

**Report on Customer Service  
Fiscal Year 2018**

**The Office of the Secretary of State**



**June 1, 2018**

# Table of Contents

Compact with Texans	
Agency Mission .....	1
Agency Principles .....	1
Agency Duties	
<i>Executive</i> .....	1
<i>Business Entities</i> .....	1
<i>Uniform Commercial Code</i> .....	2
<i>Government Filings</i> .....	2
<i>Elections</i> .....	2
Customer Service .....	4
Agency Contacts .....	4
Inventory of Customers by Strategy .....	5
Customer-Related Performance Measures.....	9
Description of Information Gathering Method.....	10
Charts and Customer Service Responses	
Divisions .....	11
I. General Overall.....	12
II. Facilities .....	15
III. Staff .....	18
IV. Communications .....	23
V. Internet Sites.....	27
VI. Complaint Handling Process.....	30
VII. Timeliness.....	32
VIII. Printed Information .....	35
Comments .....	38
Web-Based Customer Service Survey .....	39

## AGENCY MISSION

The mission of the Office of the Secretary of State is to provide a secure and accessible repository for public, business, and commercial records and to receive, compile, and provide information. In addition, our mission is to ensure the proper conduct of elections, authorize the creation and registration of business entities, and to publish state government rules and notices. Finally, the Secretary of State serves as the liaison to the Governor for Texas-Mexico issues, as well as Texas' Chief International Protocol Officer. We assist our staff with personal and professional development, as well as promote and develop a diverse workforce and effective use of resources.

## AGENCY PRINCIPLES

- To provide accurate, reliable, and timely access to information; maximize the efficiency of document processing; and take actions to ensure compliance with laws and rules.
- To obtain and maintain uniformity and integrity in the conduct of elections statewide while overseeing the election process in the state.
- To increase voter registration.
- To maximize efficiency of services.
- To educate and advise our service population.
- To recruit, train and retain qualified employees, and develop and maintain a diverse and representative workforce.
- To establish and carry out policies governing purchasing and other contracting that foster meaningful and substantive inclusion of historically underutilized businesses.

## AGENCY DUTIES

### EXECUTIVE

The Secretary of State is one of six officials named in the Texas constitution who form the Executive Branch of the State's government.



The Secretary is appointed by the Governor and confirmed by the Senate. The Secretary of State handles a wide range of duties imposed by Statute, Executive Order and the Texas Constitution. The Secretary of State serves as the Governor's liaison for Mexico and the Border region as Border Commerce Coordinator. As Chief International Protocol Officer for Texas, the Secretary of State receives international dignitaries and delegations on behalf of the Governor and the State of Texas.

<http://www.sos.texas.gov/about/duties.shtml>

### BUSINESS ENTITIES

The Business and Commercial Filings Section of the Business & Public Filings Division is comprised of two business units; namely, the Business Entities Filings unit and the Commercial Liens, Registrations & Reports unit (formerly known as the Uniform Commercial Code Section). The Business Entities Filings unit is the filing office for documents relating to corporations, professional associations, limited partnerships, and limited liability companies. Additionally, the unit is responsible for the review and filing of applications for registration of state trademarks; assumed names for incorporated entities as well as limited partnerships and limited liability companies; unincorporated non-profit



associations; and financial institution filings designating registered agents.

<http://www.sos.state.tx.us/corp/index.shtml>

### **UNIFORM COMMERCIAL CODE (Commercial Liens, Registrations & Reports)**

The Secretary of State and the county clerks are filing officers for financing statements under the Uniform Commercial Code evidencing that a debtor and a secured party intend to engage in a secured transaction using specified collateral as security. In addition, the Secretary of State is the filing officer for utility security agreements under the Texas Business & Commerce Code, transition property notices under the Utility Code, notice of federal liens, restitution liens, aircraft maintenance liens, contract agricultural liens, agricultural chemical and seed liens, and liens for animal feed. The Commercial Liens, Registrations & Reports unit also handles limited liability partnership registrations, as well as annual and periodic reports for business entities. Further, the unit also registers solicitors, automobile clubs, health spas, dental support organizations, business opportunities, and athlete agents.



### **GOVERNMENT FILINGS**

The Government Filings Section commissions notaries public. All appointed state officers are required to file a statement with the section prior to taking the oath of office. The section issues commissions to gubernatorial appointees. In addition, the section handles all filings made by or on behalf of governmental bodies. The section also issues Apostilles and Authentication certificates when documents that have been notarized by a Texas notary public or certified

by a state official have to be sent and filed in another state or country. Further, the section accepts service of process when the Secretary is designated as a process agent by statutes authorizing the Secretary of State to accept service on behalf of another person.

