





















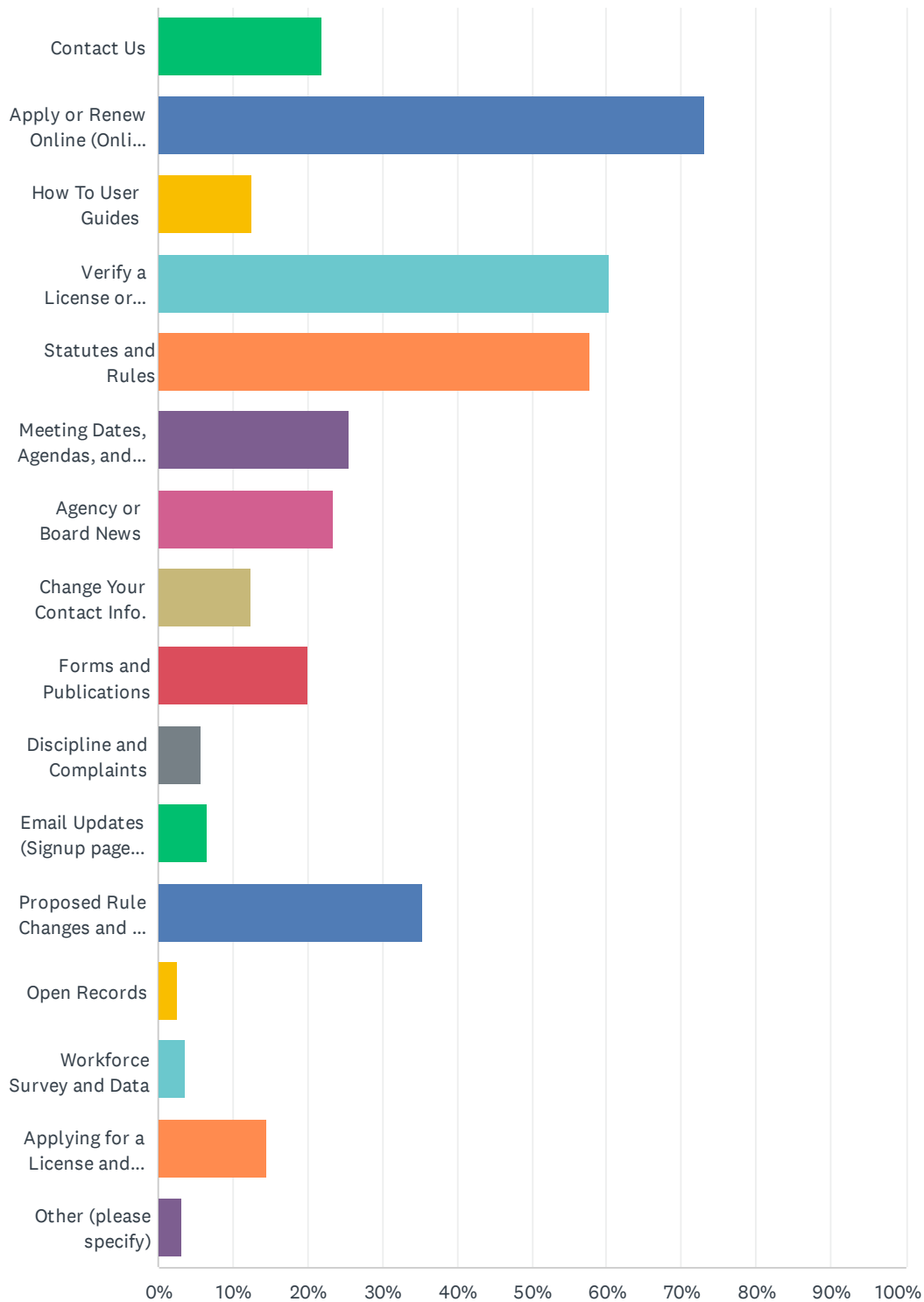






## Q9 Which section(s) of the website did you visit (check all that apply)

Answered: 2,771 Skipped: 695

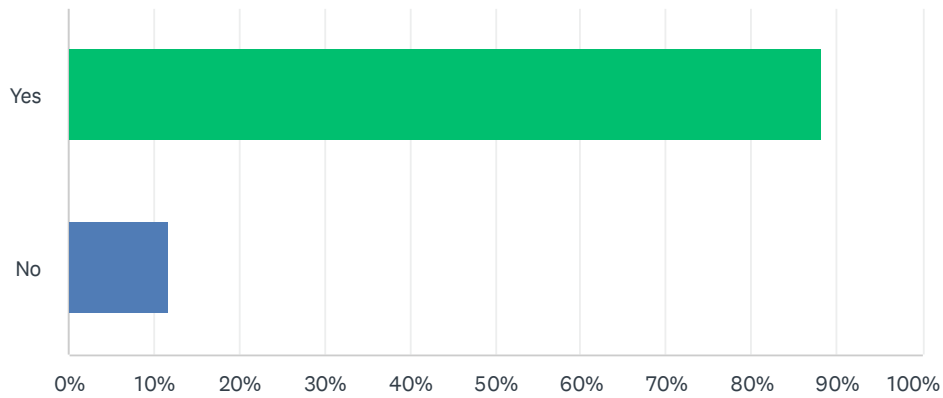


## 2023 Texas Behavioral Health Executive Council Customer Service Survey

ANSWER CHOICES	RESPONSES	
Contact Us	22.01%	610
Apply or Renew Online (Online Licensing System)	73.04%	2,024
How To User Guides	12.56%	348
Verify a License or Check License Status	60.34%	1,672
Statutes and Rules	57.74%	1,600
Meeting Dates, Agendas, and Minutes	25.66%	711
Agency or Board News	23.53%	652
Change Your Contact Info.	12.41%	344
Forms and Publications	19.99%	554
