

The Texas Historical Commission Customer Survey Report



March 2024



The University of Texas at Austin

Institute for Organizational Excellence

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1. INTRODUCTION

1.1 Purpose:

The Texas Government Code, Chapter 2114.002, requires all Texas agencies and higher education institutions to provide a report to the Office of the Governor's Budget and Policy team (OOG) and the Legislative Budget Board (LBB). The OOG and LBB are required to jointly create a measure for customer service satisfaction and standardized performance measures for agencies. In an effort to engage, gather the opinions, and measure the perspectives of the customers of the Texas Historical Commission (THC), a customer service survey was conducted. THC contracted with The University of Texas at Austin's Institute for Organizational Excellence (IOE) to perform this work and serve as an external evaluator. The overall process required outcome was a valid, reliable, and objective report from THC customers.

1.2 Background: Texas Government Code, Chapter 2114.002

In February 2024, THC secured the services of the IOE to formally measure and evaluate customers' perceptions about services provided by THC. THC is required to provide a bi-annual customer service report to the OOG and LBB. The next report is due in June 2024. As part of the Texas Government Code, Chapter 2114.002 requirements, the IOE conducted customer service surveys for THC.

1.3 Scope:

The survey process was designed to reach a stratified randomized sample of THC customers. This approach provided a formalized mechanism for data collection, analysis, and reporting on customers' responses. In addition to gathering important perception data on THC's services, the survey process served as an outreach communication to respondents about how THC values its customers' feedback. Moreover, the survey was an educational tool and a method for promoting transparent and inclusive government.

The design of this process was built upon previous opinion gathering methods, findings, and the strategic direction set forth by the OOG, LBB, IOE, and THC. The scope of the process and the design of the survey assessment included items to evaluate facilities, interactions with staff, communications, websites, complaint handling processes, the ability to serve customers in a timely fashion, printed information, and general satisfaction with services received from THC. This report summarizes the methodology and results of the Customer Service Survey that was conducted. The THC Customer Service Survey was conducted by the IOE February 5, 2024, through

February 23, 2024. In order to improve the response rate, a reminder was sent on February 12th and 19th, 2024 to the individuals who had yet to complete the survey.

In addition to creating, administering, collecting, and reporting the information from the survey back to THC, the IOE provided supportive data resources. These resources included Excel files on aggregate data based on categorical codes for comparison purposes.

1.4 Institute for Organizational Excellence:

The Institute for Organizational Excellence (IOE) has experience in providing survey research services to over one hundred state and local government agencies, institutions of higher education, and private and nonprofit organizations since 1979. The overlying goal of the IOE is to promote excellence within organizations by encouraging research and continuing education. The IOE is part of the Steve Hicks School of Social Work at The University of Texas at Austin. The mailing address is 1925 San Jacinto Blvd, Austin, TX 78712. The institute's contact information is orgexcel@utexas.edu or 512-471-9831, and the website is www.survey.utexas.edu. The project was assigned and co-authored by Hana Lindsey, a master's student at the Steve Hicks School of Social Work. Dr. Noel Landuyt co-authored this report and had technical and editing assistance from Geoff Treitel and Nicole Duson.

2. DESCRIPTION OF STUDY

2.1 Primary Objectives:

The primary objective of the THC customer service survey is to develop, distribute, manage, and prepare a final report on THC's customer service and overall customer satisfaction. The first objective was to edit and create a customer service survey that contained all the new requirements from the OOG and LBB. The first step in creating this updated report was to compile an inventory of THC customers. From that inventory, individuals were categorized based on customer groups. The second objective was to design a concise yet informative survey instrument and corresponding methodology, which would ensure a valid and reliable result. The methodology included elements such as survey development, instrument design, web-based programming, distribution, and administration of the instrument, collecting and compiling data, and tabulating and preparing data into a final report.

2.2 Inventory of THC Customers:

The following table provides an inventory of the 2023-2024 THC customers.

Customer Group	Abbrev.
Archeological Steward	Arch Stwd
Courthouse-County Judge	Cnty Judge
Courthouse Office Assistants	COA
Courthouse Facility Managers	CFM
Certified Local Government	CLG
County Historical Commission	CHC
Friends (Webinar Participants)	Friends
Heritage Tourism	Htour
Historic Site Friends Group	HSFG
Media Contact	Media
Main Street Managers	MSM
Medallion Subscribers	M Sub
Museum Services	M Srvcs
Historic Sites-Visitors	HSV

2.3 Instrument Design:

The survey instrument was designed in February 2022. Due to the updated OOG and LBB requirements, new survey questions were asked on various agency services. The OOG and LBB had a total of 8 questions, and THC added a comment section to collect further data. After the initial draft of the survey and email was developed, the IOE conferred with a THC liaison who provided feedback on the survey instrument. Minor changes were made to the instrument based on the liaison's feedback. THC leadership approved the final survey before the IOE distributed it.

The survey instrument had additional features that, depending on the person's response or status, presented them with clarifying or follow-up questions. This process is referred to as "display logic." For example, only those respondents who were not satisfied with their interactions with staff were asked to specify which staff services needed improvement. However, this "display logic" was not asked to those individuals who were satisfied with staff. The survey, along with the display logic used, is included in Appendix 6.1. No qualitative comments were collected.

2.5 Survey Administration:

The survey was created and administered by the IOE. The software and data are held on encrypted and secure servers to ensure data protection. All individual-specific

data held by IOE were held on encrypted and secure servers and were fully deleted from servers at the conclusion of this project.

The Historic Sites-Visitors category group's responses were gathered via QR code, posted in person at a variety of locations. Visitors could scan a QR code that coded their responses as part of the Historic Sites-Visitors group. The QR code link was provided to the liaison who determined when and where to have the code posted.

2.6 Survey Report:

The report contains aggregate and frequency data from the survey. For each section, data regarding the response rate are provided. For each survey item, the item text is listed along with the response categories.

In each customer category, the number of individuals included in that selection and the percentage as a portion of the total response rate is calculated. When applicable, a graphical representation is provided. Responses for or scaled items are included. These answers are reported on a scale from a low of 1 (strongly unsatisfied) to a high of 5 (strongly satisfied). Neutral response counts from "Don't know" and "N/A" are displayed as well.

Detailed tables are presented for various comparisons between groupings. These groupings include, but are not limited to, the different divisions. These tables contain an aggregate score comparison on items and percentage of responses on items, which allowed for optional choices. Items are scaled from a low of 1 to a high of 5. A satisfaction scale is used and has the following choices: Strongly Unsatisfied (1), Unsatisfied (2), Neutral (3), Satisfied (4), and Strongly Satisfied (5). Other choices included Prefer Not to Answer/Don't Know and Not Applicable (0).

