

# REPORT ON CUSTOMER SERVICE



2016

TEXAS BOARD OF PROFESSIONAL  
GEOLOGISTS

# 2016 Report on Customer Service

BY

THE TEXAS BOARD OF PROFESSIONAL GEOSCIENTISTS



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# 2016 Report on Customer Service

# Texas Board of Professional Geoscientists 2016 Report on Customer Service

## External Customers Served

The Texas Board of Professional Geoscientists (TBPG) is responsible for protecting public health, safety, welfare and the state’s natural resources by ensuring that only qualified persons carry out the public practice of geoscience. As such, TBPG licenses Professional Geoscientists, Geoscience Firms, and Geoscientists-in-Training. Professional Geoscientists are licensed in one of three disciplines: Geology, Geophysics, and Soil Science. The Professional Geoscientist (PG) licensing process ensures the public that individuals who are licensed have met defined levels of education and experience. Professional Geoscientists are expected to practice according to a Code of Professional Conduct, as defined in TBPG rules. TBPG regulates the public practice of geoscience through its enforcement program, and also provides information and outreach to the public.

The Texas Board of Professional Geoscientists identifies as its external customers all licensed Professional Geoscientists, Registered Geoscience Firms, and Geoscientists-in-Training, in addition to other TBPG stakeholders, which may include environmental professionals, business owners, governmental agencies, academic institutions, complainants, consumer advocates, and citizens of the State of Texas.

Current Number of Licensed Professional Geoscientists:	4,300*
Current Number of Registered Geoscience Firms:	342*
Current Number of Geoscientists-in-Training:	93*
Other Stakeholders/ Unlicensed Entities:	1,920
<hr/>	
<b>Total Identifiable External Customers:</b>	<b>6,655</b>

\*Current license holders as of 3/31/16

## Methods of Information Gathering

**Survey Methods.** TBPG's Online Customer Service Survey was initially established in 2005 and has been accessible from the TBPG website since its inception. It was designed to measure the effectiveness of TBPG's customer service, including the efficiency of staff response times, ease of the complaint process, website content and ease of use, knowledge and accessibility of staff, courteousness of staff, office location and accessibility, and examination issues. Results of the previous survey were compiled in the 2014 Report on Customer Service. Survey areas and protocols remain unchanged to facilitate comparison with previous survey results.

For the 2016 Report on Customer Service, a survey invitation was sent out by e-mail on April 12, 2016 to 6655 individuals who are either regulated by the TBPG, or who have subscribed to TBPG's e-mail distribution list and have expressed an interest in TBPG activities. From the 6655 survey invitations that were distributed, a total of 375 surveys were completed and received by May 1, 2016. The results of these surveys have been compiled in the following analysis. Survey questions are included in Appendix A.

**Rate of Response.** The total number of customers who participated in the survey was 375. Out of a total of 6655 e-mails that were sent to TBPG's external customers regarding the survey, 375 participated for a response rate of 6%. For accuracy purposes, the tabulations do not include responses which indicated no knowledge of the criteria (N/A), or those that did not answer the question.

## Performance Measures Related to Customer Service Standards

### **Outcome Measures**

- 91% of customers surveyed expressed overall satisfaction with the services received from TBPG
- 33% of customers surveyed offered comments or otherwise identified ways to improve TBPG service delivery (Appendix B)

### **Efficiency Measures**

- Costs related to the initial development of the Customer Service Survey were incurred in 2005. These costs were related to development of the survey and making the survey accessible to customers from the agency's website. The survey has been minimally revised to include additional areas of service; no additional costs have been incurred.

### **Explanatory Measures**

- Number of Customers Identified: 6655
- Number of Customer Groups Inventoried: 4

## Survey Findings

- 90% of responders rated favorably the telephone assistance they received
- 88% viewed favorably the quality of TBPG written materials
- 92% rated the accuracy of written materials positively
- 88% viewed favorably TBPG response time to e-mail
- 90% viewed TBPG response accuracy to e-mail positively
- 86% viewed the waiting time by letter favorably
- 87% rated favorably the quarterly update e-mails from the Executive Director
- 84% rated positively the ease of filing a complaint regarding TBPG services
- 66% viewed the timeliness of TBPG response to a complaint positively
- 71% viewed favorably TBPG documentation accuracy
- 79% viewed positively the options for filing a complaint regarding TBPG services
- 68% believe that TBPG would address a complaint in a reasonable manner
- 77% viewed the TBPG website as user-friendly
- 89% rated positively the accuracy of the information on the TBPG website
- 84% viewed the information on the TBPG website as being helpful
- 87% rated the online public license search feature on the website favorably
- 74% viewed favorably the updated ethics video and quiz
- 93% viewed TBPG staff as knowledgeable
- 90% rated the staff as accessible
- 95% rated the staff as courteous
- 94% rated the staff as identifiable
- 91% viewed favorably the responsiveness of the contact person
- 91% rated TBPG's overall customer service positively
- 89% viewed the office facility as accessible during reasonable hours
- 68% viewed the office location as convenient
- 76% viewed the office signs positively
- 82% viewed the examination sites as accessible
- 76% viewed the examination locations positively
- 78% viewed examination frequency favorably
- 89% viewed positively the online renewal process
- 86% viewed the online licensee profile page favorably
- 87% rated favorably the ability to specify practice areas online
- 84% rated favorably the display of disciplinary actions online
- 73% rated the online continuing education activity log positively

## Types of Customers Surveyed

Type of Customer	Response Numbers	Percentage of Total
PG – Geology	299	80%
PG – Geophysics	48	13%
PG – Soil Science	13	3%
Geoscience Firm	1	<1%
Geoscientist-in-Training	3	1%
Not Licensed	11	3%
<b>Total Responses</b>	<b>375</b>	<b>100%</b>



