



# 2022 Report on Customer Service





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## Overview

In an effort to get more people to participate in the Customer Service Survey required by the Strategic Planning Committee, we worked to streamline the survey. There are eight specific areas required by the Strategic Plan. Our previous survey was 35 questions long and the length of it was one of the factors that prevented customers from wanting to complete it.

Our new survey is ten questions, with an empty space for any comments or questions a customer might have. An invitation to participate in the Customer Service Survey was sent out by e-mail to 9,022 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.

A total of 671 surveys were completed for a response rate of 7.4%.

Overall results were positive, though some customers checked more than one answer on questions.



## External Customers Served

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 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:	3271*
Current Number of Registered Geoscience Firms:	333*
Current Number of Geoscientists-in-Training:	209*
Other Stakeholders/ Unlicensed Entities:	5209
<hr/>	
Total Identifiable External Customers:	9,022

\*Totals as of 03/31/2022



## Methods of Information Gathering

### **Survey Methods:**

For the 2022 Report on Customer Service, an invitation to participate in the Customer Service Survey was sent out by e-mail on March 16, 2022 to 9,022 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. A total of 9,022 survey invitations were distributed, and 671 surveys were completed and received by April 22, 2022.

### **Rate of Response:**

The total number of customers who participated in the survey was 671. Out of a total of 9022 e-mails that were sent to TBPG's external customers regarding the survey, 671 participated for a response rate of 7.4%.



## Performance Measures Related to Customer Service Standards

### **Outcome Measures:**

- 70% of customers expressed overall satisfaction with TBPG services;
- 25% of customer's answers to survey questions were Not Applicable;
- 29% (195 customers) left comments.

### **Efficiency Measures:**

Costs related to the initial development to the Customer Service Survey were incurred in 2005. These costs were related to the development of the survey and making the survey accessible to customers on the agency's website. The Survey was minimally revised in 2015 to include additional areas of service; it was revised again in 2017, and a new survey tool was employed at that time. Due to research among other state agencies and surveys that have a better response from customers, it was revised in spring of 2022 in an effort to streamline it and reduce redundant questions.

### **Explanatory Measures:**

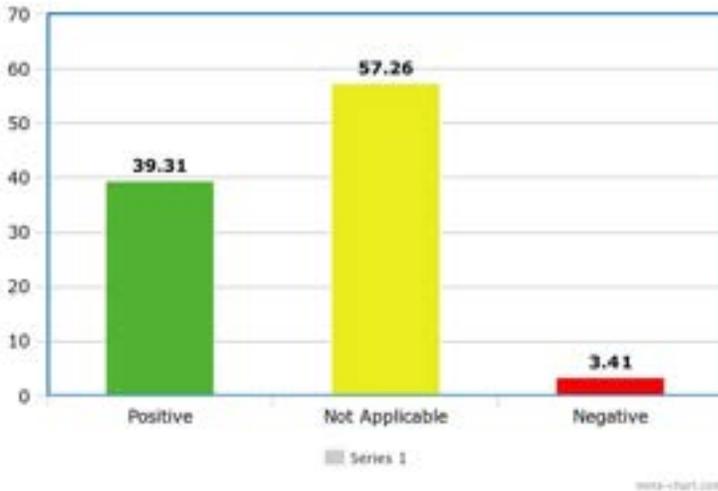
- Number of customers identified: 9,022
- Number of customer groups inventoried: 4
- Number of customers who completed the survey : 671