3. SUMMARY OF FINDINGS

3.1 THC Customer Service Survey

THC customers were asked to rate their satisfaction with various services from the agency, including the facilities, staff interaction, communication, THC's website, the formal complaint handling process, timeliness of service, printed information, and overall satisfaction with THC. No additional comments were collected.

Out of a sample size of approximately 15,255 participants, 7.7% responded. For a measure of overall satisfaction with THC, the item “Please rate your overall satisfaction with THC” was posed to all participants. On this item, 1,130 responses were recorded. **Table 1** shows the overall satisfaction with THC by each customer grouping. The table includes the average score on a 5 point scale with a high of 5 (Strongly Satisfied) to a low of 1 (Strongly Unsatisfied), the number of respondents for that customer grouping on this item, the standard deviation, and the percentages of respondents indicating satisfaction, neutral, and unsatisfaction.

Table 1:

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	4.35	17	0.84	88.2%	5.9%	5.9%	0.0%
Cnty Judge	3.71	14	1.28	71.4%	14.3%	14.3%	0.0%
COA	4.00	4	0.71	75.0%	25.0%	0.0%	0.0%
CFM	4.00	6	0.58	83.3%	16.7%	0.0%	0.0%
CLG	4.48	21	0.73	85.7%	14.3%	0.0%	0.0%
CHC	4.38	32	0.65	90.6%	9.4%	0.0%	0.0%
Friends	4.41	107	0.75	91.6%	4.7%	2.8%	0.9%
Htour	4.64	22	0.71	95.5%	0.0%	4.5%	0.0%
HSFG	4.13	16	0.86	81.3%	12.5%	6.3%	0.0%
MSM	3.96	24	0.91	75.0%	16.7%	4.2%	4.2%
M Sub	4.30	314	0.78	87.9%	6.4%	3.5%	2.2%
M Srvc	4.20	525	0.84	83.2%	8.4%	4.6%	3.8%
HSV	4.95	20	0.22	100.0%	0.0%	0.0%	0.0%
ALL THC	4.27	1130	0.82	85.9%	7.6%	3.9%	2.6%

*Note any group with less than 5 responses was not included in data analysis.

4. FUTURE STUDY RECOMMENDATIONS:

The current survey should be reviewed by relevant parts of the agency to ascertain what actions, if any, are needed to be undertaken based on the customer input. Any actions or discussions regarding the survey should be captured and considered for any modifications for future questionnaires. A customer service survey should be a regularly scheduled activity. A timeline for ongoing assessment processes should be established for this customer service survey. The recommendation is to set up a bi-annual customer service survey, which is mandated by the OOG and LBB in the Texas Government Code, Chapter 2114.002.

Any customer service survey should have elements that are measurable over time as well as containing new elements that may be important to inform the customers about program modifications or enhancements.

An inventory of all customer engagement efforts such as newsletters, announcements, surveys, and communication materials should be inventoried and then coordinated and optimized for clearer, more concise messaging.

Through an analysis of the customer data, additional modalities to engage individuals may be needed, such as paper and pencil instruments or phone surveys, if specific populations are not being reached by the electronic mail method.

5. SURVEY RESULTS

5.1 THC Customer Survey Results

Response Rate: The overall response rates were within the anticipated range for a voluntary survey. On the following pages, a variety of data presentations and representations are made. More details regarding this presentation were made in the Survey Reports section of this document.

An initial sample of approximately 16,725 emails was cleaned by removing duplicate and unusable emails. Of the remaining 15,255 surveys, 1,178 surveys were completed, which resulted in an approximate 7.72% response rate. Below is a list of the number of responses by each customer grouping.

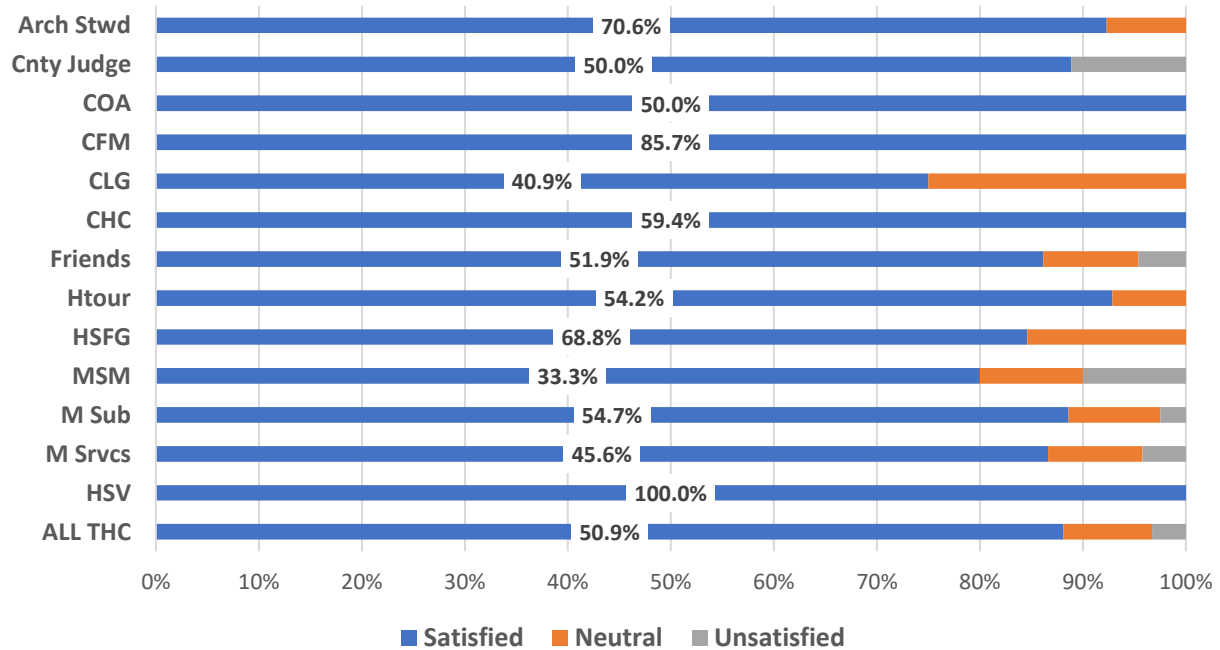
Customer Group	Abbrev.	Count
Archeological Steward	Arch Stwd	17
Courthouse-County Judge	Cnty Judge	16
Courthouse Office Assistants	COA	6
Courthouse Facility Managers	CFM	7
Certified Local Government	CLG	22
County Historical Commission	CHC	33
Friends (Webinar Participants)	Friends	109
Heritage Tourism	H Tour	24
Historic Site Friends Group	HSFG	16
Main Street Managers	MSM	24
Medallion Subscribers	M Sub	330
Museum Services	M Srvcs	542
Historic Sites-Visitors	HSV	23
Uncategorized		9
Total		1,178

The following sections include the responses by customer groups for each service area assessed. The number of respondents varies based on whether the customer interacted with the service area. For example, if a customer did not visit a facility, they would not have responded to facility items. Only if the customer indicated dissatisfied would the customer be asked clarifying items.