Discipline and Complaints	5.77%	160
Email Updates (Signup page for agency's email subscription service)	6.60%	183
Proposed Rule Changes and the Rulemaking Process	35.44%	982
Open Records	2.63%	73
Workforce Survey and Data	3.72%	103
Applying for a License and Timelines	14.51%	402
Other (please specify)	3.28%	91
Total Respondents: 2,771		

## Q10 Was the information obtained from the website helpful?

Answered: 2,750 Skipped: 716



ANSWER CHOICES	RESPONSES	
Yes	88.25%	2,427
No	11.75%	323
<b>TOTAL</b>		<b>2,750</b>

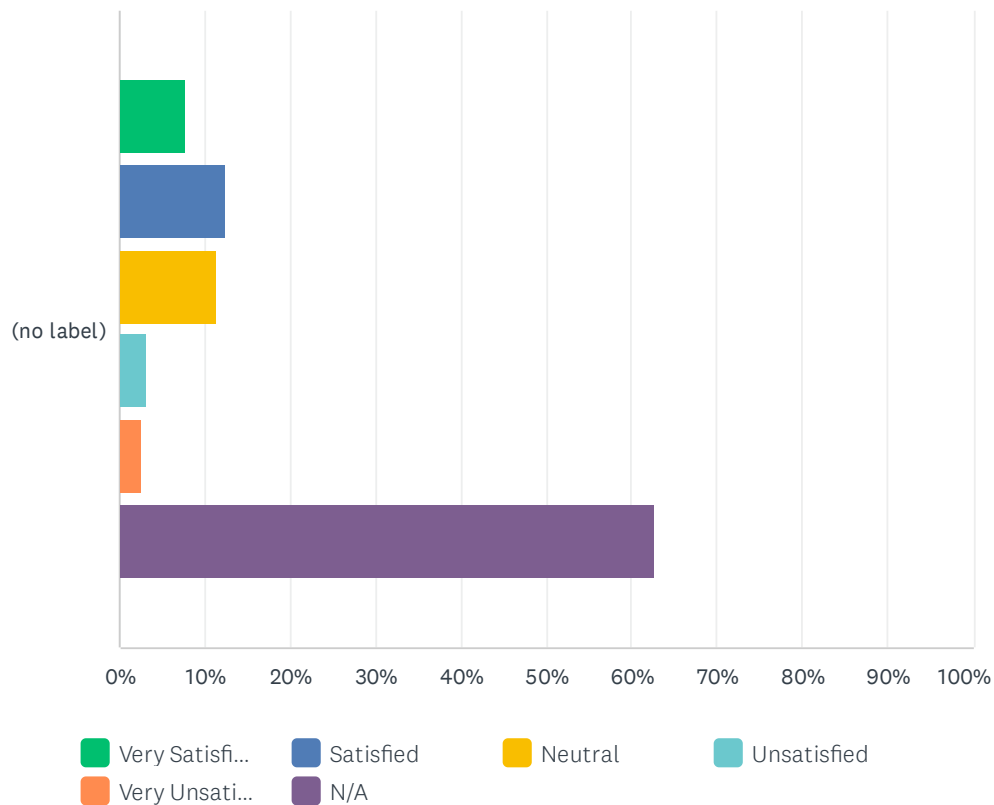
## Q11 What changes or improvements, if any, would you recommend for the website?