Total percentage of customers who completed the survey: 7.4%



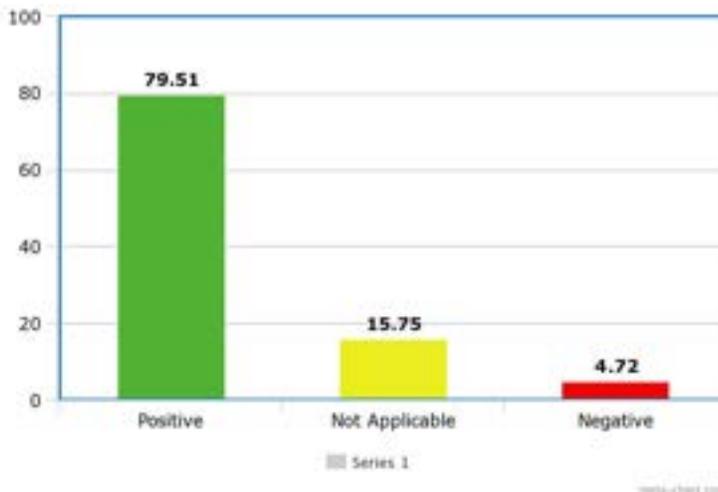
Question 1) How satisfied are you with TBPG's Office or Testing facilities; Access, location and cleanliness?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
157	119	402	11	13	702
276 = 39.31% Positive		402 = 57.26% N/A	24 = 3.41% Negative		



Question 2) How satisfied are you with TBPG's Overall Customer Service; TBPG's Staff being knowledgeable, friendly, courteous?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
357	198	110	21	12	698
555 = 79.51% Positive		110 = 15.75% N/A	33 = 4.72% Negative		

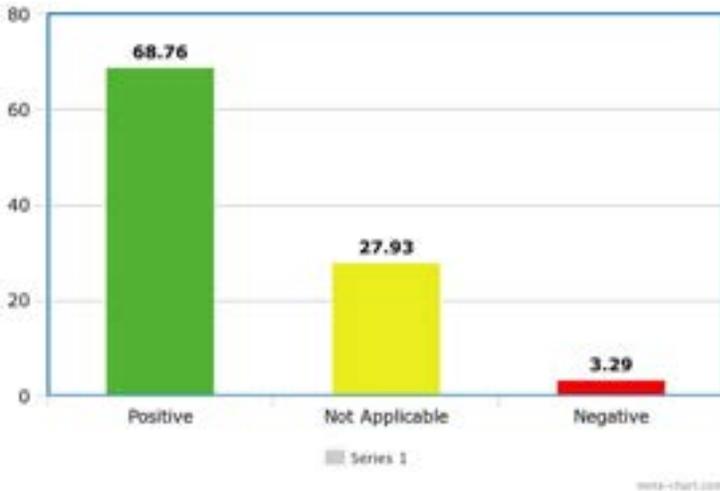




Question 3) How satisfied are you with whether staff identify themselves by name when communicating with you?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
313	167	195	12	11	698

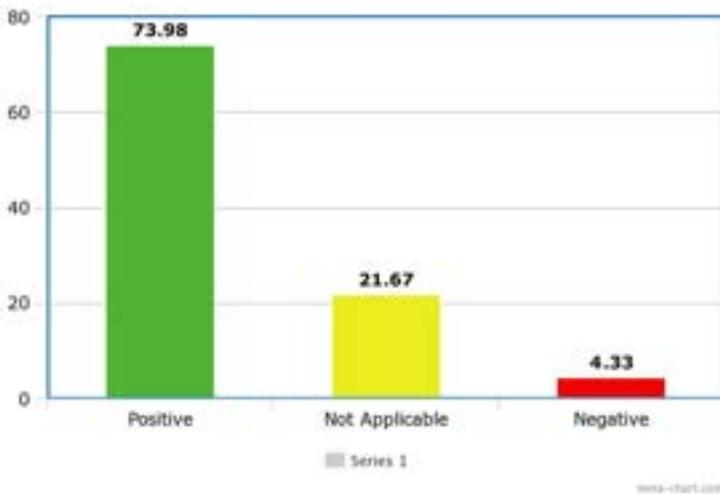
480 = 68.76% Positive      195 = 27.93% N/A      23 = 3.29% Negative



Question 4) How satisfied are you with TBPG’s response time to phone, email or letter inquiries?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
315	197	150	20	10	692

