

# **Office of Injured Employee Counsel**



## **FY 2015 Report on Customer Service**

**June 2016**

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## INTRODUCTION

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Under [Section 2056.002, Texas Government Code](#), each agency in the State of Texas is required to submit a strategic plan that outlines specific and detailed elements for its operations. The instructions for preparing the strategic plan outlined by the Governor's Office of Budget, Planning and Policy and the Legislative Budget Board require all agencies to assess and report on the quality of their customer service. [Section 2114.002\(b\), Texas Government Code](#), instructs agencies to evaluate at least seven areas of customer service including the agency's staff, complaint handling process, communications, Internet site, timeliness of service, facilities, and brochures or printed information.

In accordance with these requirements OIEC conducted the fiscal year (FY) 2015 Customer Satisfaction Survey with injured employees and other persons who received services from OIEC between September 1, 2014 and August 31, 2015. The survey was available in English and Spanish both on the OIEC website and in each field office.

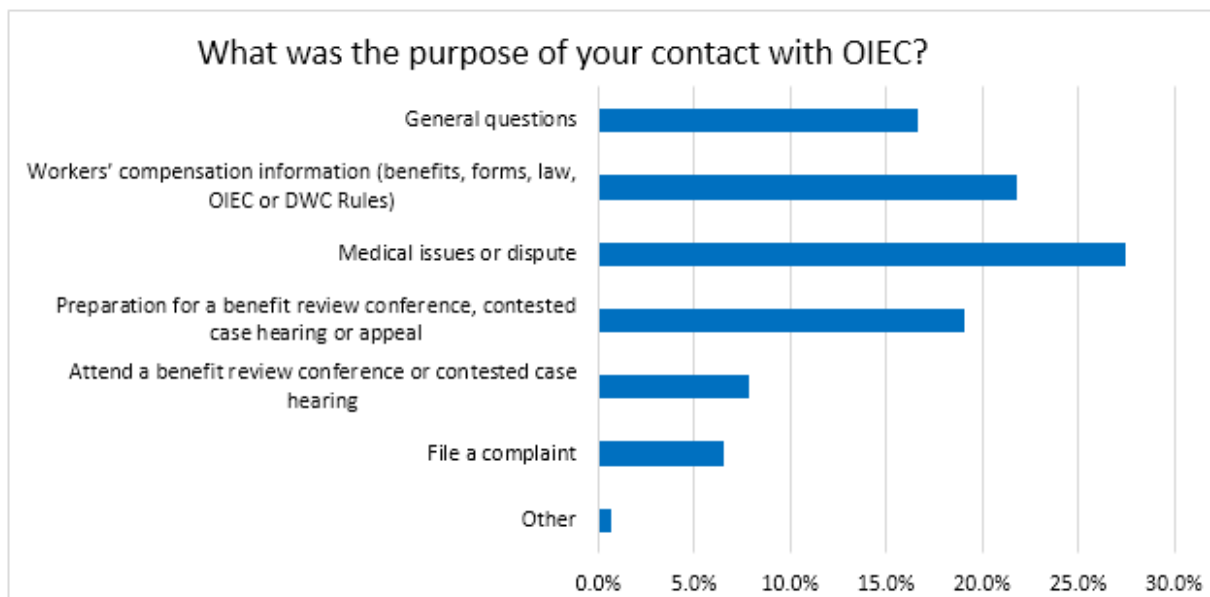
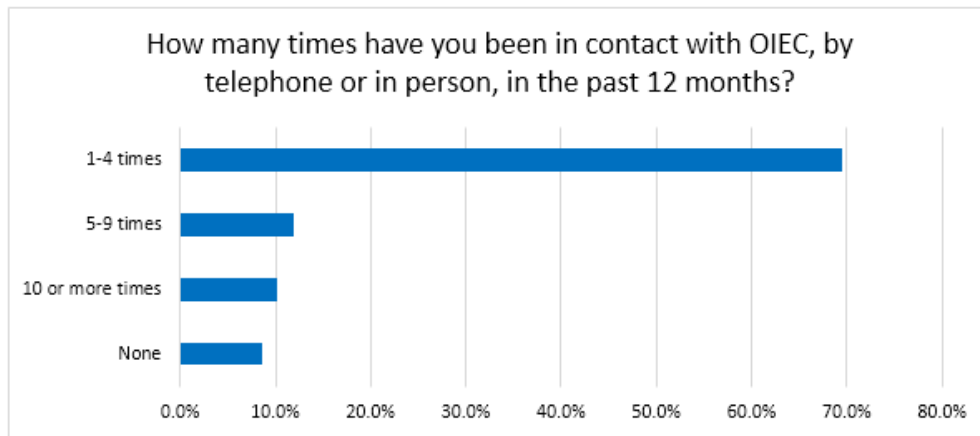
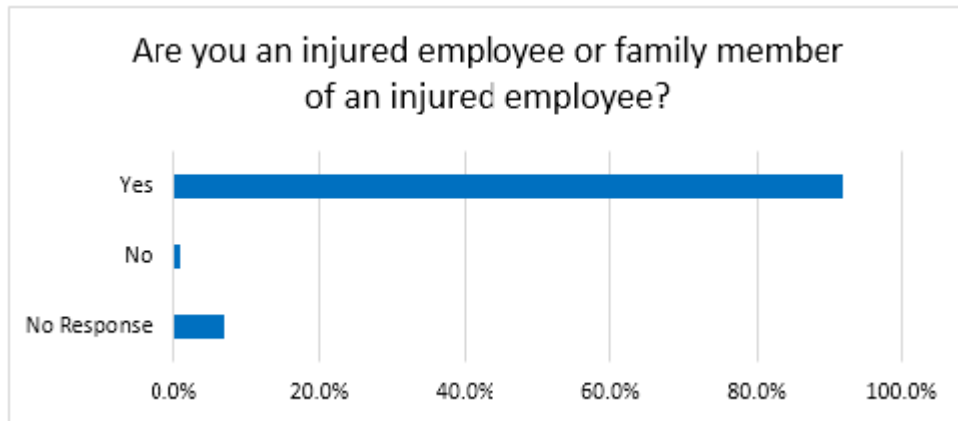
In this report, the summary of findings presents an overview of results and a discussion of patterns that are evident across all seven required measures of customer satisfaction. The survey response section presents detailed results concerning overall satisfaction with OIEC in each of the seven measures of service. Survey methodology is described in Appendix A. Appendix B is the survey instrument English version (it is also available in Spanish).

