree	283	258	248	240
Not Applicable	296	359	419	372
Total	1657	1657	1657	1657



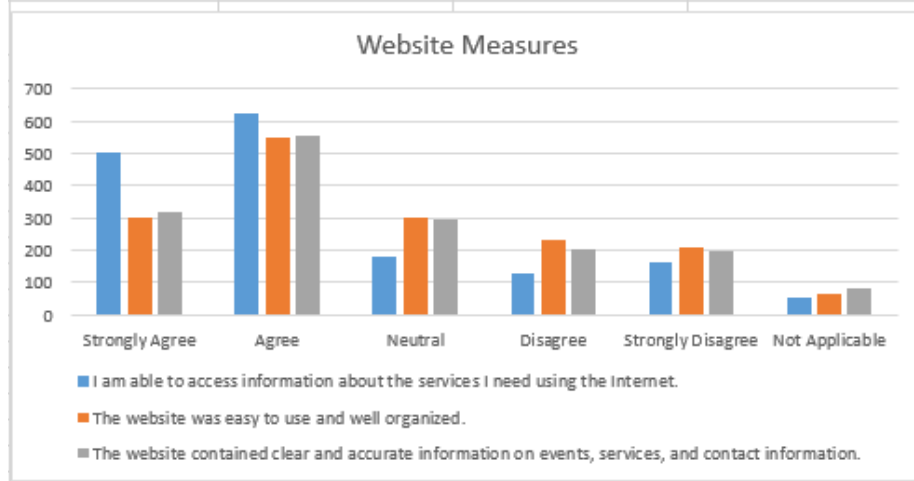
	I received the information I needed to obtain services.	I was given clear explanations about services available to me.	I was given a clear explanation about the materials needed to receive services.	My telephone call, e-mail, or letter was routed to the proper person.
Strongly Agree	22.75%	19.55%	18.65%	21.06%
Agree	25.05%	20.94%	21.24%	23.84%
Neutral	8.03%	11.77%	9.54%	10.80%
Disagree	9.23%	10.50%	10.32%	7.36%
Strongly Disagree	17.08%	15.57%	14.97%	14.48%
Not Applicable	17.86%	21.67%	25.29%	22.45%
Total	100.00%	100.00%	100.00%	100.00%

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Questions about internet access and the TSBDE's website

- 12. I have access to the internet at home or at work.
- 13. I am able to access information about the services I need using the internet.
- 14. The website was easy to use and well organized.
- 15. The website contained clear and accurate information on events, services, and contact information.

	I am able to access information about the services I need using the Internet.	The website was easy to use and well organized.	The website contained clear and accurate information on events, services, and contact information.
Strongly Agree	506	299	318
Agree	626	550	558
Neutral	182	303	295
Disagree	127	230	204
Strongly Disagree	164	210	200
Not Applicable	52	65	82
Total	1657	1657	1657



	I am able to access information about the services I need using the Internet.	The website was easy to use and well organized.	The website contained clear and accurate information
Strongly Agree	30.54%	18.04%	19.19%
Agree	37.78%	33.19%	33.68%
Neutral	10.98%	18.29%	17.80%
Disagree	7.66%	13.88%	12.31%
Strongly Disagree	9.90%	12.67%	12.07%
Not Applicable	3.14%	3.92%	4.95%
Total	100.00%	100.00%	100.00%

	Access to Internet	Percentage
Yes	1615	97.47%
No	20	1.21%
Other	22	1.33%
Total	1657	100.00%

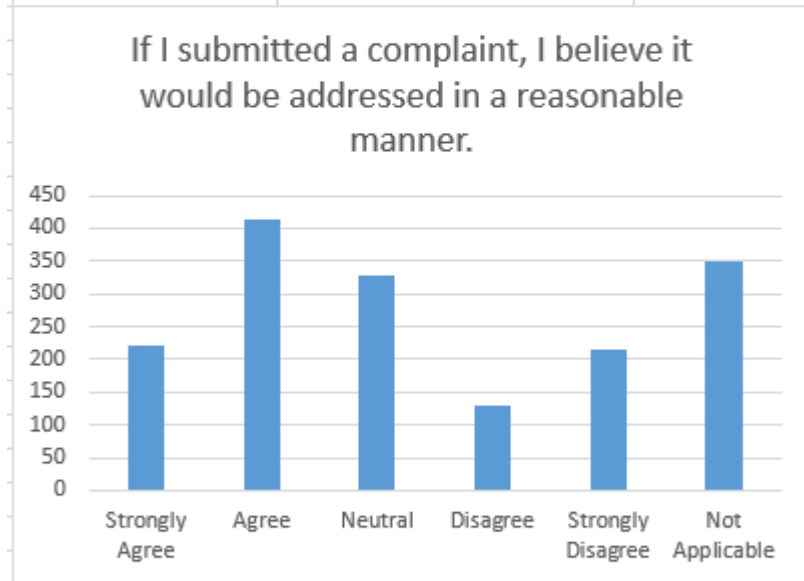
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Questions about the TSBDE’s consumer complaint-handling processes