Answered: 1,114 Skipped: 2,352



### Q12 How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

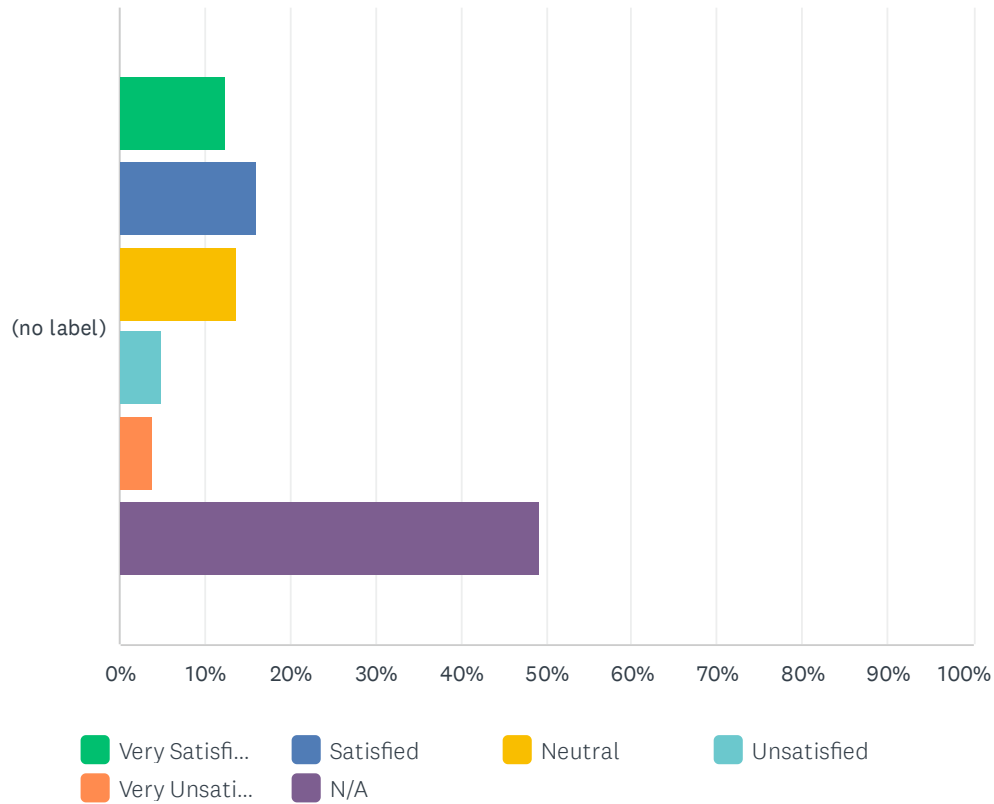
Answered: 2,723 Skipped: 743



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.75% 211	12.41% 338	11.24% 306	3.23% 88	2.61% 71	62.76% 1,709	2,723	3.52

Q13 How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability.