## Tabulation

Survey Question	Response Numbers				Total Responses	Response Percentages			
	Excellent	Good	Fair	Poor		Excellent	Good	Fair	Poor
Telephone assistance	116	59	11	8	<b>194</b>	60%	30%	6%	4%
Quality of written materials	126	150	32	6	<b>314</b>	40%	48%	10%	2%
Accuracy of written materials	138	141	20	4	<b>303</b>	46%	46%	7%	1%
Response time to e-mail	101	63	14	9	<b>187</b>	54%	34%	7%	5%
Response accuracy to e-mail	109	57	11	8	<b>185</b>	59%	31%	6%	4%
Waiting time by letter	64	55	6	14	<b>139</b>	46%	40%	4%	10%
Quarterly e-mails from the Executive Director	148	145	35	9	<b>337</b>	44%	43%	10%	3%
Ease of filing a complaint	15	17	2	4	<b>38</b>	39%	45%	5%	11%
Timeliness of response to complaint	12	11	4	8	<b>35</b>	34%	32%	11%	23%
Documentation accuracy	13	14	4	7	<b>38</b>	34%	37%	11%	18%
Options for filing a complaint	20	21	3	8	<b>52</b>	39%	40%	6%	15%
Would address complaints in reasonable manner	17	11	4	9	<b>41</b>	41%	27%	10%	22%
Website is user friendly	106	170	67	14	<b>357</b>	30%	47%	19%	4%
Accuracy of information on website	145	170	33	4	<b>352</b>	41%	48%	10%	1%
Information on website is helpful	126	173	45	9	<b>353</b>	35%	49%	13%	3%
Online public license search	127	133	29	10	<b>299</b>	43%	44%	10%	3%
Updated Ethics Video and quiz	89	132	47	29	<b>297</b>	30%	44%	16%	10%
Staff knowledgeable	158	79	12	5	<b>254</b>	62%	31%	5%	2%
Staff accessible	144	79	19	6	<b>248</b>	58%	32%	8%	2%
Staff courteous	164	74	8	5	<b>251</b>	65%	30%	3%	2%
Staff identifiable	143	71	8	4	<b>226</b>	63%	31%	4%	2%
Responsiveness of contact person	147	72	15	7	<b>241</b>	61%	30%	6%	3%

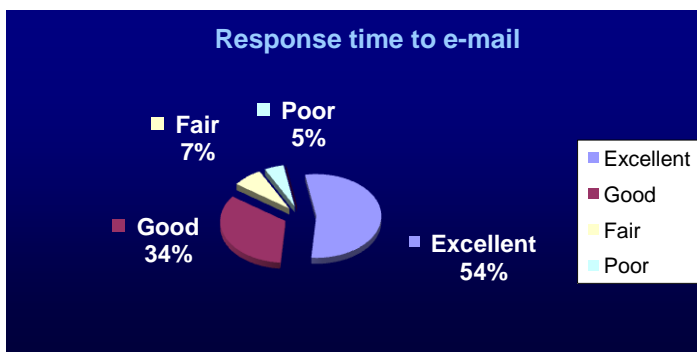
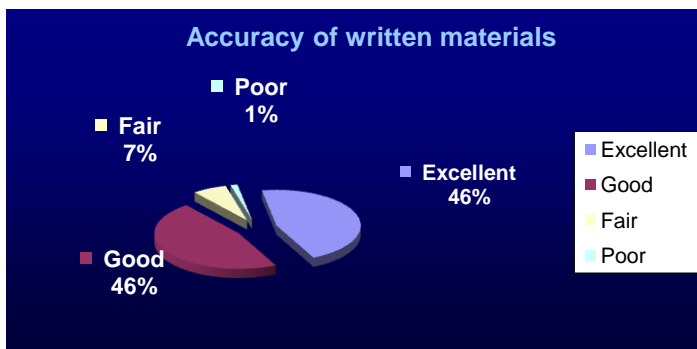
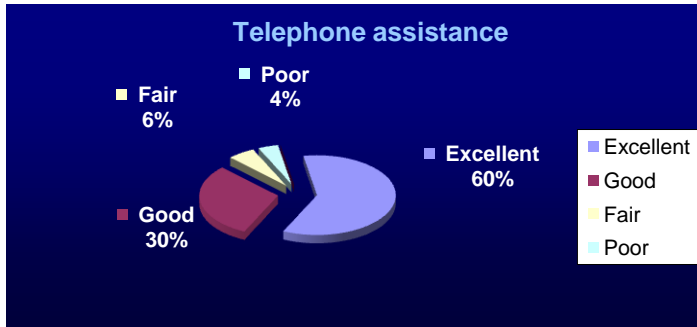
Tabulation, *continued*

Survey Question	Response Numbers				Total Responses	Response Percentages			
	Excellent	Good	Fair	Poor		Excellent	Good	Fair	Poor
Overall customer Service	153	82	14	9	<b>258</b>	59%	32%	6%	3%
Office facility accessible	42	24	5	3	<b>74</b>	57%	32%	7%	4%
Office location convenient	20	16	8	9	<b>53</b>	38%	30%	15%	17%
Signs at office facility	18	11	5	4	<b>38</b>	47%	29%	13%	11%
Examination sites accessible	18	21	6	3	<b>18</b>	38%	44%	12%	6%
Examination locations	17	20	7	5	<b>49</b>	35%	41%	14%	10%
Examination frequency	18	20	7	4	<b>49</b>	37%	41%	14%	8%
Online renewal process	190	128	28	13	<b>359</b>	53%	36%	8%	3%
Licensee profile page	143	143	37	10	<b>333</b>	43%	43%	11%	3%
Ability to specify practice areas	137	138	37	4	<b>316</b>	43%	44%	12%	1%
Display of disciplinary actions	69	105	26	6	<b>206</b>	33%	51%	13%	3%
Online continuing education activity log	97	120	62	19	<b>298</b>	33%	40%	21%	6%