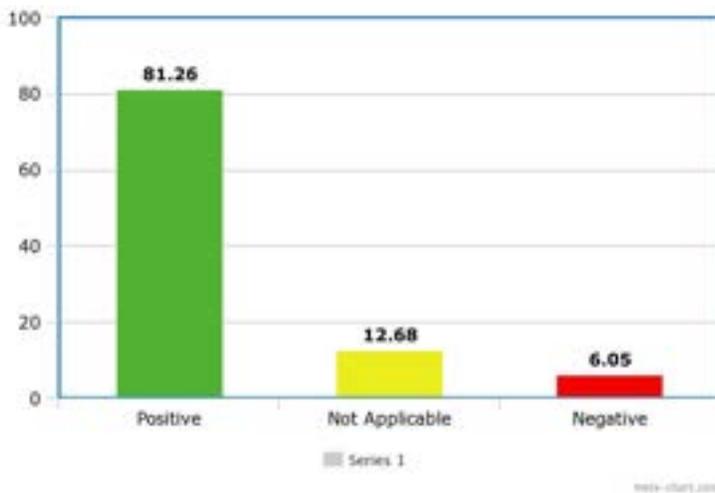
512 = 73.98% Positive      150 = 21.67% N/A      30 = 4.33% Negative





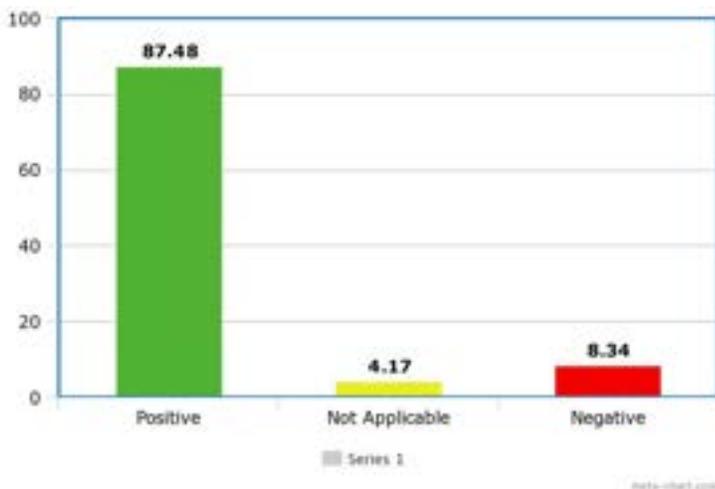
Question 5) How satisfied are you with TBPG's Quarterly Newsletter (Informative, helpful, interesting?)

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
266	298	88	26	16	694
<b>564</b>		<b>81.26% Positive</b>	<b>88 = 12.68% N/A</b>	<b>42 = 6.05% Negative</b>	



Question 6) How satisfied are you with: the TBPG ethics videos being helpful and interesting?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
299	257	90	33	16	695
<b>555</b>		<b>80% Positive</b>	<b>90 = 12.94% N/A</b>	<b>49 = 7.05% Negative</b>	

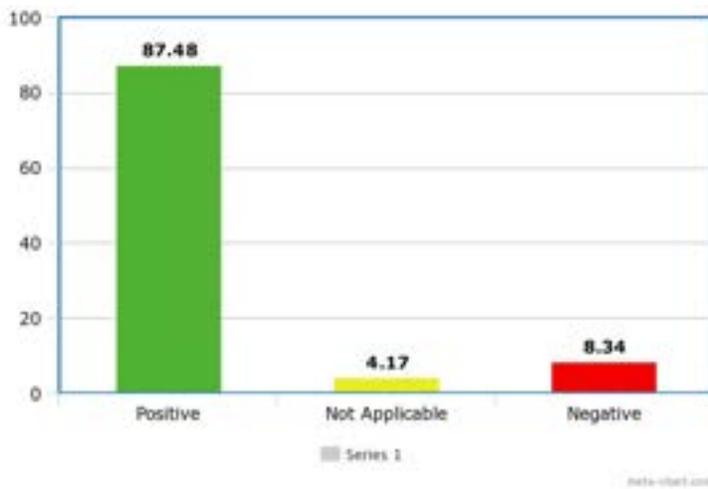




Question 7) How satisfied are you with the user friendliness and information provided on the TBPG website?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
257	351	29	44	14	695