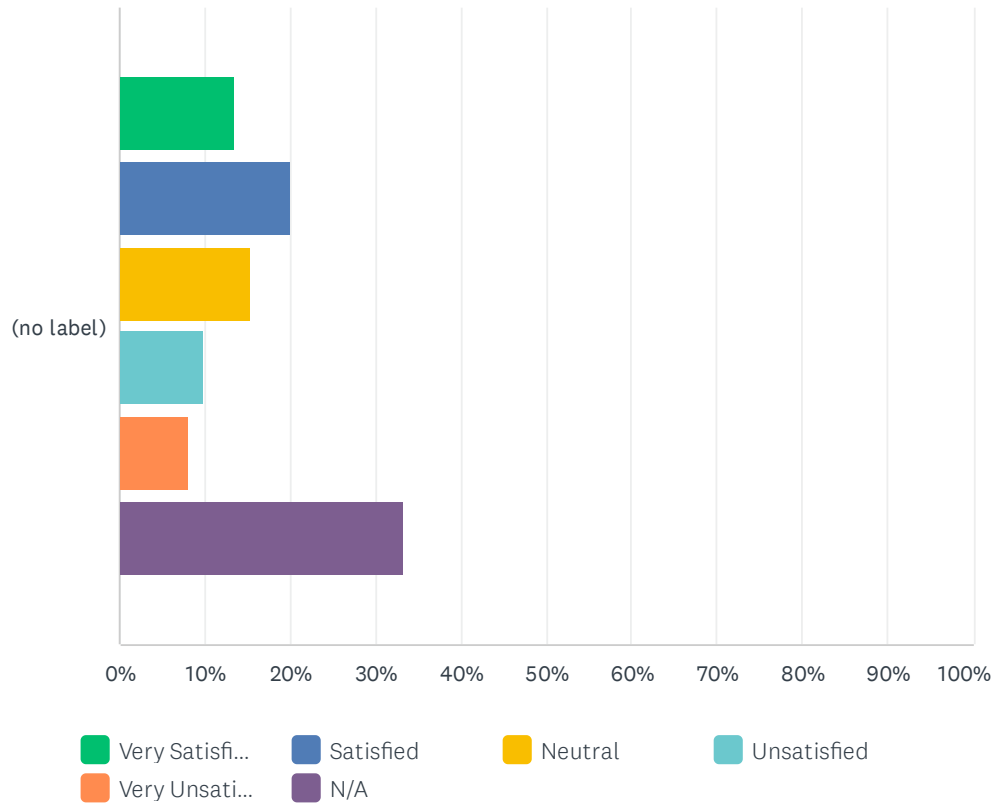
Answered: 2,716 Skipped: 750



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	12.37% 336	15.98% 434	13.73% 373	4.82% 131	3.83% 104	49.26% 1,338	2,716	3.56