<http://www.sos.texas.gov/statdoc/index.shtml>

In addition, the section is responsible for the online publication of the Texas Register, a weekly publication containing proposed and adopted state agency rules; the compilation of adopted rules and online publication of those rules in the Texas Administrative Code; and acceptance and online publication of Open Meetings postings.

<http://www.sos.texas.gov/texreg/about.shtml>

### **ELECTIONS**

The Secretary of State is the chief election officer for the State of Texas. As chief election officer, we provide assistance and advice to election officials on the proper conduct of elections. This includes hosting election law seminars, webinars, certificates of elections, online poll worker training, mass email advisories with detailed election instructions, instructional manuals, calendars, ballot certification, election night returns, limited election funding, election forms and documents to election officials. The Elections Division administers funding to voter registrars pursuant to Chapter 19 of the Election Code, which is intended to improve voter registration efforts at the local level. In addition, the Elections Division distributes funding to the political parties to help finance primary elections. The division designs, prints and pays for the business reply postage for voter registration applications on behalf of the counties. The Elections Division provides assistance to the general public on voter registration and other election issues through our 1-800 toll-free number, 1-800-252-VOTE



(8683), and via the Internet at [elections@sos.texas.gov](mailto:elections@sos.texas.gov). The Elections Division reconstitutes jury wheels for all 254 counties on an annual or multiyear basis and provides a jury management tool for 115 counties to manage jurors and jury selection. With passage of the federal Help America Vote Act of 2002 (HAVA), the Secretary of State has successfully administered the federal funds associated with HAVA. The division will use funds to comply with federal mandates requiring accessible voting systems, provisional voting and use of the state official voter registration list. HAVA charges the Secretary of State with developing a statewide, official list of registered voters and

requires all new registrations to be validated through the Department of Public Safety. The HAVA compliant statewide system, originally became operational in December 2006, replacing the previous online voter registration application maintained by the Secretary. In 2015, the system was redeveloped to remain compliant with HAVA and the current statutes. In addition, to all 254 Texas counties utilizing Texas Election Administration System (TEAM) to store and manage the official list of registered voters, 215 counties use TEAM as their primary tool to enter and validate voter registration data on a real-time basis.

<http://www.sos.texas.gov/elections/index.shtml>



## CUSTOMER SERVICE

The Office of the Secretary of State is dedicated to providing accurate, reliable, and timely services. We will act in accordance with the highest standards of ethics, accountability, efficiency, and openness. It is the purpose of the Office of the Secretary of State to serve the public. If you are not happy with the service you have received or if you have had a positive experience, please direct your comments to:

Sam Taylor  
Office of the Secretary of State  
P.O. Box 12697  
Austin, Texas 78711  
OR  
Phone (512) 463-6116; Fax (512) 475-2761  
[STaylor@sos.texas.gov](mailto:STaylor@sos.texas.gov)

All complaints will be reviewed and a response given within 10 business days.

## AGENCY CONTACTS

Secretary of State	Executive	Rolando B Pablos	Phone: (512)463-5770 Fax: (512)475-2761	<a href="mailto:RPablos@sos.texas.gov">RPablos@sos.texas.gov</a>
Deputy Secretary of State	Executive	Vacant		
General Counsel	Executive	Lindsey Aston	Phone: (512)463-5770 Fax: (512)475-2761	<a href="mailto:LAston@sos.texas.gov">LAston@sos.texas.gov</a>
Internal Auditor	Executive	James Walker	Phone: (512)475-2726 Fax: (512)475-2812	<a href="mailto:JWalker@sos.texas.gov">JWalker@sos.texas.gov</a>
Border Affairs Director	Border Affairs	Keta Caballero	Phone:(956)969-9075 Fax: (956)969-9079	<a href="mailto:KCaballero@sos.texas.gov">KCaballero@sos.texas.gov</a>
Protocol Liaison	Executive	Cammy Jones	Phone: (512)463-5268 Fax: (512)475-2761	<a href="mailto:CJones@sos.texas.gov">CJones@sos.texas.gov</a>
Division Director	Business & Public Filings	Carmen Flores	Phone: (512)463-5588 Fax: (512)463-5709	<a href="mailto:CFlores@sos.texas.gov">CFlores@sos.texas.gov</a>
Deputy Director	Business and Public Filings	Mike Powell	Phone: (512)463-9856 Fax: (512)463-5709	<a href="mailto:MPowell@sos.texas.gov">MPowell@sos.texas.gov</a>
Director	Government Filings	Robert Sumners	Phone: (512)463-5562 Fax: (512)463-5569	<a href="mailto:RSumners@sos.texas.gov">RSumners@sos.texas.gov</a>
Director	Business & Commerical Filings	Mike Powell	Phone: (512)463-9856 Fax: (512)463-5709	<a href="mailto:MPowell@sos.texas.gov">MPowell@sos.texas.gov</a>
Division Director	Elections	Keith Ingram	Phone: (512)463-9871 Fax: (512)475-2811	<a href="mailto:KIngram@sos.texas.gov">KIngram@sos.texas.gov</a>
Division Director	Information Technology	Scott Brandt	Phone: (512)463-5640 Fax: (512)475-5678	<a href="mailto:SBrandt@sos.texas.gov">SBrandt@sos.texas.gov</a>
Division Director	Admin Services	Vincent Houston	Phone: (512)463-5593 Fax: (512)475-2819	<a href="mailto:VHouston@sos.texas.gov">VHouston@sos.texas.gov</a>