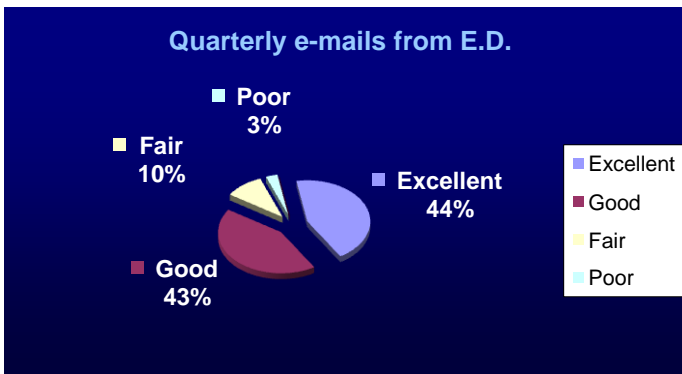
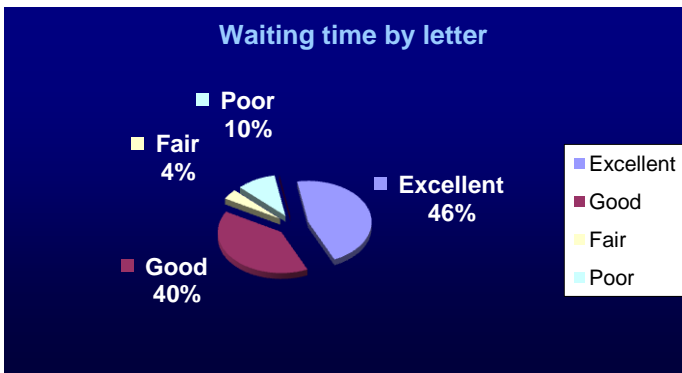
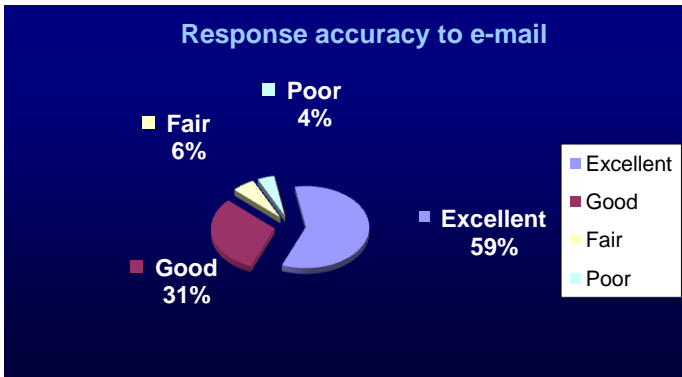
\*"Total Responses" exclude those responders with no knowledge of the criteria (N/A), or those that did not answer the question.

## Graphs

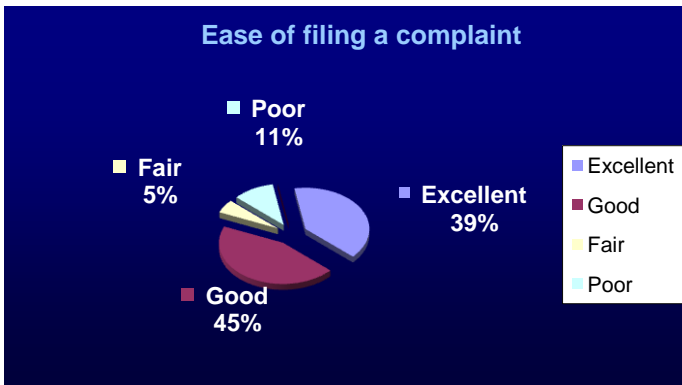
### Communications, Timeliness, and Printed Materials