### Q14 How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

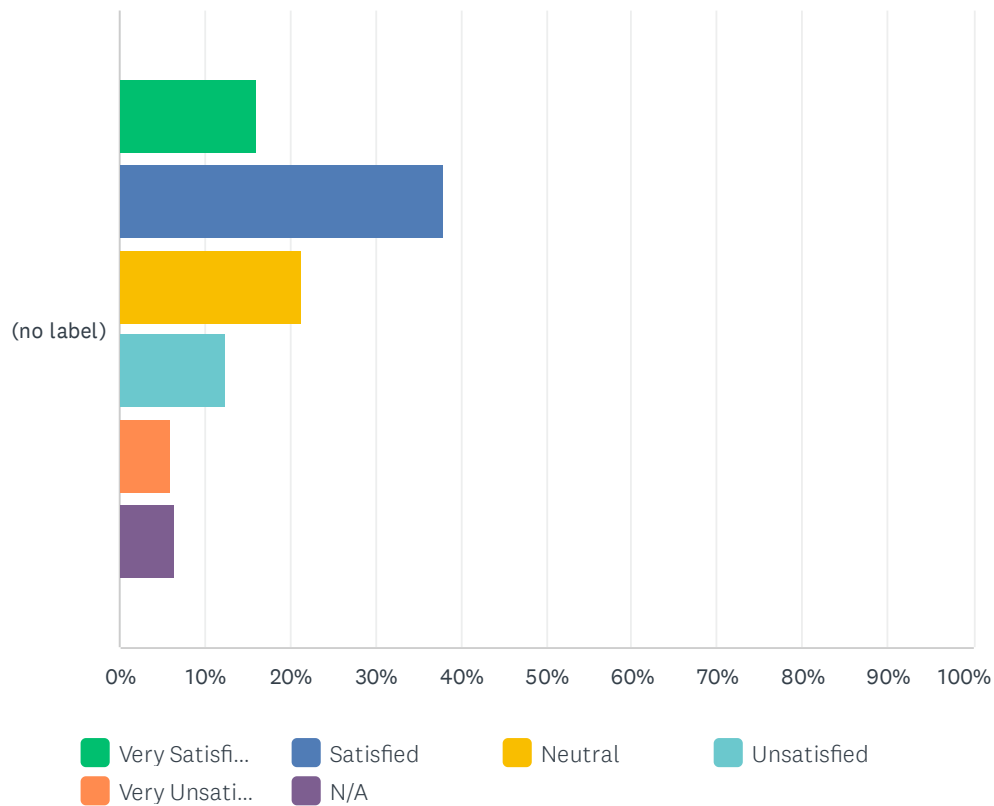
Answered: 2,715 Skipped: 751



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	13.52% 367	20.00% 543	15.36% 417	9.83% 267	8.07% 219	33.22% 902	2,715	3.32

**Q15 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 location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?**

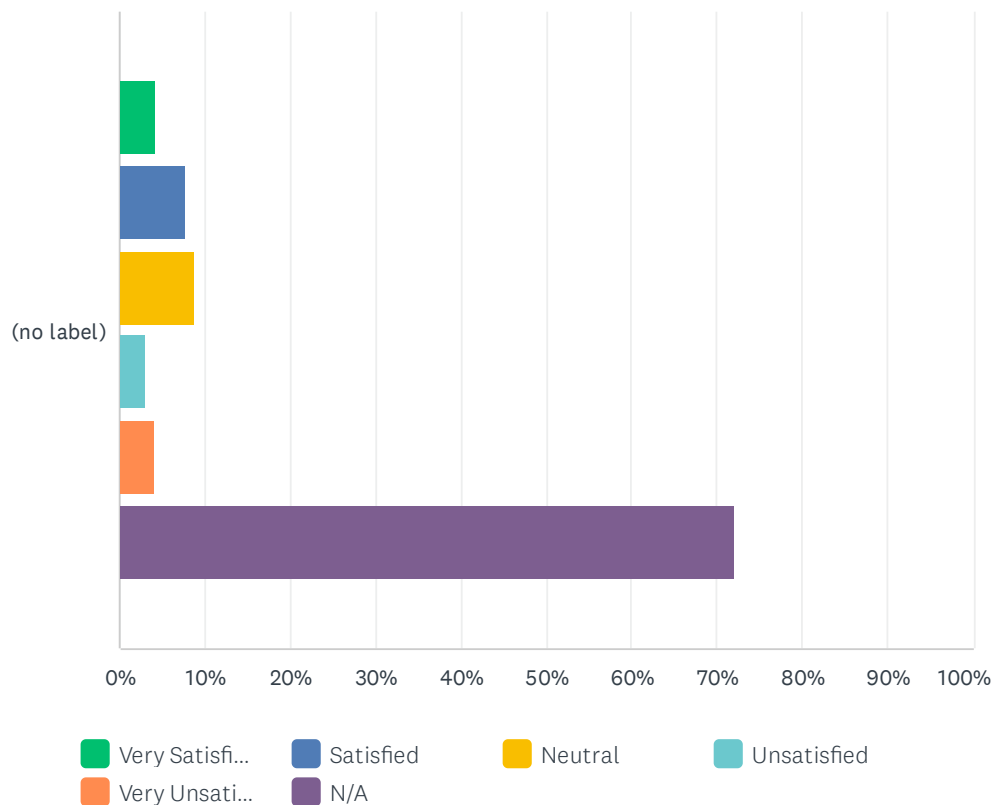
Answered: 2,716 Skipped: 750



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	16.09%	37.89%	21.39%	12.37%	5.96%	6.30%	2,716	3.49
	437	1,029	581	336	162	171		