Facilities

If you visit or have visited a THC facility, **how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?**

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	4.31	17	0.61	70.6%	5.9%	0.0%	23.5%
Cnty Judge	4.11	16	1.20	50.0%	0.0%	6.3%	43.8%
COA	4.67	6	0.47	50.0%	0.0%	0.0%	50.0%
CFM	4.33	7	0.47	85.7%	0.0%	0.0%	14.3%
CLG	4.17	22	0.80	40.9%	13.6%	0.0%	45.5%
CHC	4.32	32	0.46	59.4%	0.0%	0.0%	40.6%
Friends	4.28	108	0.81	51.9%	5.6%	2.8%	39.8%
Htour	4.50	24	0.63	54.2%	4.2%	0.0%	41.7%
HSFG	4.08	16	0.62	68.8%	12.5%	0.0%	18.8%
MSM	3.90	24	0.83	33.3%	4.2%	4.2%	58.3%
M Sub	4.21	327	0.70	54.7%	5.5%	1.5%	38.2%
M Srvcs	4.12	540	0.78	45.6%	4.8%	2.2%	47.4%
HSV	5.00	20	0.00	100.0%	0.0%	0.0%	0.0%
ALL THC	4.21	1167	0.75	50.9%	5.0%	1.9%	42.2%



Facilities (Continued)

If you visit or have visited a THC facility, **how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?**

For each of the items above, the average score is provided, and in parentheses is the number of respondents. These items were posed to any respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown for unsatisfactory] We are sorry that you were not satisfied with the facilities, please help us understand where we can do better. How satisfied are you with the facility's...?

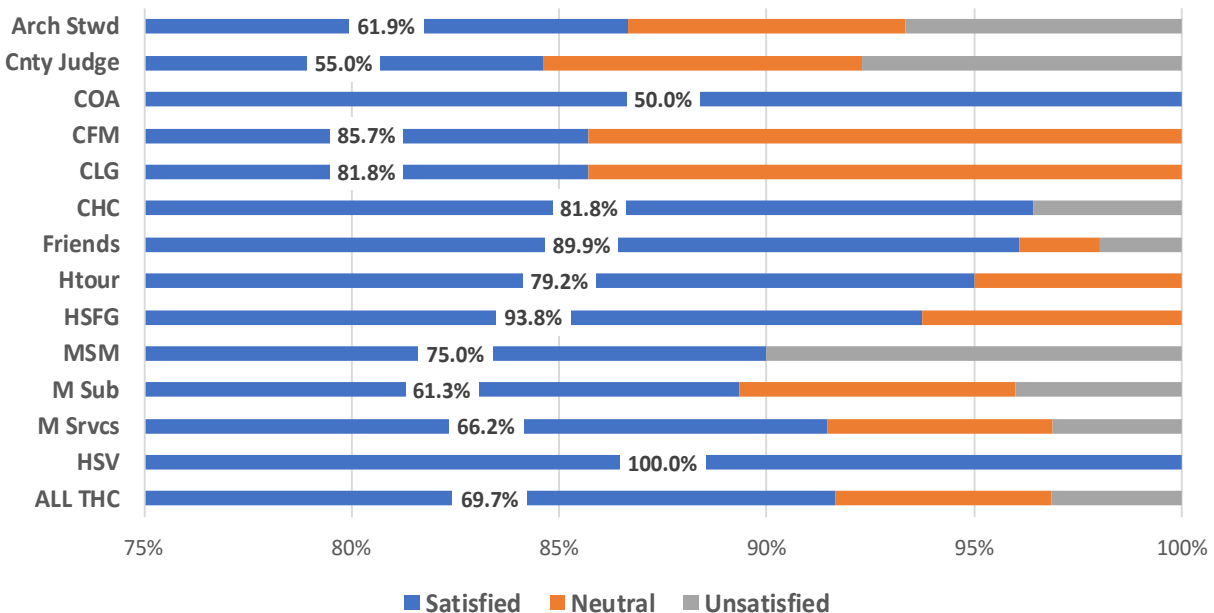
- accessibility (your ability to access the facility)
- location
- signs
- cleanliness

Group	Accessibility	Location	Signs	Cleanliness
Arch Stwd	0(0)	3 (1)	3 (1)	4 (1)
CLG	3 (3)	3 (3)	3 (3)	3 (3)
Friends	3 (9)	3.11 (9)	2.67 (9)	3.67 (9)
Htour	3 (1)	2 (1)	3 (1)	3 (1)
HSFG	3.5 (2)	3.5 (2)	3 (2)	3 (2)
MSM	2 (2)	5 (2)	3 (2)	1 (2)
M Sub	2.81 (24)	2.8 (23)	3.14 (24)	3.39 (24)
M Srvc	3.12 (38)	3.06 (38)	3 (38)	3.56 (38)
ALL THC	2.56 (82)	2.64 (81)	2.67 (81)	2.95 (82)

Staff

If you interact or have interacted with THC staff, **how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of nameplates or tags for accountability?**

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	4.53	17	0.88	76.5%	5.9%	5.9%	11.8%
Cnty Judge	4.46	16	0.93	68.8%	6.3%	6.3%	18.8%
COA	4.40	6	0.49	83.3%	0.0%	0.0%	16.7%
CFM	4.29	7	0.70	85.7%	14.3%	0.0%	0.0%
CLG	4.52	22	0.73	81.8%	13.6%	0.0%	4.5%
CHC	4.64	33	0.67	81.8%	0.0%	3.0%	15.2%
Friends	4.57	109	0.68	89.9%	1.8%	1.8%	6.4%
Htour	4.70	24	0.56	79.2%	4.2%	0.0%	16.7%
HSFG	4.56	16	0.61	93.8%	6.3%	0.0%	0.0%
MSM	4.10	24	0.99	75.0%	0.0%	8.3%	16.7%
M Sub	4.33	328	0.84	61.3%	4.6%	2.7%	31.4%
M Srvcs	4.39	535	0.79	66.2%	3.9%	2.2%	27.7%
HSV	4.95	21	0.21	100.0%	0.0%	0.0%	0.0%
ALL THC	4.43	1166	0.79	69.7%	3.9%	2.4%	23.9%



Staff (Continued)

If you interact or have interacted with THC staff, **how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of nameplates or tags for accountability?**

For each of the items above, the average score is provided, and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown for unsatisfactory] We are sorry that you were not satisfied with your interactions with THC staff, please help us understand where we can do better. How satisfied are you with the staff's...?

