

**Office of
Injured Employee Counsel**



**FY 2017
Report on Customer Service**

June 2018

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TABLE OF CONTENTS

INTRODUCTION.....	1
CHARTS FROM THE SURVEY RESULTS.....	2
SURVEY RESPONSES.....	5
APPENDIX A – SURVEY METHODOLOGY.....	6
APPENDIX B – FY 2017 CUSTOMER SATISFACTION SURVEY INSTRUMENT.....	7

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INTRODUCTION

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:

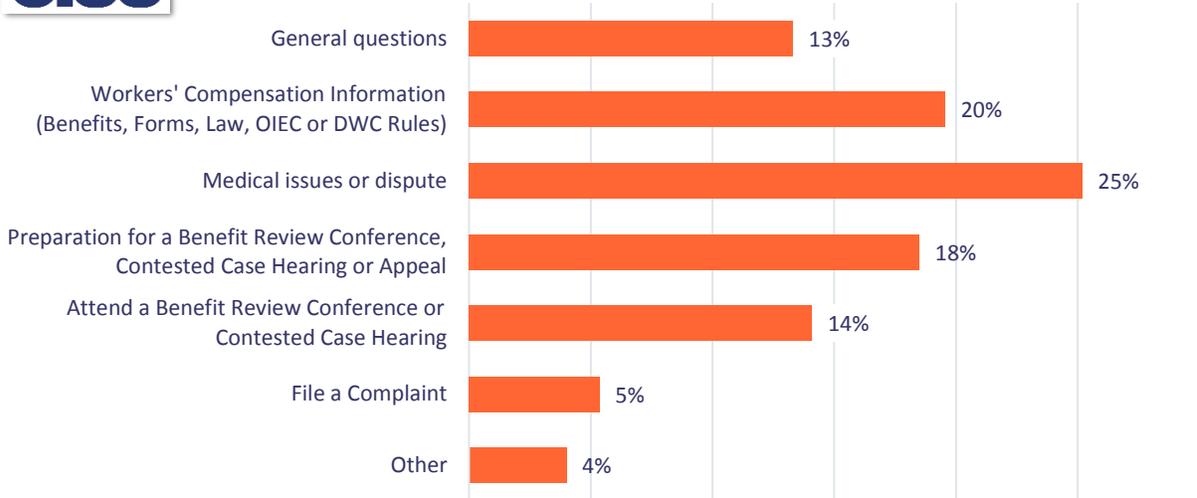
- staff;
- complaint handling process;
- communications;
- internet site;
- timeliness of service;
- facilities; and
- brochures or printed information.

In accordance with these requirements, the Office of Injured Employee Counsel (OIEC) conducted the fiscal year (FY) 2017 Customer Satisfaction Survey with injured employees and other persons who received services from OIEC between September 1, 2016 and August 31, 2017. The survey was available in both English and Spanish on the OIEC website as well as 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).



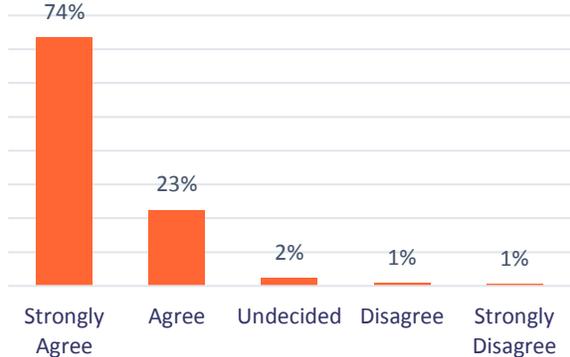
What was the purpose of your contact with OIEC?





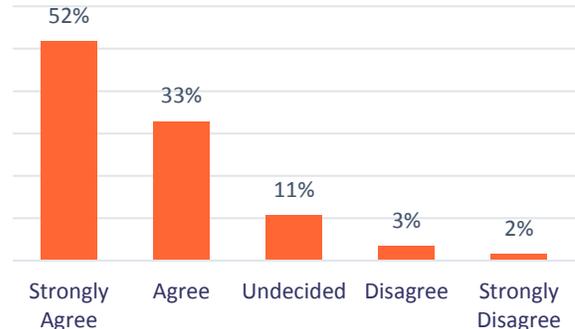
Communications

I was given clear explanations about available services and materials needed to receive services.