### Q16 How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

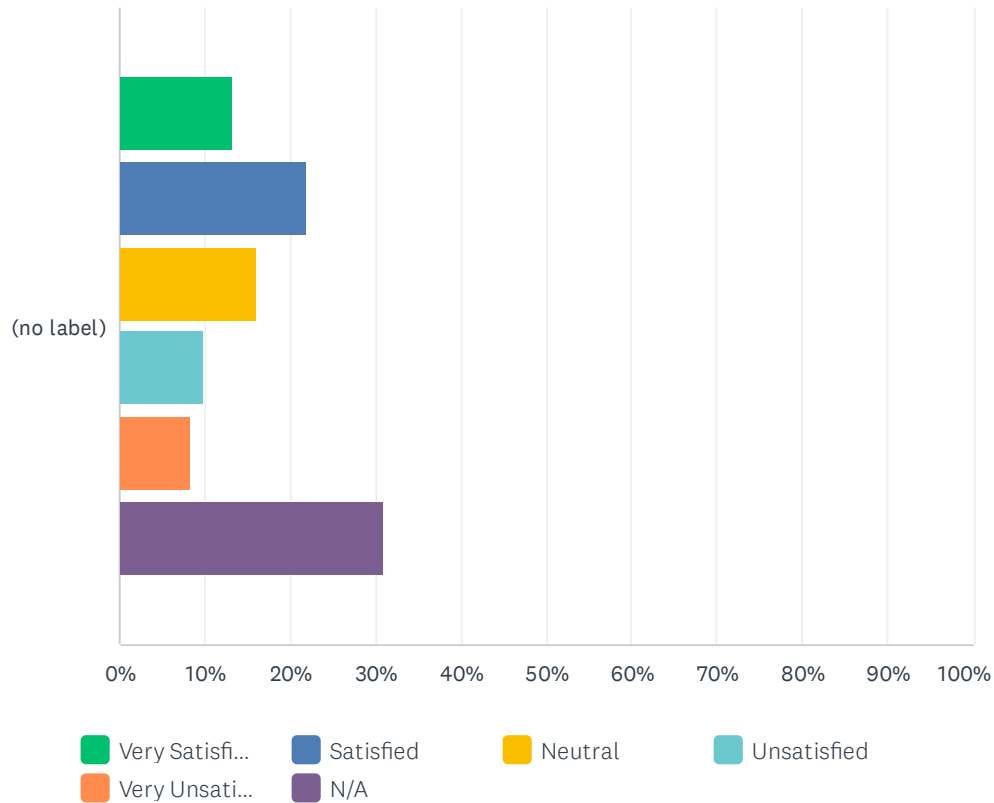
Answered: 2,711 Skipped: 755



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.24% 115	7.75% 210	8.78% 238	3.06% 83	4.13% 112	72.04% 1,953	2,711	3.18