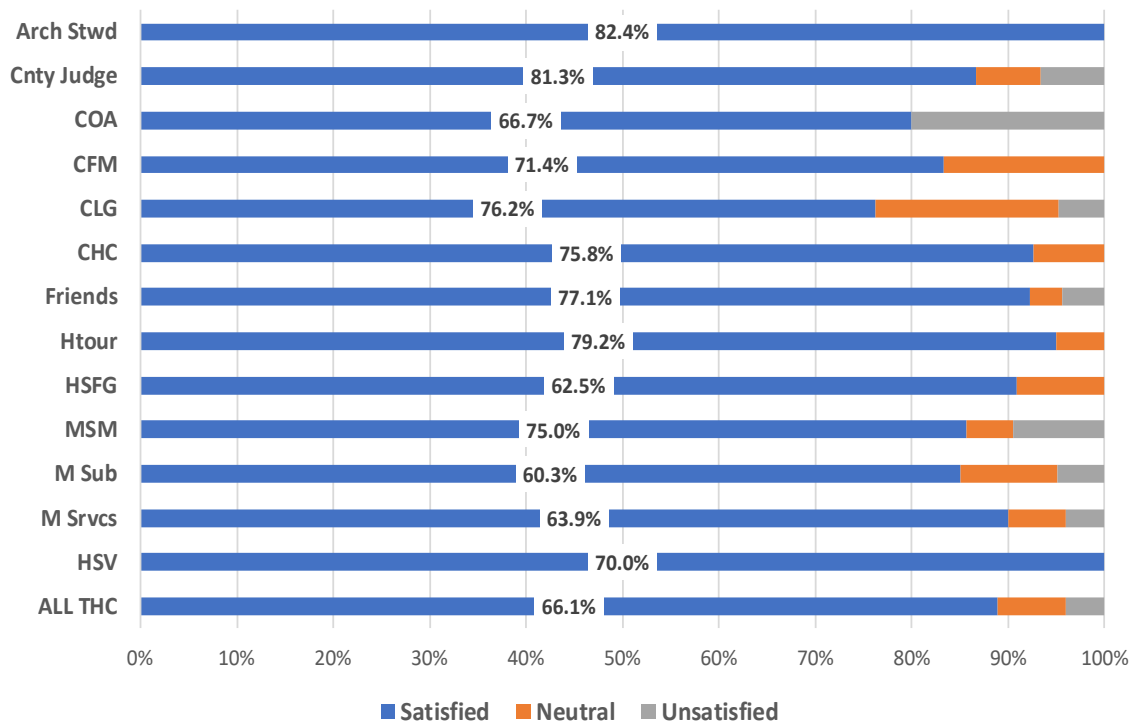
- courtesy or friendliness
- knowledge to address your question
- ability to identify themselves to you

Group	Courtesy	Knowledgeability	Identification
Arch Stwd	3 (2)	3.5 (4)	4 (2)
Cnty Judge	3.5 (2)	4 (4)	3.5 (2)
CFM	4 (1)	4 (3)	3 (1)
CLG	4.33 (3)	3 (5)	2.33 (3)
CHC	2 (1)	5 (3)	5 (1)
Friends	3.25 (4)	2.5 (6)	3.5 (4)
Htour	3 (1)	3 (3)	3 (1)
HSFG	3 (1)	3 (3)	0
MSM	3 (2)	4.5 (4)	4 (2)
M Sub	3.26 (24)	2.67 (26)	3.05 (24)
M Svcs	2.87 (32)	2.83 (34)	3.17 (32)
ALL THC	2.99 (73)	2.84 (73)	2.89 (73)

Communication

If you communicate or have communicated with THC, **how satisfied are/were 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?**

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	4.64	17	0.48	82.4%	0.0%	0.0%	17.6%
Cnty Judge	4.20	16	1.05	81.3%	6.3%	6.3%	6.3%
COA	4.20	6	1.17	66.7%	0.0%	16.7%	16.7%
CFM	4.00	7	0.58	71.4%	14.3%	0.0%	14.3%
CLG	4.14	21	1.04	76.2%	19.0%	4.8%	0.0%
CHC	4.37	33	0.62	75.8%	6.1%	0.0%	18.2%
Friends	4.42	109	0.76	77.1%	2.8%	3.7%	16.5%
Htour	4.55	24	0.59	79.2%	4.2%	0.0%	16.7%
HSFG	4.36	16	0.64	62.5%	6.3%	0.0%	31.3%
MSM	4.10	24	1.02	75.0%	4.2%	8.3%	12.5%
M Sub	4.20	320	0.84	60.3%	7.2%	3.4%	29.1%
M Srvcs	4.23	534	0.79	63.9%	4.3%	2.8%	29.0%
HSV	4.93	20	0.26	70.0%	0.0%	0.0%	30.0%
ALL THC	4.27	1155	0.81	66.1%	5.2%	3.0%	25.6%



Communication (Continued)

If you communicate or have communicated with THC, **how satisfied are/were 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?**

For each of the items above, the average score is provided, and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown for unsatisfactory] We are sorry that you were not satisfied with agency communications, please help us understand where we can do better. How satisfied are you with the different types of agency communication?

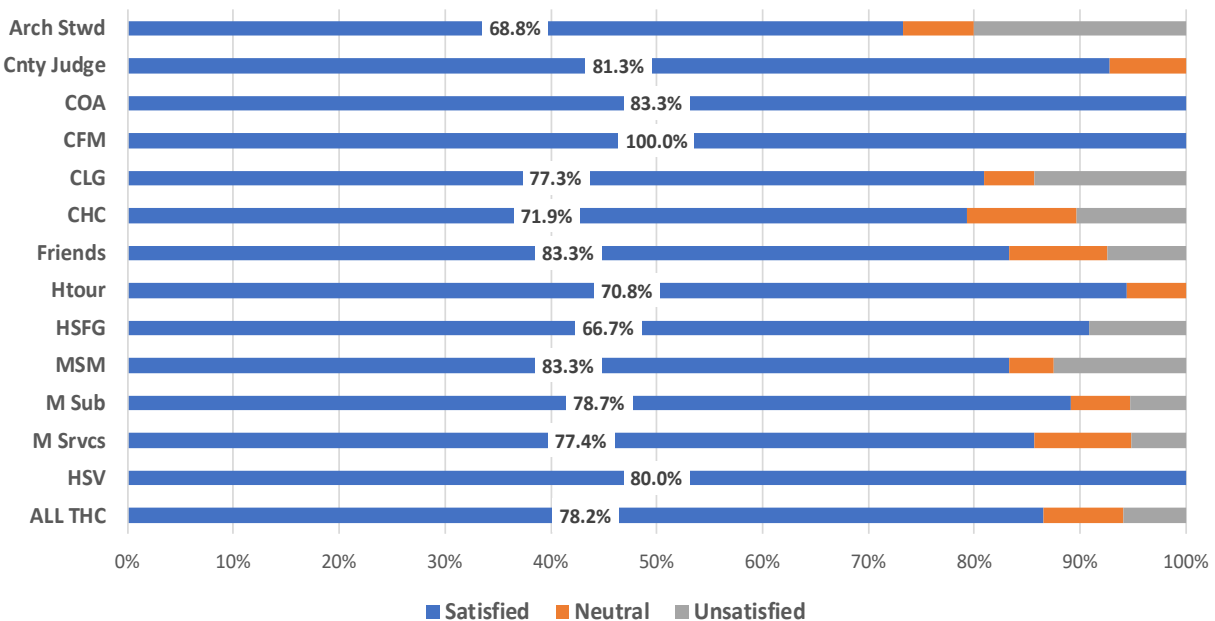
- access to the toll-free telephone
- the time spent holding on the phone
- the number of times being transferred while on the phone
- talking to a person
- written correspondence or letter
- e-mail
- text/chat messages
- mobile application