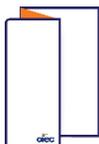
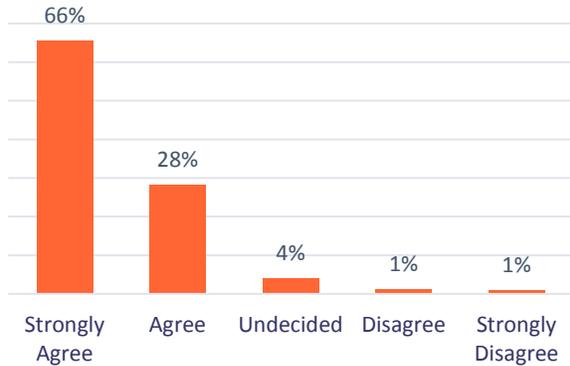
Complaint Handling Process

I know how to make a complaint regarding services at OIEC.



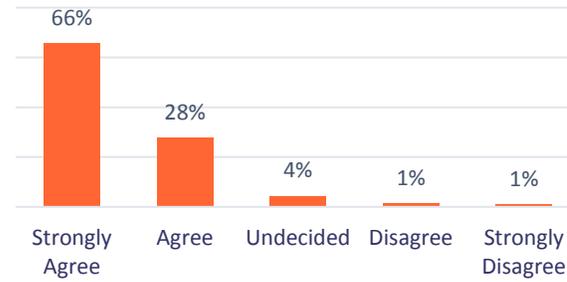
Timeliness

My telephone, letter, or email inquiry was answered in a reasonable amount of time.

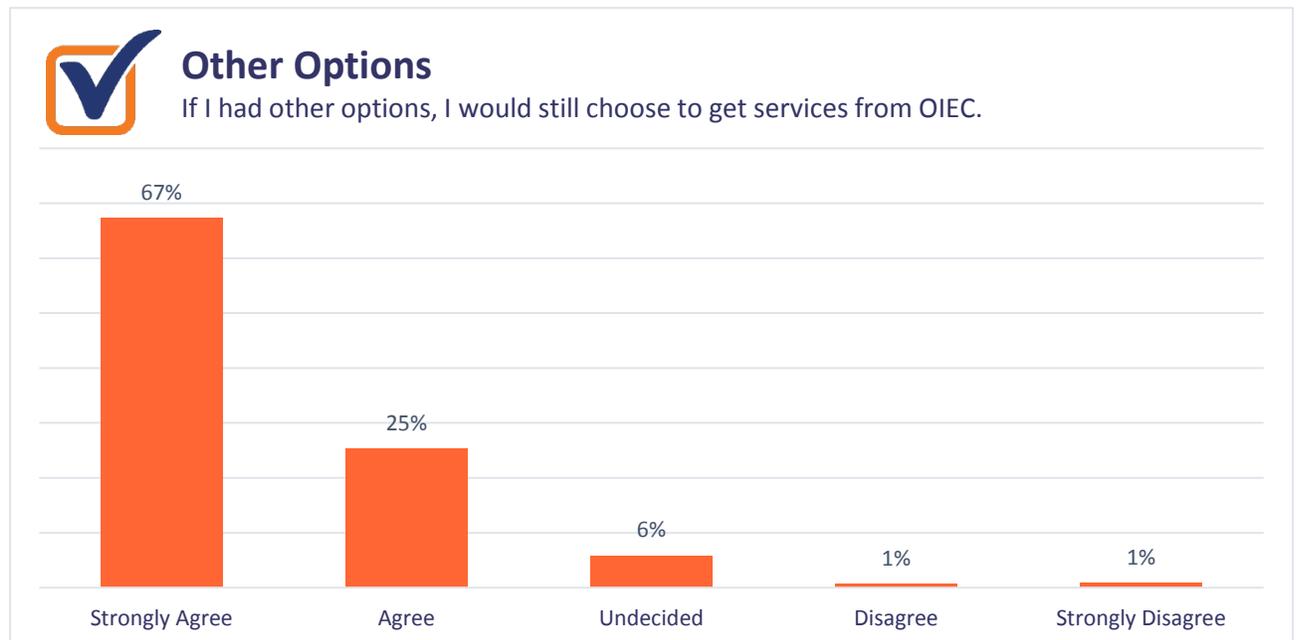
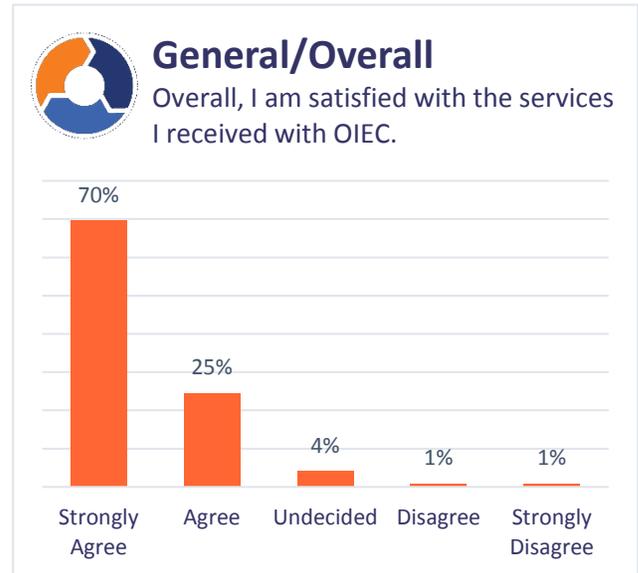