### Q17 How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person, by phone, by letter, or by email?

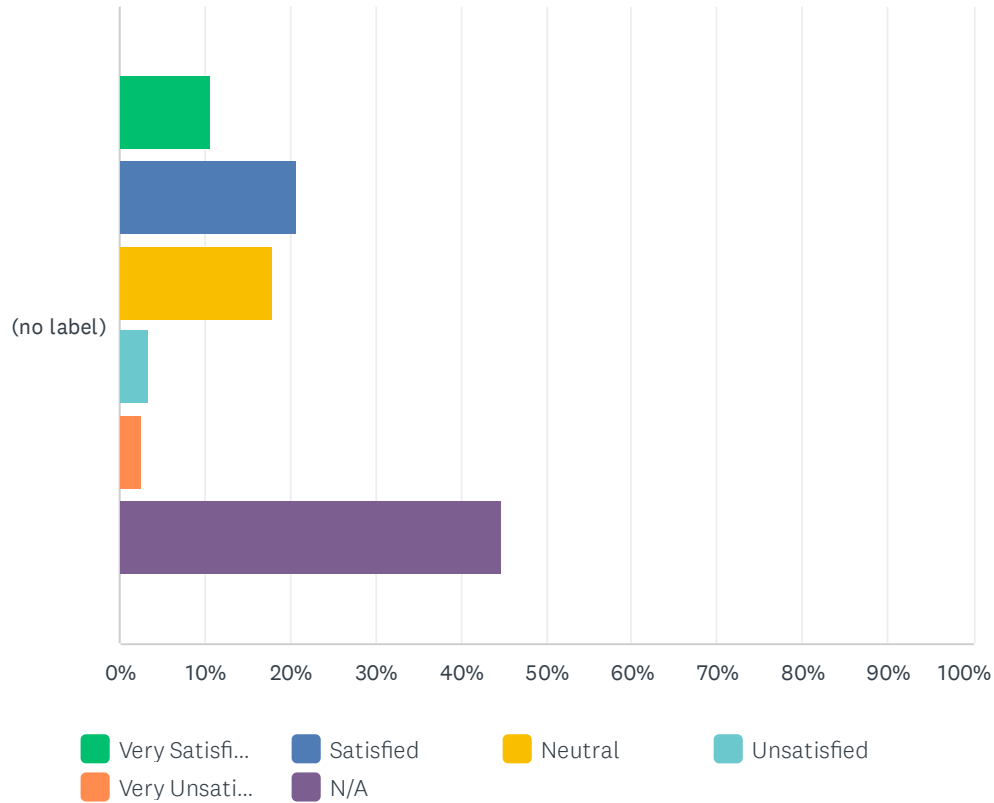
Answered: 2,710 Skipped: 756



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	13.14% 356	21.96% 595	15.98% 433	9.85% 267	8.27% 224	30.81% 835	2,710	3.32