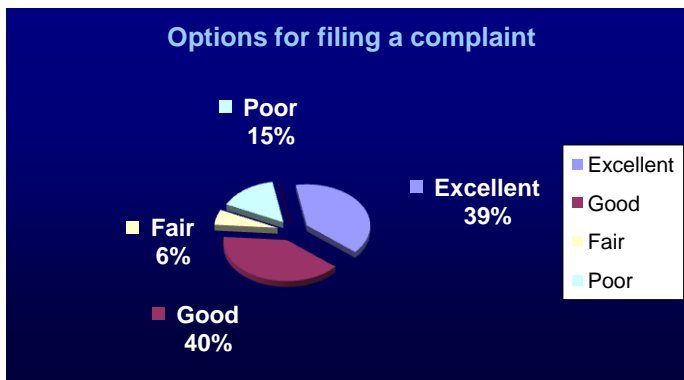
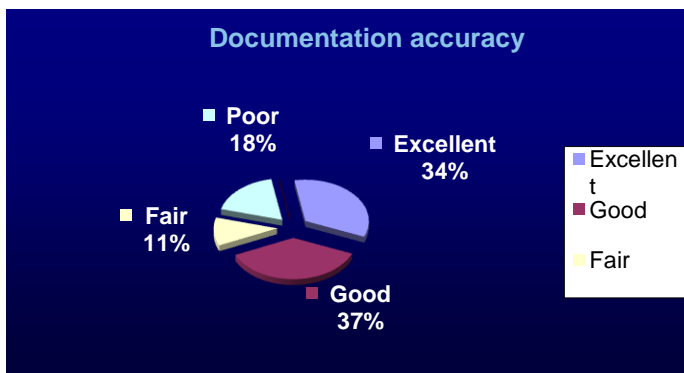
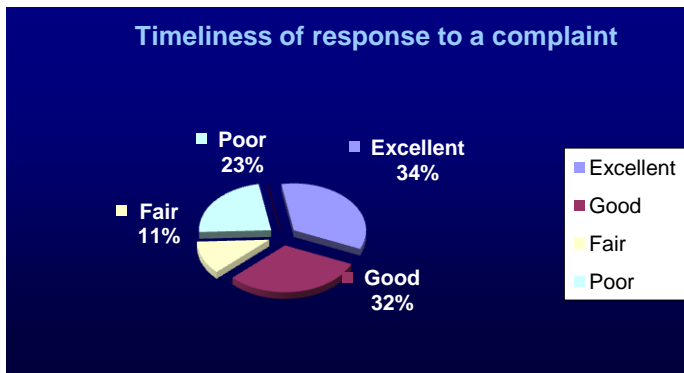
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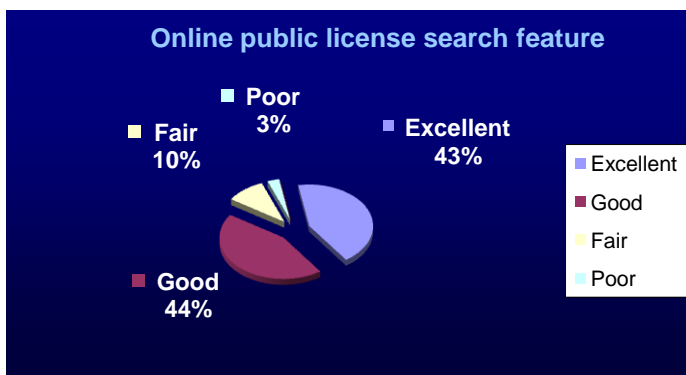
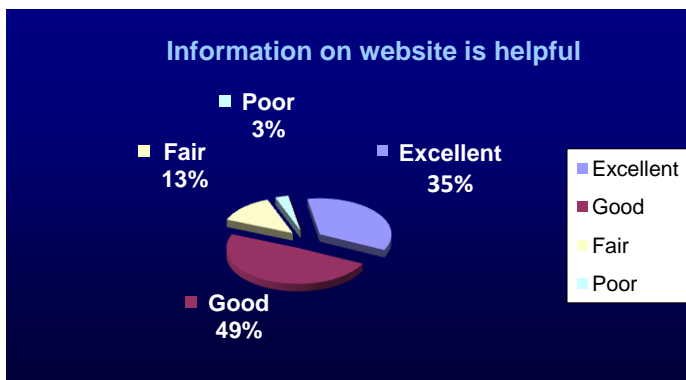
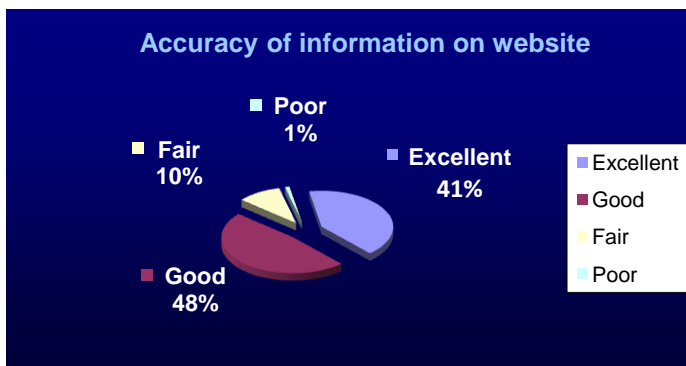
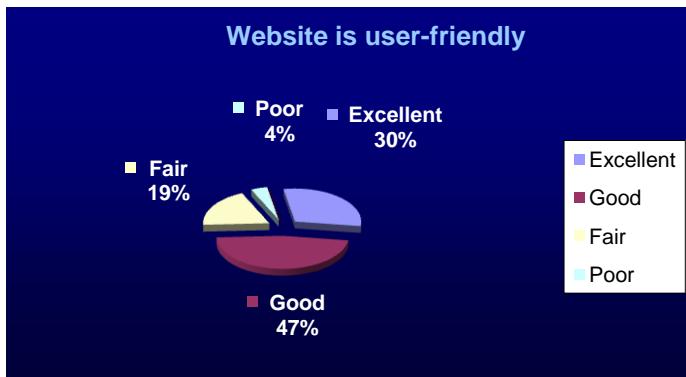
Complaint Handling Process