Group	Phone access	Time on hold	# of transfers	Talk to a person	Letters/Written Com	Email	Text/Chat messages	Mobile App
Cnty Judge	1 (2)	1 (2)	1 (2)	3 (2)	3.5 (2)	4 (2)	0	0
COA	0	0	2 (1)	1 (1)	4 (1)	4 (1)	0	0
CFM	3 (1)	2 (1)	3 (1)	3 (1)	4 (1)	0	0	0
CLG	2 (4)	2 (4)	3.5 (5)	3 (5)	3.4 (5)	3 (5)	3 (5)	3 (4)
CHC	3 (2)	3 (2)	3 (2)	3 (2)	3.5 (2)	4 (2)	4 (2)	4 (2)
Friends	3.17 (7)	2.17 (7)	2.33 (7)	2.86 (7)	2.5 (7)	3 (7)	3 (7)	2.8 (7)
Htour	3 (1)	3 (1)	3 (1)	3 (1)	3 (1)	1 (1)	3 (1)	3 (1)
HSFG	4 (1)	4 (1)	4 (1)	4 (1)	0	4 (1)	0	0
MSM	4 (3)	4 (3)	3 (3)	2.5 (3)	3 (3)	2 (3)	3 (3)	3 (3)
M Sub	3.27 (33)	2.8 (33)	3.09 (31)	3.19 (33)	3.22 (33)	3.11 (32)	2.94 (33)	2.84 (33)
M Srvcs	3.11 (39)	2.82 (39)	2.88 (37)	3 (37)	2.96 (36)	2.8 (36)	2.73 (36)	2.94 (36)
ALL THC	2.31 (94)	1.97 (94)	1.98 (91)	2.47 (93)	2.2 (92)	2.77 (91)	1.4 (92)	1.41 (91)

Website

If you interact or have interacted with THC’s website (thc.texas.gov), **how satisfied are/were you with the agency’s website, 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?**

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	3.67	16	0.94	68.8%	6.3%	18.8%	6.3%
Cnty Judge	4.36	16	0.61	81.3%	6.3%	0.0%	12.5%
COA	4.40	6	0.49	83.3%	0.0%	0.0%	16.7%
CFM	4.14	7	0.35	100.0%	0.0%	0.0%	0.0%
CLG	3.90	22	1.06	77.3%	4.5%	13.6%	4.5%
CHC	3.97	32	1.00	71.9%	9.4%	9.4%	9.4%
Friends	4.08	108	0.93	83.3%	9.3%	7.4%	0.0%
Htour	4.50	24	0.60	70.8%	4.2%	0.0%	25.0%
HSFG	4.09	15	0.79	66.7%	0.0%	6.7%	26.7%
MSM	3.83	24	0.80	83.3%	4.2%	12.5%	0.0%
M Sub	4.24	324	0.83	78.7%	4.9%	4.6%	11.7%
M Srvcs	4.16	535	0.82	77.4%	8.2%	4.7%	9.7%
HSV	4.75	20	0.43	80.0%	0.0%	0.0%	20.0%
ALL THC	4.16	1156	0.85	78.2%	6.7%	5.4%	9.7%



Website (Continued)

If you interact or have interacted with THC's website (thc.texas.gov), **how satisfied are/were you with the agency's website, 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?**

For each of the items above, the average score is provided, and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown for unsatisfactory] We are sorry that you were not satisfied with THC's website, please help us understand where we can do better. How satisfied are you with the following related to THC's website...?

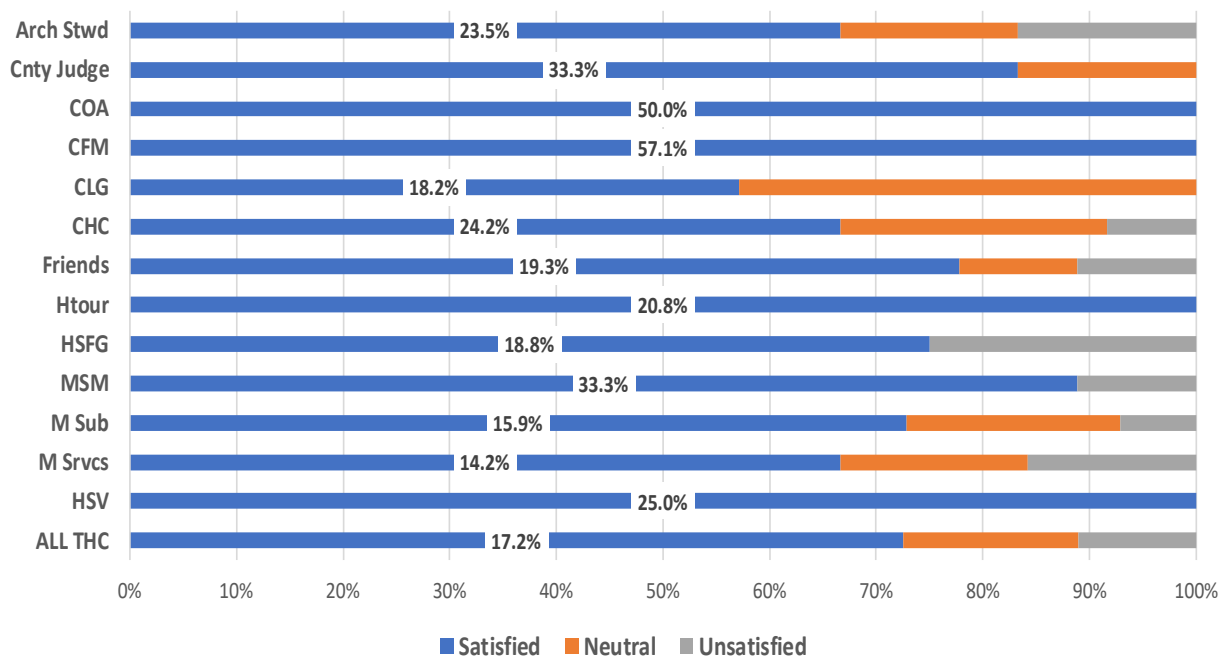
- ease of navigation
- mobile access
- accuracy of information
- ability to find services/ programs
- ease in finding contact information
- information available to make a complaint