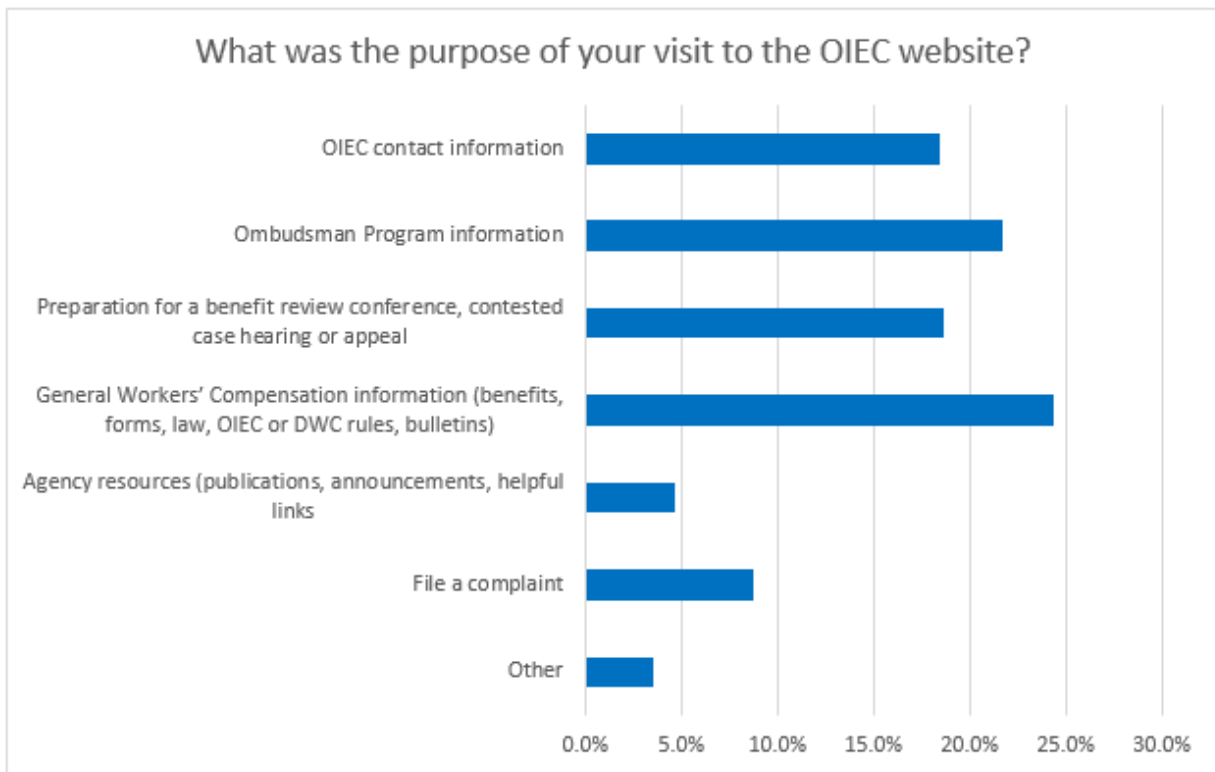
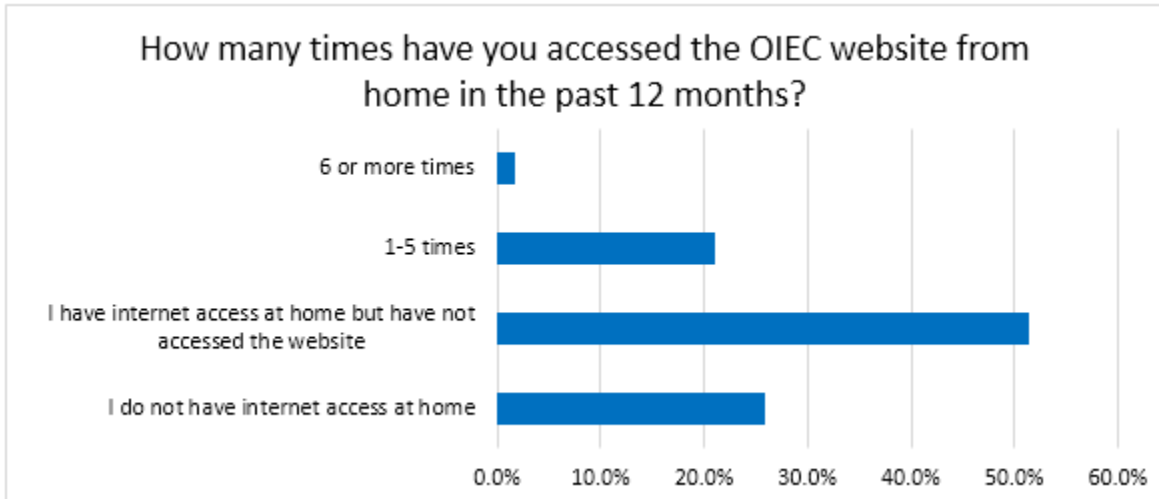
## HIGHLIGHTS OF THE SURVEY RESULTS