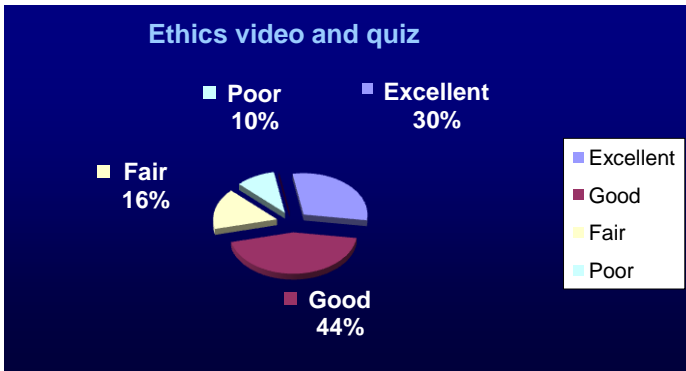
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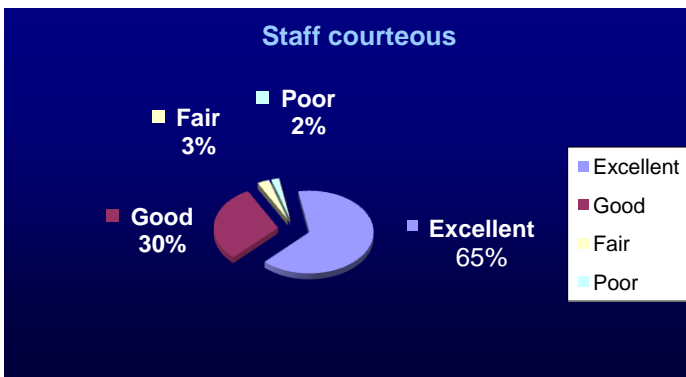
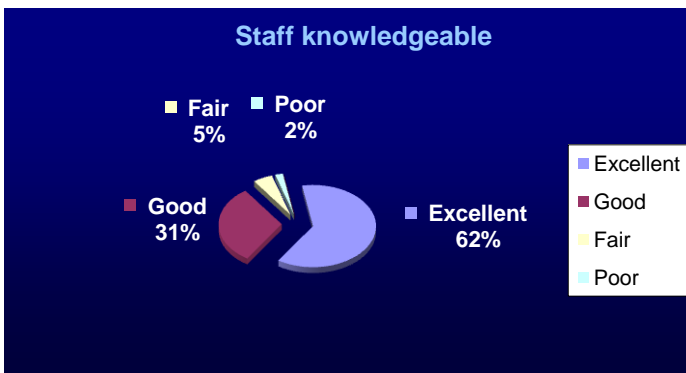
## TBPG Website Content and Ease of Use



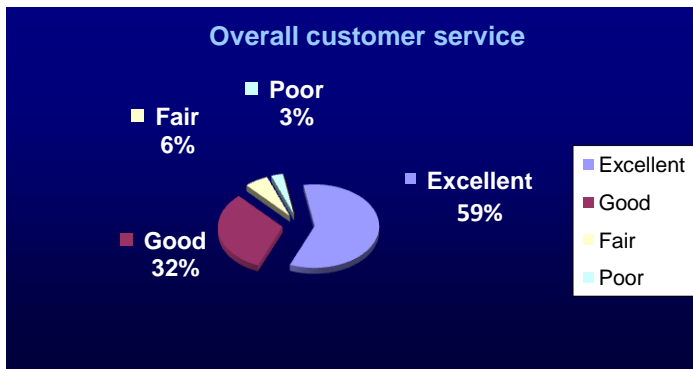
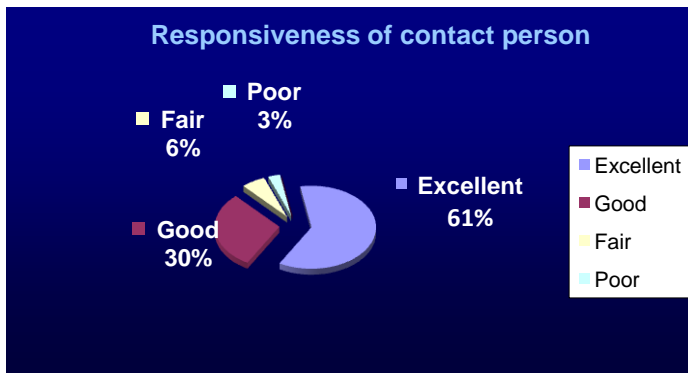
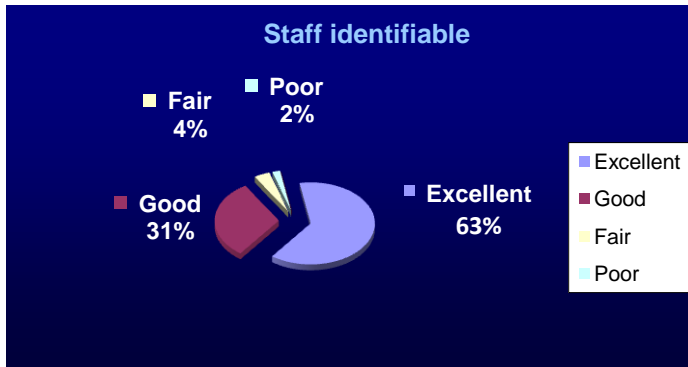
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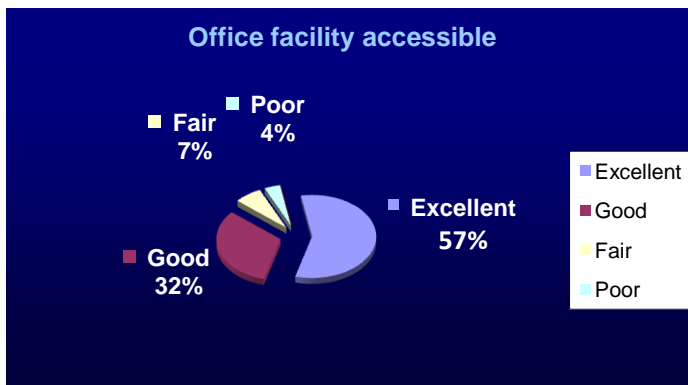
Staff Information