Printed Information

I have received printed information (such as brochures, handouts, etc.) explaining the services available and it was clear, understandable and accurate information.



SURVEY RESULTS



SURVEY RESPONSES

	STRONGLY AGREE	AGREE	UNDECIDED	DISAGREE	STRONGLY DISAGREE
Facilities 4.6					
Offices were clean and orderly	70%	26%	3%	0%	1%
Staff 4.7					
Able to answer questions	76%	21%	2%	1%	0%
Communications 4.7					
Clearly explained available services	74%	23%	2%	1%	1%
Complaint Process 4.3					
Provided information on how to file a complaint	52%	33%	11%	3%	2%
Timeliness 4.6					
Inquiries answered timely	66%	28%	4%	1%	1%
Printed Information 4.6					
Given printed information about services	66%	28%	4%	1%	1%
Website 4.2					
Easy to navigate / organized	47%	31%	20%	2%	1%
General/Overall 4.6					
Satisfied with the services received	70%	25%	4%	1%	1%
If other options were available, still would choose OIEC	67%	25%	6%	1%	1%

APPENDIX A – SURVEY METHODOLOGY

The 2017 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, email or in person as well as customers who visited OIEC’s website within the past 12 months.

For each item, the analysis is presented in two different formats. The first format (similar to composite scoring) provides the percentage of customers’ satisfaction, neutral response, or dissatisfaction with a particular service by item along with the number of individuals indicating each response. The second format is an additional element added to this report from prior reports. For this format, an average score – on a 5 point scale, 1 being very dissatisfied and a 5 being highly satisfied – for each item is presented. Individuals could also leave items unmarked or could mark “N/A.” The use of average scores is a type of analysis that provides readily comparable and overall mean scores between service areas.

OIEC’s primary customers are the injured employees of Texas; its mission is to assist, educate, and advocate on behalf of injured employees. For FY 2017, OIEC received 1,782 completed surveys. OIEC conducted and compiled the survey results internally and they are posted on the agency website, www.oiec.texas.gov. 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

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 _____

Facilities

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
The facility where I received services was clean, orderly, and I could easily find my way around in it.	<input type="checkbox"/>				

Staff

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
The staff members were able to answer my questions were knowledgeable, helpful and courteous.	<input type="checkbox"/>				

Communications

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
I was given clear explanations about services available and materials needed to receive services.	<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"/>				

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"/>				

Printed Information

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
I have received printed information (such as brochures, handouts, books, etc.) explaining the services available and it was clear understandable and accurate information.	<input type="checkbox"/>				

OIEC Website

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
The website was easy to use and well organized.	<input type="checkbox"/>				

General/Overall

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

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

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

- In person to your local OIEC 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.

Office of Injured Employee Counsel

866-393-6432 | 7551 Metro Center Drive, Suite 100, MS 50, Austin, Texas 78744 | [oiec.texas.gov](http://www.oiec.texas.gov)

Report on Customer Service | Fiscal Year 2017

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