Group	Ease of navigation	Mobile Access	Info accuracy	Finding services	Finding contact info	Info to complaint
Arch Stwd	3 (4)	3 (4)	3.75 (4)	2.25 (4)	2.75 (4)	2 (4)
CLG	2 (4)	3 (4)	3.67 (4)	1.75 (4)	1.75 (4)	3 (4)
CHC	2.5 (6)	3.25 (6)	4.33 (6)	2.83 (6)	3.5 (6)	3 (6)
Friends	2.44 (18)	2.56 (18)	3.13 (18)	2.39 (18)	2.18 (18)	2.45 (18)
Htour	3 (1)	0	3 (1)	3 (1)	2 (1)	3 (1)
HSFG	4 (1)	4 (1)	1 (1)	4 (1)	0	0
MSM	2.25 (4)	2 (4)	2.75 (4)	2.5 (4)	2.25 (4)	2.5 (4)
M Sub	2.61 (30)	2.53 (30)	3.15 (29)	2.57 (30)	2.75 (30)	2.53 (30)
M Srvc	2.78 (69)	3.02 (66)	3.31 (68)	2.54 (69)	2.72 (69)	2.47 (69)
HSV	0	0	0	0	1(1)	0
ALL THC	2.58 (138)	1.79 (135)	3.1 (136)	2.44 (138)	2.54 (138)	1.43 (138)

Complaint Handling Process

If you have filed a formal complaint, **how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?**

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	3.50	17	1.26	23.5%	5.9%	5.9%	64.7%
Cnty Judge	4.33	15	0.75	33.3%	6.7%	0.0%	60.0%
COA	4.33	6	0.47	50.0%	0.0%	0.0%	50.0%
CFM	4.25	7	0.43	57.1%	0.0%	0.0%	42.9%
CLG	3.86	22	0.83	18.2%	13.6%	0.0%	68.2%
CHC	3.92	33	0.95	24.2%	9.1%	3.0%	63.6%
Friends	3.96	109	1.04	19.3%	2.8%	2.8%	75.2%
Htour	4.80	24	0.40	20.8%	0.0%	0.0%	79.2%
HSFG	3.50	16	0.87	18.8%	0.0%	6.3%	75.0%
MSM	3.89	24	1.10	33.3%	0.0%	4.2%	62.5%
M Sub	3.97	320	0.99	15.9%	4.4%	1.6%	78.1%
M Srvc	3.63	534	1.15	14.2%	3.7%	3.4%	78.7%
HSV	5.00	20	0.00	25.0%	0.0%	0.0%	75.0%
ALL THC	3.85	1154	1.07	17.2%	3.9%	2.6%	76.3%



Complaint Handling Process (Continued)

If you have filed a formal complaint, **how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?**

For each of the items above, the average score is provided, and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown for unsatisfactory] We are sorry that you were not satisfied with the agency's complaint handling process, please help us understand where we can do better. How satisfied are you with the agency's complaint handling process...?

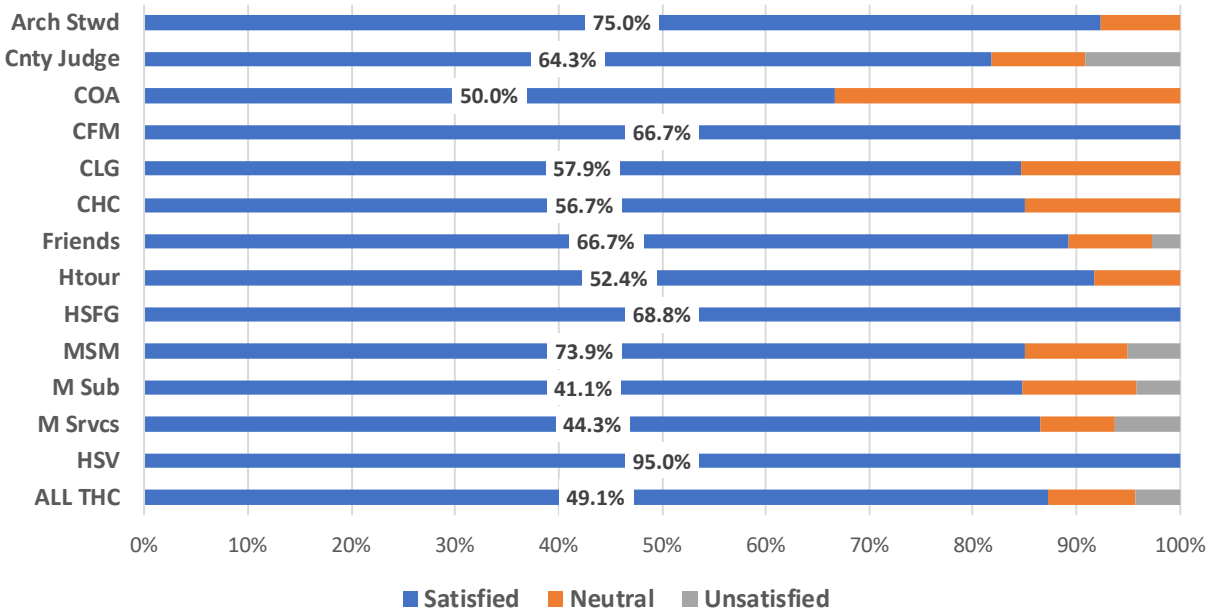
- to easily file a complaint
- to have it handled in a timely manner

Group	Easily file a complaint	Timely manner
Arch Stwd	2 (2)	1 (2)
Cnty Judge	3 (1)	3 (1)
CLG	3 (3)	3 (3)
CHC	2.67 (4)	2.67 (4)
Friends	2.33 (7)	2.5 (7)
HSFG	4 (1)	2 (1)
MSM	2 (1)	1 (1)
M Sub	2.5 (19)	2.5 (19)
M Srvcs	2.44 (38)	2.36 (38)
ALL THC	2.26 (76)	2.14 (76)

Service Time

If you waited to receive a service from THC, **how satisfied were you with the agency's ability to timely serve you, including the amount of time you waited for service in person?**