Staff Information, *continued*

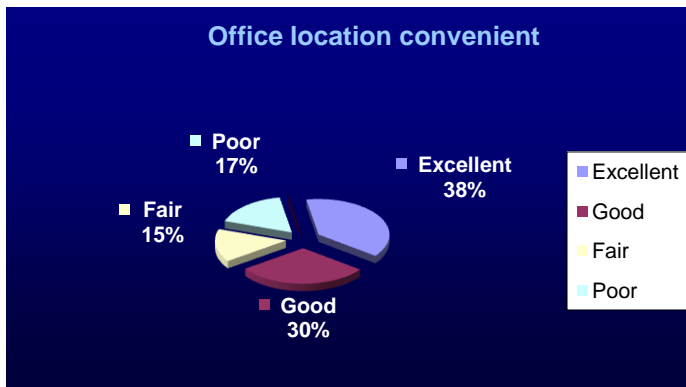


Office Facility

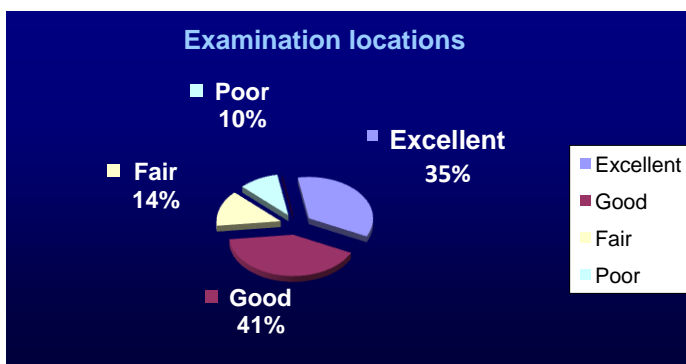
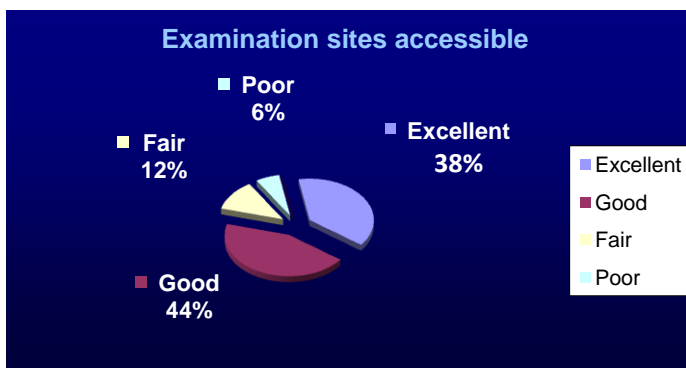




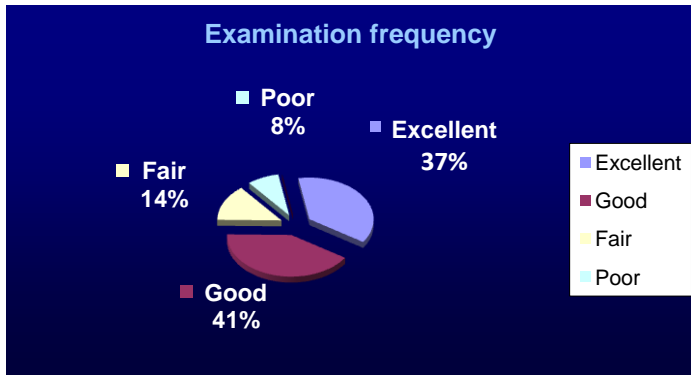
Office Facility, *continued*



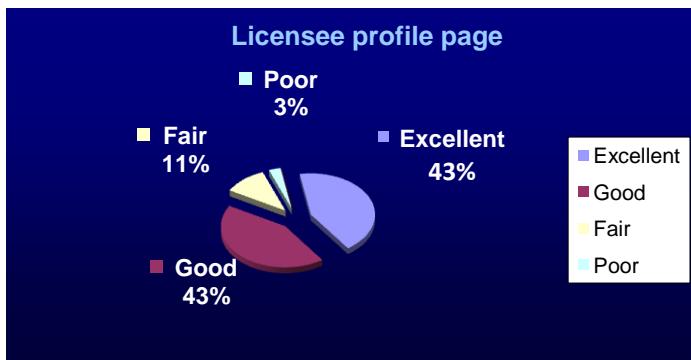
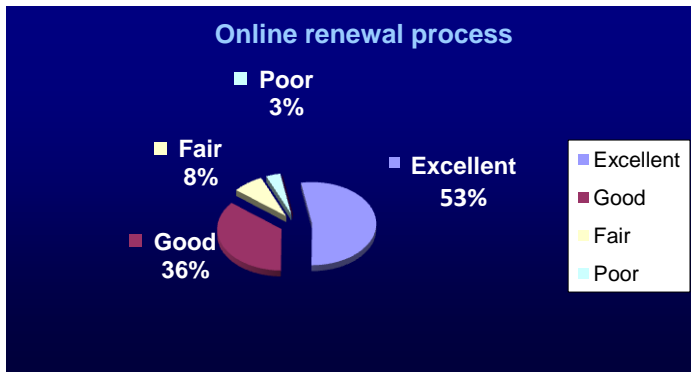
Examination Sites