16. I know how to make a complaint regarding services at this agency.

17. If I complained, I believe it would be addressed in a reasonable manner.

	If I submitted a complaint, I believe it would be addressed in a reasonable manner.	Percentage
Strongly Agree	222	13.40%
Agree	414	24.98%
Neutral	329	19.86%
Disagree	129	7.79%
Strongly Disagree	215	12.98%
Not Applicable	348	21.00%
Total	1657	100.00%



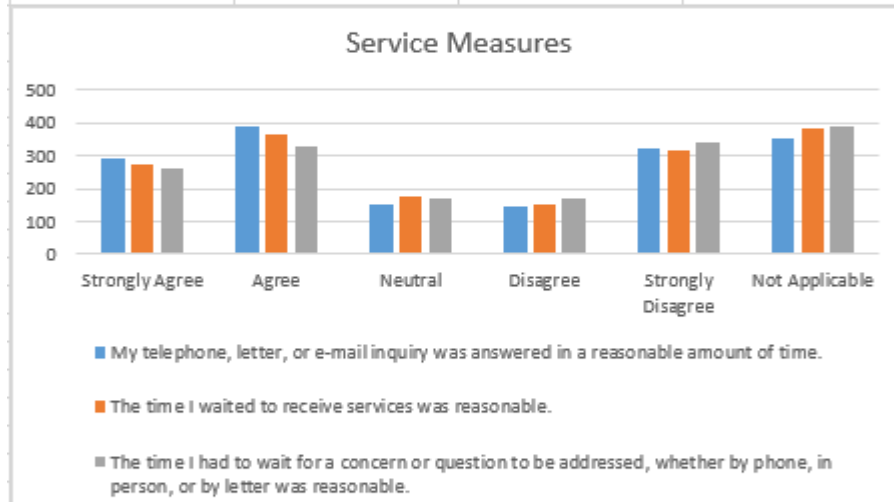
	I know how to make a complaint regarding services at this agency.	Percentage
Yes	895	54.01%
No	762	45.99%
Total	1657	100.00%

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Questions about the TSBDE's service timeliness

- 18. My telephone, letter, or email inquiry was answered in a reasonable amount of time.
- 19. The time I waited to receive services was reasonable.
- 20. The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.

	My telephone, letter, or e-mail inquiry was answered in a reasonable amount of time.	The time I waited to receive services was reasonable.	The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.
Strongly Agree	292	271	261
Agree	387	363	330
Neutral	154	174	172
Disagree	147	151	169
Strongly Disagree	323	317	338
Not Applicable	354	381	387
Total	1657	1657	1657



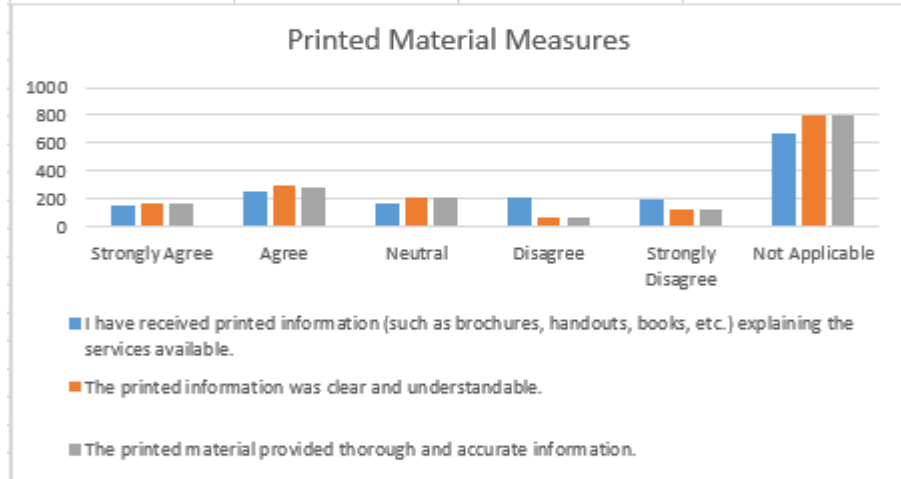
	My telephone, letter, or e-mail inquiry was answered in a reasonable amount of time.	The time I waited to receive services was reasonable.	The time I had to wait for a concern or question to be addressed ... was reasonable.
Strongly Agree	17.62%	16.35%	15.75%
Agree	23.36%	21.91%	19.92%
Neutral	9.29%	10.50%	10.38%
Disagree	8.87%	9.11%	10.20%
Strongly Disagree	19.49%	19.13%	20.40%
Not Applicable	21.36%	22.99%	23.36%
Total	100.00%	100.00%	100.00%

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Questions about the TSBDE’s printed information

- 21. I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.
- 22. The printed information was clear and understandable.
- 23. Printed material provided thorough and accurate information.