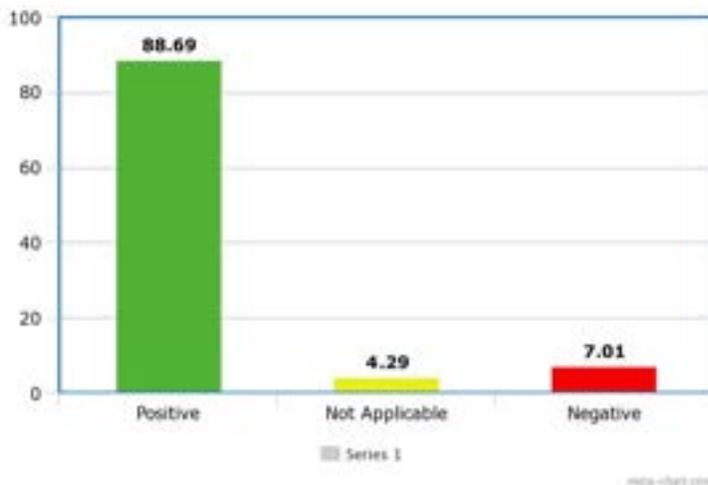
608 = 87.48% Positive      29 = 4.17% N/A      58 = 8.34% Negative



Question 8) How satisfied are you with TBPG's Online application and/or renewal process?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
383	237	30	36	13	699

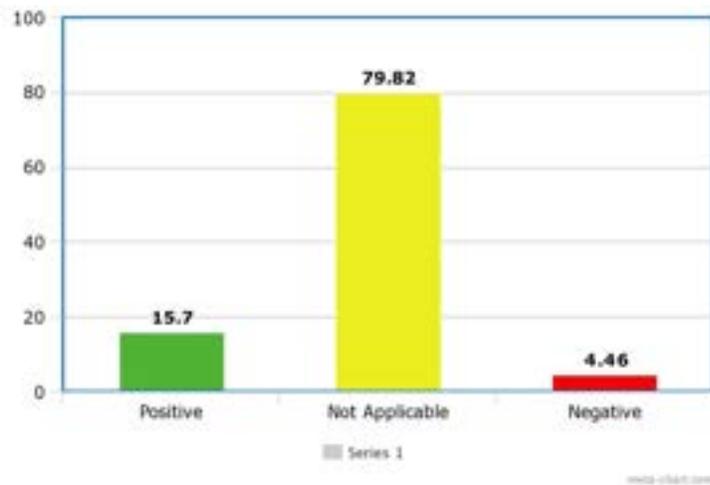
620 = 88.69% Positive      30 = 4.29% N/A      49 = 7.01% Negative





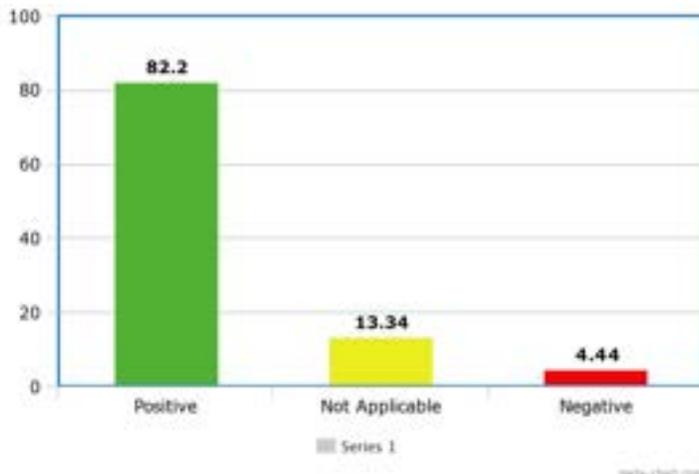
Question 9) How satisfied are you with the ease of filing a complaint and how quickly TBPG responds to the complaint?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
67	42	554	17	14	694
109 = 15.70% Positive		554 = 79.82% N/A	31 = 4.46% Negative		