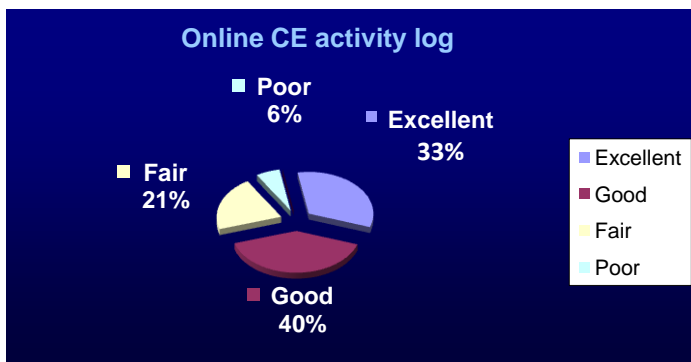
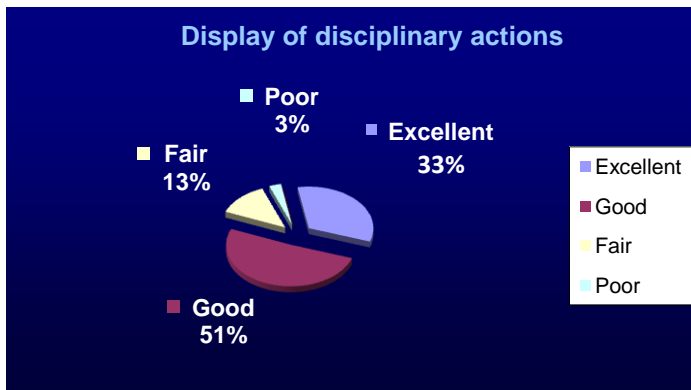


Examination Sites, *continued*



TBPG Online Account





## Comparison of Results

<b>Survey Results* Comparison with 2014 Responses</b>	<b>2014</b>	<b>2016</b>	<b>Change %</b>
<b>Staff and Communication</b>			
Telephone assistance (rated as Excellent or Good)	93%	90%	-3%
Quality of written materials (rated as Excellent or Good)	90%	88%	-2%
Accuracy of written materials (rated as Excellent or Good)	93%	92%	-1%
Response time to e-mails (rated as Excellent or Good)	91%	88%	-3%
Response accuracy to e-mails (rated as Excellent or Good)	95%	90%	-5%
Waiting time by letter (rated as Excellent or Good)	87%	86%	-1%
Quarterly Update e-mails (rated as Excellent or Good)	90%	87%	-3%
<b>Complaint Handling Process</b>			
Ease of filing a complaint (rated as Excellent or Good)	79%	84%	5%
Timeliness of response to complaint (rated Excellent or Good)	72%	66%	-6%
Documentation accuracy (rated as Excellent or Good)	75%	71%	-4%
Options for filing a complaint regarding services at TBPG	82%	79%	-3%
Would address complaint in a reasonable manner	77%	68%	-4%
<b>TBPG Website</b>			
Website user-friendly (rated as Excellent or Good)	79%	77%	-2%
Accuracy of information on website (rated Excellent or Good)	94%	89%	-5%
Information on website is helpful (rated Excellent or Good)	85%	84%	-1%
Online public license search feature (rated Excellent or Good)	89%	87%	-2%
Ethics video and quiz (rated Excellent or Good)	78%	74%	-4%

Comparison of Results, *continued*

<b>Survey Results Comparison with 2014 Responses</b>	<b>2014</b>	<b>2016</b>	<b>Change %</b>
<b>Staff</b>			
TBPG staff are knowledgeable (rated as Excellent or Good)	95%	93%	-2%
Staff are accessible (rated as Excellent or Good)	94%	90%	-4%
Staff are courteous (rated as Excellent or Good)	96%	95%	-1%
Staff are identifiable (rated as Excellent or Good)	97%	94%	-3%
Responsiveness of contact person (rated as Excellent or Good)	96%	91%	-5%
Overall customer service (rated as Excellent or Good)	93%	91%	-2%
<b>Office Facility</b>			
Office facility is accessible (rated as Excellent or Good)	86%	89%	3%
Office location is convenient (rated as Excellent or Good)	67%	68%	1%
Office signs (rated as Excellent or Good)	82%	76%	-6%
<b>Examination Sites</b>			
Examination sites are accessible (rated as Excellent or Good)	84%	82%	-2%
Examination location (rated as Excellent or Good)	71%	76%	5%
Examination frequency (rated as Excellent or Good)	67%	78%	11%
<b>TBPG Online Account</b>			
Online renewal process (rated Excellent or Good)	86%	89%	3%
Licensee profile page (rated Excellent or Good)	90%	86%	-4%
Ability to specify practice areas online (rated Excellent or Good)	92%	87%	-5%
Display of disciplinary actions online (rated Excellent or Good)	89%	84%	-5%
Online CE Activity log (rated Excellent or Good)	77%	73%	-4%

\*Percentage totals include responses of "Excellent" or "Good," but not ratings of "Fair," "Poor," or "N/A"

## Assessment

**Analysis of Findings:** In evaluating the results of the survey, it can be noted that while many areas showed similar percentages to the 2014 survey, some areas showed a slight decrease in ratings.

Positive results were noted in several areas of customer service, including:

- 93% viewed TBPG staff as knowledgeable
- 95% rated TBPG staff as courteous
- 94% rated the staff as identifiable
- 91% viewed contact person as responsive
- 91% rated favorably the overall customer service

The positive results in these areas illustrate TBPG's ongoing commitment to customer service excellence. Agency staff have streamlined the agency and agency functions in recent years. TBPG has improved its online license renewal functionality with continuous improvements and refinements to its state of the art regulatory database. Refinements to the agency website have facilitated the accessibility of online information for the benefit of TBPG licensees and the general public. Additionally, Executive Director Horton has been utilizing quarterly mass e-mail communications in order to communicate to all interested individuals regarding TBPG meetings and Board activities. This is an effort to keep the licensees and the general public informed regarding Board activities and other pertinent information. TBPG is proud of its accomplishments in providing prompt, effective, and consistent customer service to individuals and entities it regulates, and is proud of the service it provides to the State of Texas and its citizens.