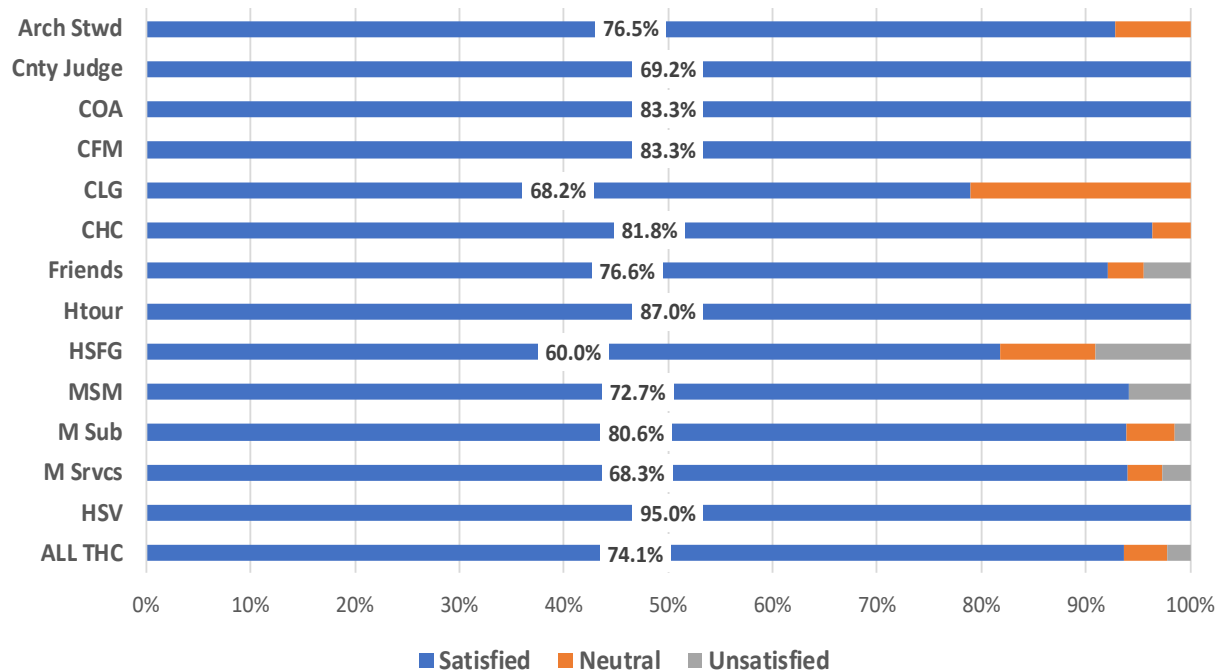
Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	4.38	16	0.62	75.0%	6.3%	0.0%	18.8%
Cnty Judge	4.09	14	1.16	64.3%	7.1%	7.1%	21.4%
COA	4.00	4	0.82	50.0%	25.0%	0.0%	25.0%
CFM	4.25	6	0.43	66.7%	0.0%	0.0%	33.3%
CLG	4.46	19	0.75	57.9%	10.5%	0.0%	31.6%
CHC	4.20	30	0.68	56.7%	10.0%	0.0%	33.3%
Friends	4.41	99	0.75	66.7%	6.1%	2.0%	25.3%
Htour	4.58	21	0.64	52.4%	4.8%	0.0%	42.9%
HSFG	4.55	16	0.50	68.8%	0.0%	0.0%	31.3%
MSM	4.10	23	0.94	73.9%	8.7%	4.3%	13.0%
M Sub	4.14	299	0.82	41.1%	5.4%	2.0%	51.5%
M Srvcs	4.16	494	0.85	44.3%	3.6%	3.2%	48.8%
HSV	4.95	20	0.22	95.0%	0.0%	0.0%	5.0%
ALL THC	4.24	1069	0.82	49.1%	4.8%	2.4%	43.7%



Printed Information

If you receive or have received printed information from THC, **how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?**

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	4.43	17	0.62	76.5%	5.9%	0.0%	17.6%
Cnty Judge	4.33	13	0.47	69.2%	0.0%	0.0%	30.8%
COA	4.60	6	0.49	83.3%	0.0%	0.0%	16.7%
CFM	4.40	6	0.49	83.3%	0.0%	0.0%	16.7%
CLG	4.26	22	0.78	68.2%	18.2%	0.0%	13.6%
CHC	4.46	33	0.57	81.8%	3.0%	0.0%	15.2%
Friends	4.36	107	0.75	76.6%	2.8%	3.7%	16.8%
Htour	4.70	23	0.46	87.0%	0.0%	0.0%	13.0%
HSFG	3.91	15	1.08	60.0%	6.7%	6.7%	26.7%
MSM	4.00	22	0.84	72.7%	0.0%	4.5%	22.7%
M Sub	4.51	324	0.66	80.6%	4.0%	1.2%	14.2%
M Srvc	4.36	527	0.72	68.3%	2.5%	1.9%	27.3%
HSV	4.74	20	0.44	95.0%	0.0%	0.0%	5.0%
ALL THC	4.41	1143	0.71	74.1%	3.2%	1.7%	20.9%



Printed Information (Continued)

If you receive or have received printed information from THC, **how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?**

For each of the items above, the average score is provided, and in parentheses is the number of respondents. These items were posed to anyone respondent that indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown for unsatisfactory] We are sorry that you were not satisfied with the agency's printed information, please help us understand where we can do better. How satisfied are you with the following related to THC's printed information...?