Question 10) How satisfied are you with the quality and accuracy of TBPG's written and printed materials?

Very Satisfied	Satisfied	N/A	Unsatisfied	Very Unsatisfied	Total
279	294	93	17	14	697
573 = 82.20% Positive		93 = 13.34% N/A	31 = 4.44% Negative		





### **Assessment Analysis of Findings:**

In evaluating the results of the survey, it is recognized that positive results were noted in several areas of customer service, including the following:

- 70% rated TBPG staff as courteous;
- 70% viewed positively the overall customer service;
- 74% rated TBPG staff as responsive;
- 80% viewed TBPG staff as knowledgeable;
- 89% viewed positively the online license renewal process;
- 82% rated favorably the accuracy of written materials;
- 87% viewed the information on the website as accurate;
- 80% viewed the TBPG Ethics video favorably.

The positive results in these areas illustrate TBPG's ongoing commitment to customer service excellence. Agency staff have streamlined agency functions and processes 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, TBPG has been distributing quarterly newsletters by e-mail to efficiently communicate TBPG's information and 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.

The results of this survey indicate TBPG is successfully meeting customer needs and provides indicators of areas we can target for continued improvement.



**TBPG has noted the following potential areas for improvement:**

Although 87% of respondents were satisfied with our website, we have operated with a basic low cost design that needs to be upgraded. In February of 2022, we began updating and streamlining the content on our site but we recognize the need to identify or request additional funds for a full overhaul of the website design and capability to better serve our customers;

It is noted that actual response related to knowledge about TBPG's complaint handling process is low. Of 694 total answers, 554 individuals (approximately 80%) answered "Not Applicable" regarding questions related to how they view TBPG's handling of complaints. TBPG is not surprised by this response rate. In general, licensees have no experience in the complaint process unless the licensee has filed a complaint or a complaint has been filed against the licensee;

Low response rates were noted about TBPG's office facility and TBPG's examination sites (accessibility, convenience, and use of signs). There was also a notable number of "Not Applicable" answers to this question. TBPG is assigned office space by the Texas Facilities Commission. The assigned office space is suitable, but the building is dated (soon to be on the Governor's disposition list) and located in downtown Austin where visitor parking/access is challenging and, often, expensive. In July of 2022, TBPG's office moved to the newly constructed George H.W. Bush Building in the capitol complex and is expected to offer more visitor spaces and improved access;

With regard to the Association of State Boards of Geology (or ASBOG® which is the national licensing entity for state licensing boards) examination, this is a national licensing exam proctored by TBPG twice per year on dates set by ASBOG®. TBPG makes every effort to identify cost effective examination sites that provide a good testing environment (i.e., low noise level, good lighting, adequate work space, etc.) but these exams have only been offered at an Austin location and COVID related restrictions did make site selection and exam management difficult over the past 2 years. The good news is, beginning in March of 2023, ASBOG® will transition to a new computer based testing model that will offer the exams at multiple testing sites across all regions of Texas. This change will greatly improve accessibility to examinations and reduce the impact on exam candidates.

TBPG appreciates the feedback we receive from our customers and, in the spirit of continuous improvement, we will further analyze the 2022 Report on Customer Service as well as seek additional opportunities for feedback to constantly improve our services and operations. TBPG's Appointed Board has been a great partner in our efforts to analyze service performance and initiate improvements to ensure we provide the highest level of service to our customers.