TBPG has noted a need for improvement in the following areas:

- Sixty-six percent (66%) of survey respondents rated as excellent or good the timeliness of TBPG's response to a complaint. This rating demonstrates a decrease of 6% relative to the 2014 survey. However, only 35 out of the 375 respondents (9%) had enough information regarding the subject to answer the question. The other 337 individuals chose "not applicable" or they did not answer the question. This could indicate a need on the part of TBPG to be more proactive regarding its follow-up to complaints about TBPG service.

### *Assessment, continued*

- Sixty-eight percent (68%) of respondents indicated favorably that TBPG would address complaints in a reasonable manner. This is a relatively low percentage of favorable responses, and it is a decrease of 4% from the 2014 survey. Looking further, only a limited number of individuals (41 out of 375) answered this question. The other 326 individuals either selected “not applicable,” or did not answer the question.
- Seventy-four percent (74%) of respondents viewed the updated ethics video and quiz favorably, which is a decrease of 4% from the 2014 results. This is not a significant decrease from the 2014 results, but it is noted that improvements to the video and quiz could be implemented in order to increase this percentage.
- Seventy-three percent (73%) rated positively the online continuing education activity log, which is a decrease of 4% from the 2014 survey results. This is not a significant decrease, but improvements could be made in order to increase the functionality of the online continuing education activity log.

TBPG staff will be reviewing the 2016 Report on Customer Service, and will focus on lower rated areas to seek ways to improve services to TBPG customers. Staff will also review the specific customer feedback in the submitted survey comments in order to seek clarification on ways to improve TBPG services. Additionally, TBPG’s Appointed Board is scheduled to review this report at an upcoming Board meeting and will discuss potential improvements to customer service.

# Appendix A

## Survey Questions

The Texas Board of Professional Geoscientists (TBPG) strives to provide excellent customer service. We are interested in your opinions about how we are doing.

### **I. I am currently licensed under:**

Geology

Geophysics

Soil Science

Firm

Geoscientist-in-Training

I am not licensed

### **II. Staff and Communication**

Please rate each aspect of our service using the following scale. A "Not Applicable" (N/A) response indicates that you have no experience with that particular aspect of our service. Please check the box that corresponds with your answer.

#### **Communication, Timeliness, Printed Materials**      Excellent    Good    Fair    Poor    N/A

Telephone assistance (e.g., time on hold, accuracy of response)

Quality of written materials

Accuracy of written materials

Response time to electronic mail

Response accuracy to electronic mail

Waiting time by letter

Quarterly Update e-mails from the Executive Director

#### **Complaint Handling Process**      Excellent    Good    Fair    Poor    N/A

Ease of filing complaint

Timeliness of response to complaint

Documentation accuracy

Options for filing a complaint regarding services at TBPG

TBPG would address complaints in a reasonable manner

#### **TBPG Website**      Excellent    Good    Fair    Poor    N/A

User friendly

Accuracy of information on web site

Information on website is helpful

New public license search feature

Recently updated ethics video and quiz



<b>Staff</b>	Excellent	Good	Fair	Poor	N/A
Knowledgeable					
Accessible					
Courteous					
Identifiable (e.g. identify themselves on the phone)					
Responsiveness of contact person(s)					
Overall customer service					
<b>Office Facility</b>	Excellent	Good	Fair	Poor	N/A
Accessible					
Location					
Signs					
<b>Examination Sites</b>	Excellent	Good	Fair	Poor	N/A
Accessible					
Location					
Frequency					
<b>III. TBPG Online Account</b>	Excellent	Good	Fair	Poor	N/A
Renewal process					
Licensee profile page					
Ability to specify practice area(s)					
Display of disciplinary actions					
Online Continuing Education Activity log					
<b>IV.</b> Please comment on any other issues that would help us serve you better. Include an e-mail address if you would like to be contacted.					

## Appendix B

From a total of 375 respondents, 125 individuals (33%) offered comments or identified ways to improve TBPG service delivery. Comment areas and the number of comments per area received are included below.

Comment area	Comments Received
Don't agree with complaint process	4
Dislike complaint outcome	1
Need to reduce fees/license is too expensive	7
TBPG does good job/staff is helpful	38
This is a tax	1
No returned call/need better communication	4
TBPG doesn't address my issues	2
Problems with accessing the online Ethics course	6
License is a burden to those in regulatory compliance	1
Too difficult to get 3 professional references for some applicants	1
Ethics video needs to be updated	6
PG needs equivalency with PE	1
Bureaucratic government association	2
Would like to see more outreach at universities/public/professional associations	3
Need to offer a retired or an inactive status	3
Renewal periods should be increased to 2-3 years like other boards	2
Appreciate renewal notices	2
Need more testing locations	1
Be more supportive and less penalizing on members	1
Website could be easier to navigate	1
There is no value to the license	7
Need more timely posting of Board meeting minutes	1
License renewal goes smoothly	3
CE log needs to be in reverse chronological order	2
Difficult to update address online	1
Surprised about fee for license verification	1
Would like more online CE courses	3
Problems with online CE log	1
Provide link to reciprocity states' websites	1
In-person ethics training is much better than video	1
Firm registration rules benefit large companies because they can hire fewer PGs	1
Board should be eliminated	4
Need a button to quickly report issues	1
Website is set up well and is informative	2
Need more enforcement against abusers of license	1
Send out emails if online renewal system is down	1
Board communications about licensing are worded in negative tone	2
Need more frequent testing	1
Presentation at TCEQ conference is helpful	1
Would like reciprocity with more states	1
Online renewal is cumbersome	2



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