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Highlights of the FY 2015 Customer Satisfaction Survey results include the following:

- 85.6 percent of respondents strongly agree or agree that they were satisfied with their OIEC experience in FY 2015.
- 92.3 percent of FY 2015 respondents strongly agree or agree that OIEC staff members are able to answer their questions.
- OIEC's printed communications are clear and understandable according to 91 percent (strongly agree and agree) of survey respondents.
- When asked if they would choose to get services from OIEC if there were other options, 84.2 percent strongly agree or agree that they would still choose OIEC.





## SURVEY RESPONSES

|  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Undecided</b> | <b>Disagree</b> | <b>Strongly Disagree</b> |
|--|-----------------------|--------------|------------------|-----------------|--------------------------|
| <b>Website</b>   |                       |              |                  |                 |                          |
| Able to Access information using the internet                          | 31.1%                 | 36.9%        | 24.0%            | 4.4%            | 3.6%                     |
| Ease of Finding Information  | 25.1%                 | 32.2%        | 37.7%            | 2.8%            | 2.2%                     |
| Contained accurate information on events , services and who to contact | 26.6%                 | 34.5%        | 34.3%            | 2.4%            | 2.2%                     |
| <b>Facilities</b>  |                       |              |                  |                 |                          |
| Convenient locations   | 37.6%                 | 26.5%        | 33.0%            | 0.6%            | 2.3%                     |
| Clean Offices  | 42.2%                 | 22.2%        | 34.3%            | 0.8%            | 0.4%                     |
| Open during reasonable hours   | 42.8%                 | 25.7%        | 30.7%            | 0.6%            | 0.2%                     |
| <b>Staff</b>   |                       |              |                  |                 |                          |
| Able to answer questions   | 60.7%                 | 31.6%        | 5.8%             | 1.1%            | 0.8%                     |
| Courteous Staff  | 66.3%                 | 28.1%        | 5.1%             | 0.1%            | 0.4%                     |
| Knowledgeable and helpful  | 65.2%                 | 27.8%        | 5.9%             | 0.5%            | 0.5%                     |
| Provided references to other resources                                 | 57.2%                 | 28.4%        | 11.8%            | 1.9%            | 0.7%                     |
| Provided service in a timely manner                                    | 62.9%                 | 26.7%        | 7.7%             | 1.2%            | 1.5%                     |
| Staff identified themselves  | 59.6%                 | 26.5%        | 12.4%            | 0.4%            | 1.0%                     |
| <b>Communications</b>  |                       |              |                  |                 |                          |
| Received information needed to obtain services                         | 64.2%                 | 30.7%        | 3.3%             | 1.0%            | 0.8%                     |
| Clearly explained available services                                   | 62.0%                 | 28.5%        | 6.6%             | 2.0%            | 0.9%                     |
| Clearly explained what is needed to receive services                   | 61.5%                 | 29.4%        | 6.2%             | 1.9%            | 1.0%                     |
| Routed to the correct person   | 60.7%                 | 30.4%        | 6.2%             | 1.8%            | 0.9%                     |

## SURVEY RESPONSES

|  | Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree |
|--|----------------|-------|-----------|----------|-------------------|
| <b>Complaint Handling Process</b>                        |                |       |           |          |                   |
| Provided information on how to file a complaint          | 36.5%          | 33.4% | 21.8%     | 6.3%     | 1.9%              |
| OIEC will address your complaint                         | 42.9%          | 37.8% | 16.7%     | 1.1%     | 1.5%              |
| <b>Timeliness</b>  |                |       |           |          |                   |
| Inquiries answered timely                                | 56.6%          | 33.9% | 5.7%      | 2.8%     | 1.0%              |
| Wait time to receive services was reasonable             | 54.7%          | 32.5% | 8.0%      | 3.1%     | 1.7%              |
| Questions answered in a timely manner                    | 54.1%          | 33.3% | 8.4%      | 2.6%     | 1.7%              |
| <b>Printed Information</b>                               |                |       |           |          |                   |
| Given printed information about services                 | 63.0%          | 31.6% | 3.3%      | 0.9%     | 1.3%              |
| Printed information was clear and understandable         | 59.1%          | 31.9% | 7.0%      | 0.9%     | 1.1%              |
| Printed information was thorough and accurate            | 57.8%          | 33.3% | 7.1%      | 0.9%     | 0.9%              |
| <b>General/Overall</b>                                   |                |       |           |          |                   |
| Satisfied with the services received                     | 60.2%          | 25.2% | 11.4%     | 1.4%     | 1.8%              |
| If other options were available, still would choose OIEC | 57.9%          | 26.3% | 13.3%     | 1.4%     | 1.1%              |
| Satisfied with total experience with OIEC                | 59.0%          | 26.6% | 11.5%     | 1.0%     | 1.8%              |



## APPENDIX A – SURVEY METHODOLOGY

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The 2015 Customer Satisfaction Survey was developed based on suggested content from the Texas Government Code, Section 2114.002, and also included agency specific content. The survey was designed to be offered to anyone requesting assistance from OIEC by telephone or in person and to customers who visited OIEC’s website within the past 12 months.