	I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.	The printed information was clear and understandable.	The printed material provided thorough and accurate information.
Strongly Agree	149	170	166
Agree	257	293	288
Neutral	173	205	212
Disagree	217	72	72
Strongly Disagree	192	119	119
Not Applicable	669	798	800
Total	1657	1657	1657



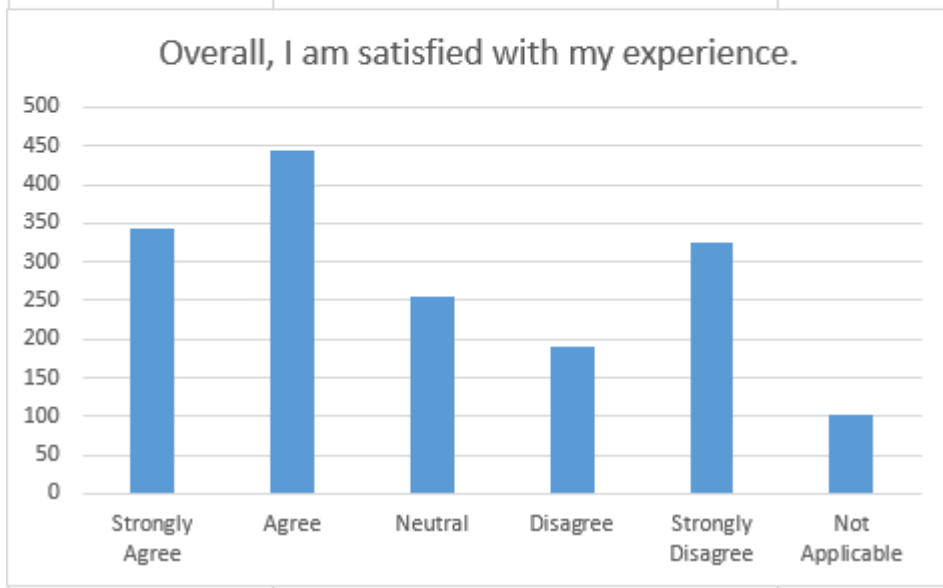
	I have received printed information explaining the services available.	The printed information was clear and understandable.	The printed material provided thorough and accurate information.
Strongly Agree	8.99%	10.26%	10.02%
Agree	15.51%	17.68%	17.38%
Neutral	10.44%	12.37%	12.79%
Disagree	13.10%	4.35%	4.35%
Strongly Disagree	11.59%	7.18%	7.18%
Not Applicable	40.37%	48.16%	48.28%
Total	100.00%	100.00%	100.00%

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Overall Customer Satisfaction

Overall, I am satisfied with my experience.

	Overall, I am satisfied with my experience.	Percentage
Strongly Agree	342	20.64%
Agree	444	26.80%
Neutral	254	15.33%
Disagree	189	11.41%
Strongly Disagree	325	19.61%
Not Applicable	103	6.22%
	1657	100.00%



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Appendix

Customer Service Survey Questions

Survey Introduction

In order to serve you better, the Texas State Board of Dental Examiners would like to know your experiences with us. Please take a few minutes to answer the questions below and click the submit button when finished.

Customer Group

1) Which category best describes you?*

- I am applying for a license
 - I am currently licensed
 - I have filed a complaint against a licensee
 - A complaint has been filed against me
 - Other
-

Facilities

2) The location of services was convenient (parking, public transportation, distance, etc.).*

- Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

3) The facility where I received services was clean, orderly, and I could easily find my way around in it.*

- Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

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4) The facility is open during reasonable hours.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

Staff

5) The staff members were able to answer my questions.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

6) The staff members were courteous.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

7) The staff members were knowledgeable, helpful, and demonstrated a willingness to assist.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

8) Staff members identified themselves.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

Communications

9) I received the information I needed to obtain services.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

10) I was given clear explanations about services available to me.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

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11) I was given a clear explanation about the materials needed to receive services.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

12) My telephone call, e-mail, or letter was routed to the proper person.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

Internet Sites

13) I have access to the Internet at home or at work.*

Yes No Other

14) I am able to access information about the services I need using the Internet.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

15) The website was easy to use and well organized.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

16) The website contained clear and accurate information on events, services, and contact information.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

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Customer Service Complaints

17) I know how to make a complaint regarding services at this agency.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

18) If I complained, I believe it would be addressed in a reasonable manner.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

Customer Service Timeliness

19) My telephone, letter, or e-mail inquiry was answered in a reasonable amount of time.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

20) The time I waited to receive services was reasonable.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

21) The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

Printed Information

22) I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

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23) The printed information was clear and understandable.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

24) Printed material provided thorough and accurate information.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

Overall Experience

25) Overall, I am satisfied with my experience.*

Strongly Disagree Disagree Neutral Agree Strongly Agree Not Applicable

26) Please identify ways that the Board can improve its service delivery.

Thank you for your feedback!