### Q18 How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?

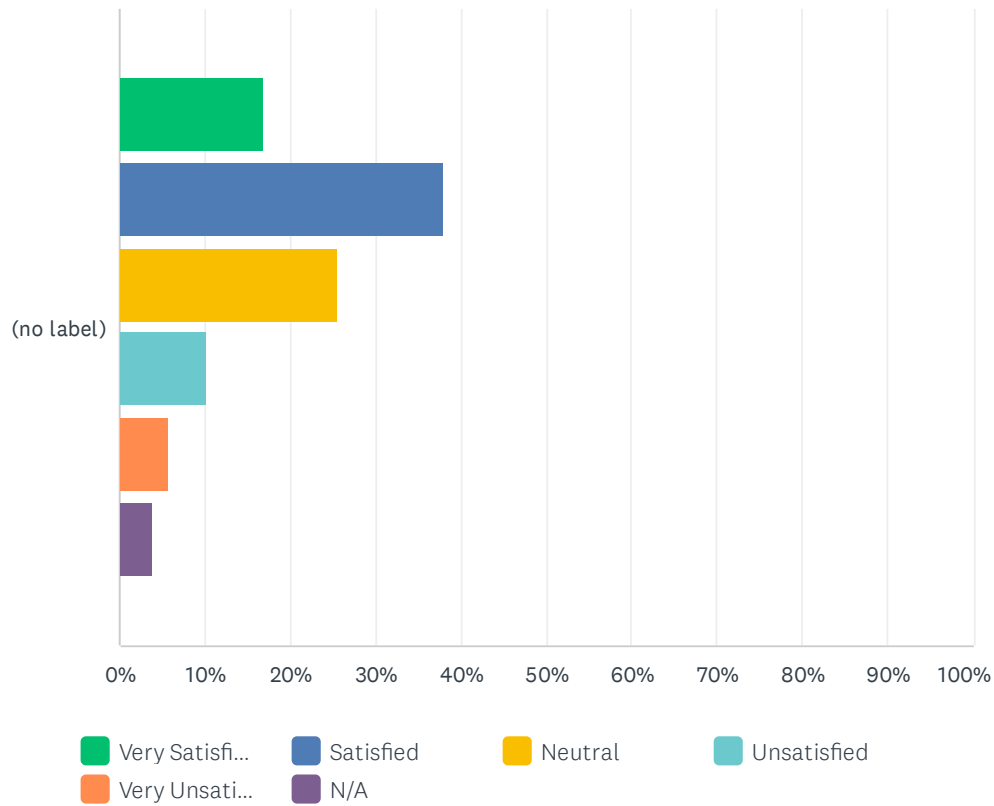
Answered: 2,705 Skipped: 761



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	10.65% 288	20.74% 561	17.89% 484	3.36% 91	2.48% 67	44.88% 1,214	2,705	3.61

## Q19 Please rate your overall satisfaction with the agency.

Answered: 2,724 Skipped: 742



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	16.78% 457	37.92% 1,033	25.62% 698	10.24% 279	5.69% 155	3.74% 102	2,724	3.52



## Q20 What functions or services do you feel the Executive Council does a good job of providing?

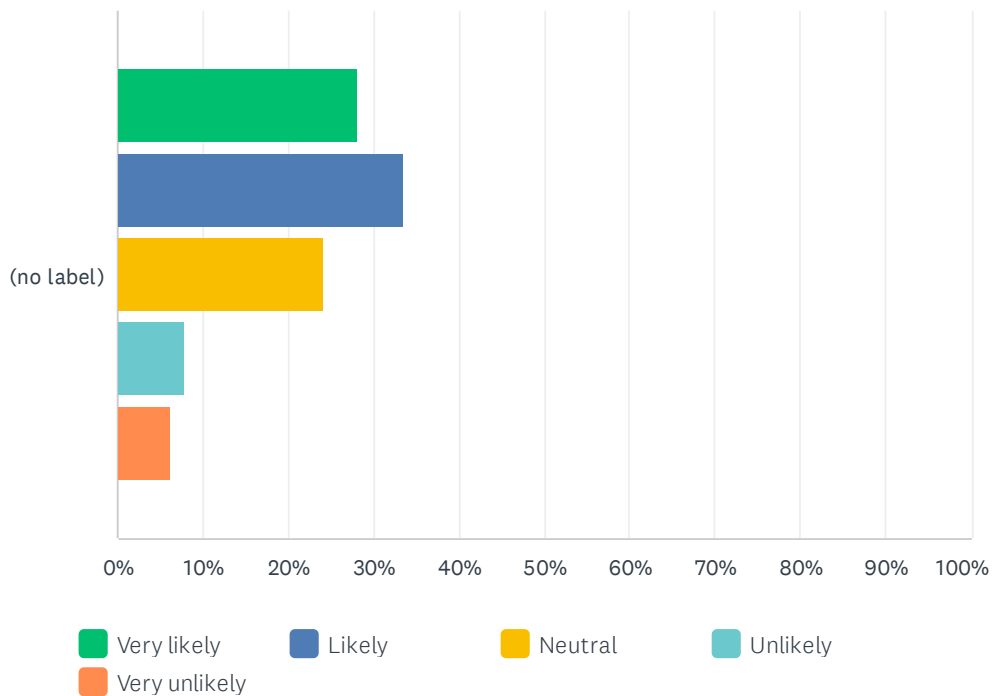
Answered: 1,266 Skipped: 2,200

## Q21 What functions or services do you feel the Executive Council needs to improve upon?

Answered: 1,280 Skipped: 2,186

## Q22 How likely are you to recommend that your colleagues contact the Executive Council for answers or assistance?

Answered: 2,543 Skipped: 923



	VERY LIKELY	LIKELY	NEUTRAL	UNLIKELY	VERY UNLIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	28.23% 718	33.50% 852	24.14% 614	7.90% 201	6.21% 158	2,543	3.70