OIEC’s primary customers are the injured employees of Texas; its mission is to assist, educate, and advocate on behalf of injured employees. OIEC conducted and compiled the survey results internally. The respondents could submit the survey in the following formats:

- online at OIEC’s website
- via email
- in person at any of the local OIEC field offices
- via mail

## Office of Injured Employee Counsel Customer Satisfaction Survey

The Office of Injured Employee Counsel (OIEC) takes pride in the customer service it provides to the injured employees of Texas. If you have had contact with OIEC in the past 12 months, please answer the following questions. Your answers will provide valuable feedback which OIEC will use to continue to improve its services.

Please select the OIEC field office from which you received assistance:

**(Please note that a selection must be indicated, and it is very important that only one box is selected)**

- Abilene
- Amarillo
- Austin
- Beaumont
- Corpus Christi
- Dallas
- Denton
- El Paso
- Fort Worth
- Houston East
- Houston West
- Laredo
- Lubbock
- Lufkin
- Midland/Odessa
- San Angelo
- San Antonio
- Tyler
- Waco
- Weslaco
- Central Office

How many times have you been in contact with OIEC by telephone or in person in the past 12 months?

- None
- 1-4 times
- 5-9 times
- 10 or more times

What was the purpose of your contact with OIEC? (Select all that apply.)

- General questions
- Workers' Compensation Information (Benefits, Forms, Law, OIEC or DWC Rules)
- Medical issues or dispute
- Preparation for a Benefit Review Conference, Contested Case Hearing or Appeal
- Attend a Benefit Review Conference or Contested Case Hearing
- File a complaint
- Other \_\_\_\_\_

How many times have you accessed the OIEC website from home in the past 12 months?

- I do not have internet access at home
- I have internet access at home but have not accessed the website
- 1-5 times
- 6 or more times

What was the purpose of your visit to the OIEC website? (Select all that apply.)

- OIEC Contact Information (phone number, address, email)
- Ombudsman Program Information
- Preparation for a Benefit Review Conference, Contested Case Hearing or Appeal
- General Workers' Compensation Information: Benefits, Forms, Law, OIEC or DWC Rules, Bulletins
- Agency Resources: Publications/OIEC Announcements/Helpful Links
- File a complaint
- Other \_\_\_\_\_

**OIEC Website**

|  | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I am able to access information about the services I need using the Internet.                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The website was easy to use and well organized.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The website contained clear and accurate information on events, services, and contact information. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Facilities**

|   | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The location of services was convenient (parking, public transportation, distance, etc.)                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The facility where I received services was clean, orderly, and I could easily find my way around in it. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The facility is open during reasonable hours.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Staff**

|   | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The staff members were able to answer my questions.     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff members were courteous.                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff members were knowledgeable and helpful.       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff provided references to other helpful resources.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff provides service in a timely manner.              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff members identified themselves or wore a name tag. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Communications**

|   | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I received the information I needed to obtain services.                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I was given clear explanations about services available to me.                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I was given a clear explanation about the materials needed to receive services. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My telephone call, email, or letter was routed to the proper person.            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Complaint Handling Process

|   | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I know how to make a complaint regarding services at this agency/institution. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If I complained, I believe it would be addressed in a reasonable manner.      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Timeliness

|   | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| My telephone, letter, or email inquiry was answered in a reasonable amount of time.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The time I waited to receive services was reasonable.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Printed Information

|   | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I have received printed information (such as brochures, handouts, books, etc.) explaining the services available. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The printed information was clear and understandable.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Printed brochures or written material provided thorough and accurate information.                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### General/Overall

|  | Strongly Agree           | Agree                    | Undecided                | Disagree                 | Strongly Disagree        |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Overall, I am satisfied with the services I received.                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If I had other options, I would still choose to get services from this agency/institution. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall, I am satisfied with my experience with OIEC.                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please provide any comments or suggestions you may have to help us improve our services.

Are you an injured employee or family of an injured employee?

Yes

No

Please send your completed survey in one of the following ways:

- In person to your local OIEC office (they will forward the survey to the OIEC Central Office)
- By mail to OIEC, 7551 Metro Center Drive, Suite 100, MS 50, Austin, Texas 78744
- By going to the OIEC web site at <http://www.oiec.texas.gov> and clicking the Customer Satisfaction Survey.

**THANK YOU!**

**For additional information please contact the Office of Injured Employee Counsel at**

**866-EZE-OIEC (866-393-6432)**

Report on Customer Service | Fiscal Year 2015

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