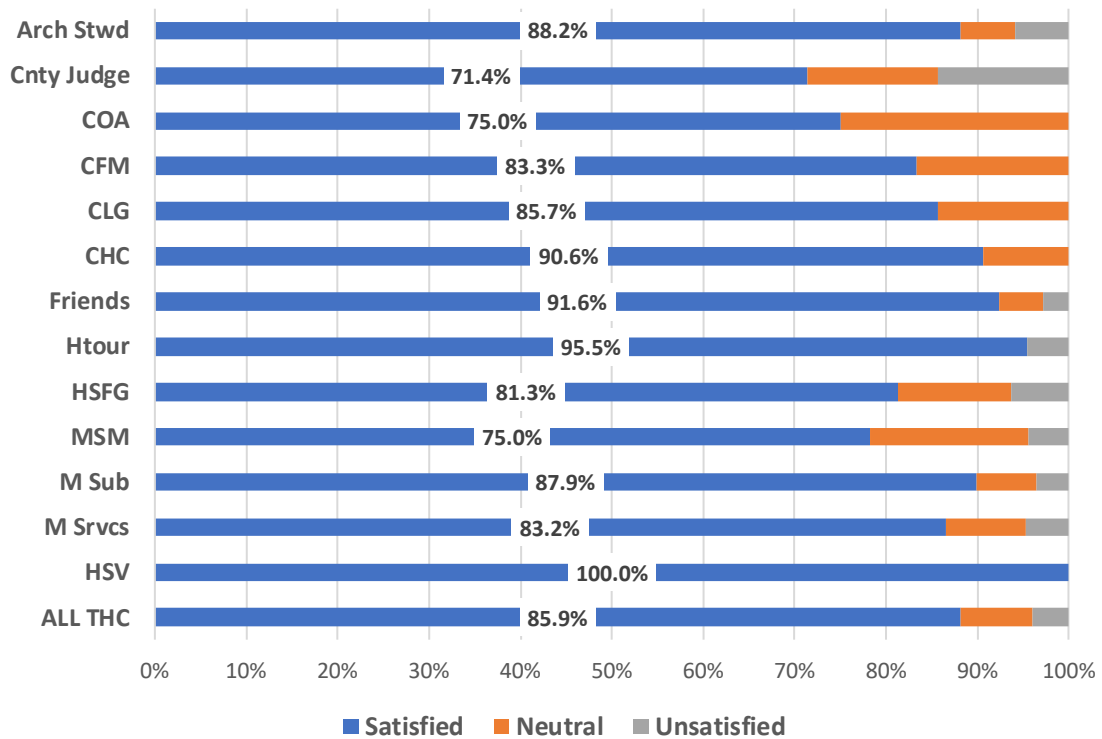
- accuracy
- clarity
- usefulness

Group	Accuracy	Clarity	Usefulness
Arch Stwd	4 (1)	4 (1)	4 (1)
CLG	3 (4)	3 (4)	3 (4)
CHC	3 (1)	3 (1)	3 (1)
Friends	3 (7)	2.71 (7)	2.71 (7)
HSFG	2 (2)	3 (2)	2 (2)
MSM	3 (1)	2 (1)	1 (1)
M Sub	2.73 (16)	2.63 (16)	2.5 (16)
M Svcs	2.82 (22)	2.91 (22)	2.68 (22)
ALL THC	2.78 (55)	2.82 (55)	2.64 (55)

Overall Satisfaction

Please rate your overall satisfaction with THC:

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied	N/A
Arch Stwd	4.35	17	0.84	88.2%	5.9%	5.9%	0.0%
Cnty Judge	3.71	14	1.28	71.4%	14.3%	14.3%	0.0%
COA	4.00	4	0.71	75.0%	25.0%	0.0%	0.0%
CFM	4.00	6	0.58	83.3%	16.7%	0.0%	0.0%
CLG	4.48	21	0.73	85.7%	14.3%	0.0%	0.0%
CHC	4.38	32	0.65	90.6%	9.4%	0.0%	0.0%
Friends	4.41	107	0.75	91.6%	4.7%	2.8%	0.9%
Htour	4.64	22	0.71	95.5%	0.0%	4.5%	0.0%
HSFG	4.13	16	0.86	81.3%	12.5%	6.3%	0.0%
MSM	3.96	24	0.91	75.0%	16.7%	4.2%	4.2%
M Sub	4.30	314	0.78	87.9%	6.4%	3.5%	2.2%
M Srvcs	4.20	525	0.84	83.2%	8.4%	4.6%	3.8%
HSV	4.95	20	0.22	100.0%	0.0%	0.0%	0.0%
ALL THC	4.27	1130	0.82	85.9%	7.6%	3.9%	2.6%



6. Appendix

6.1 THC Customer Service Survey

INTRODUCTORY PARAGRAPH

On behalf of the Texas Historical Commission (THC) and the Institute for Organizational Excellence (IOE), thank you for taking a few minutes to complete this short survey. The survey takes one to three minutes to take and you are not required to answer all items. All of your individual answers will remain confidential. For more information or to contact the IOE, visit www.survey.utexas.edu.

1. If you visit or visited a THC facility, how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

Options:

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)
- N/A (0)

- 1A. [Drilldown for unsatisfactory] We are sorry that you were not satisfied with the facilities, please help us understand where we can do better. How satisfied are you with the facility's...?

- accessibility (your ability to access the facility)
- location
- signs
- cleanliness

Options: (for each above)

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)
- N/A (0)

2. If you interact or have interacted with THC staff, how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of name plates or tags for accountability?

Options:

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)

Satisfied (4)
Strongly Satisfied (5)
N/A (0)

2A. [Drilldown for unsatisfactory] We are sorry that you were not satisfied with your interactions with THC staff, please help us understand where we can do better. How satisfied are you with the staff's...?

- courtesy or friendliness
- knowledge to address your question
- ability to identify themselves to you

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

3. If you communicate or have communicated with THC, how satisfied are/were 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?

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

3A. [Drilldown for unsatisfactory] We are sorry that you were not satisfied with agency communications, please help us understand where we can do better. How satisfied are you with the different types of agency communication?

- access to the toll-free telephone
- the time spent holding on the phone
- the number of times being transferred while on the phone
- talking to a person
- written correspondence or letter
- e-mail
- text/chat messages
- mobile application

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)

Strongly Satisfied (5)
N/A (0)

4. If you interact or have interacted with THC's website (thc.texas.gov), how satisfied are/were you with the agency's website, 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?

Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

4A. [Drilldown for unsatisfactory] We are sorry that you were not satisfied with THC's website, please help us understand where we can do better. How satisfied are you with the following related to THC's website...?

- ease of navigation
- mobile access
- accuracy of information
- ability to find services/ programs
- ease in finding contact information
- information available to make a complaint

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

5. If you have filed a formal complaint, how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

5A. [Drilldown for unsatisfactory] We are sorry that you were not satisfied with the agency's complaint handling process, please help us understand where we can do better. How satisfied are you with the agency's complaint handling process...?

- to easily file a complaint
- to have it handled in a timely manner

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

6. If you waited to receive a service from THC, how satisfied were you with the agency's ability to timely serve you, including the amount of time you waited for service in person?

Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

7. If you receive or have received printed information from THC, how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?

Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

7A. [Drilldown for unsatisfactory] We are sorry that you were not satisfied with the agency's printed information, please help us understand where we can do better.

How satisfied are you with the following related to THC's printed information...?

- accuracy
- clarity
- usefulness

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

8. Please rate your overall satisfaction with THC:

Strongly Unsatisfied (1)
Unsatisfied (2)

Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

6.2 About the IOE

The instrument findings were produced by the Institute for Organizational Excellence (IOE). The IOE is a research institute associated with the Center for Social Work Research at the University of Texas at Austin's School of Social Work. The IOE has more than 35 years of experience in providing survey research services to over a hundred state and local agencies and institutions of higher education as well as private and nonprofit organizations.

The overlying goal of the IOE is to promote excellence within organizations by encouraging research and continuing education. We seek to achieve our mission through the following: providing valuable tools for organizational improvement; delivering effective and reliable methods for the assessment of employee perceptions; maintaining useful benchmark data for measuring performance; and fostering an organization's perceptiveness to change, ability to learn, and potential for success.

The IOE director is Dr. Noel Landuyt. The IOE is principally known for conducting employee attitudinal surveys, such as the Survey of Employee Engagement (an employee assessment used for Texas government employees since 1979). The IOE's website is www.survey.utexas.edu. Special appreciation for assistance in preparation, writing, and analysis conducted on this project goes to Hana Lindsey, Graduate Research Assistant, Evelyn Casillas, Undergraduate Research Assistant and Nicole Duson, Database Coordinator.

The IOE can be contacted by phone at (512) 471-9831, by email to nlanduyt@austin.utexas.edu or by mail to IOE, UT Austin, 1925 San Jacinto Blvd, Austin, TX 78712.