**A.1.1.**

*File or reject Business Entity, Uniform Commercial Code, Notary Public and other statutory filings, and maintain and disseminate information derived from those filings.*

Types of Service	External Customers
File documents/Disseminate Public Information, including certificates of fact evidencing filing with this office	Service Companies, Financial Institutions, Banks, Savings and Loans, Lending Institutions, Businesses, General Public, Attorneys, Paralegals, Federal Governmental Agencies, State Governmental Agencies, County Governmental Agencies, Local Governmental Agencies, Private Investigators, Title Companies, and Investors
Issue Commissions	Notaries Public and Appointed State Officers
Record Statements of Officer	Appointed State Officers

**A.2.1.**

*Publish the Texas Register and the Texas Administrative Code.*

Types of Service	External Customers
Provide free Internet publication of the Texas Register, Texas Administrative Code, and Open Meeting notices	Libraries, General Public, State Government, Local Government, Schools and Universities, Members of the Legislature, Courts and Judges, Governor, Lieutenant Governor, Attorney General, Attorneys, Banks, Associations, and Licensed Professionals

**B.1.1.**

*Provide statewide elections administration.*

Types of Service	External Customers
Assistance and Advice	County Clerks, Voter Registrars, Elections Administrators, County Chairs, County Judges, Commissioners, City Election Officers, School Election Officers, Other Political Subdivision Election Officers, Water Districts, Hospital Districts, Library Districts, Candidates
Voter Registration information and applications, and general election information	All Citizens

**B.1.2.***Administer Primary Election Funds and Voter Registration Postage.*

Types of Service	External Customers
Issue administrative rules regarding expenditure of primary funds and disburse funds	County and State political parties
Fund each county's postal reply mail permit account, which allows the official voter registration application to be mailed by applicants to the appropriate county voter registrar without applying postage	County Voter Registrars

**B.1.3.***Publish and Interpret Constitutional Amendments.*

Types of Service	External Customers
Publish explanatory statements of each constitutional amendment on the ballot in all newspapers of general circulation and mail a Spanish translation of each explanatory statement to all Hispanic households with a registered voter	All Citizens

**B.1.4.***Provide Elections Improvement.*

Types of Service	External Customers
Provide assistance and advice regarding provisional voting and new federal voting system standards	County Election Officers, County Clerks, Elections Administrators, and Voter Registrars
Maintain official statewide list of registered voters	County Voter Registrars / Elections Administrators
Provide a citizen administrative grievance procedure for violations of federal law	County Judges, Commissioners, City Election Officers, School District Election Officers, Other Political Subdivision Election Officers, Water Districts, Hospital Districts, Library Districts, Candidates, All Citizens
Distribute HAVA grants to eligible counties	Counties



**B.1.5.***Voter Registration*

Types of Service	External Customers
Payment to counties for eligible Voter Registration Activity	County Voter Registrars

**C.1.1.***Protocol/Border Affairs*

*To provide protocol services; to represent the Governor and the State of Texas at meetings, events, and conferences with the diplomatic corps, government officials, and business leaders; To monitor issues relating to Mexico and the Border and recommend action.*

Types of Service	External Customers
Act as Liaison to Governor/Assist with activities	Diplomatic Missions to the U.S.
Coordinate events and projects	Multi-National Organizations
Disseminate information/Coordinate projects	State Governmental Agencies, Federal Governmental Agencies, Local Governmental Agencies, Mexican Governmental Agencies, Binational Agencies, Non-Profit Agencies, and Private Entities

**D.1.1.***Indirect Administration*

Types of Service	External Customers
Provide indirect administrative support for all programs	All internal and external customers

*Develop and implement a plan for increasing the use of historically underutilized businesses through purchasing and other contracting.*

Types of Service	External Customers
Any products or services needed by the Agency	Business Entities



## Outcome Measures

1. Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Service Received..... 82 %

## Output Measures

1. Total Customers Taken the Survey .....202
2. Total Customers Offered Survey .....2,192,521

*\*Unique Access to Agency Webpages that Contains the Survey Link*

## Efficiency Measures

1. Cost per Customer Surveyed .....\$0.52

*\*Number of Survey Responses divided by 3 months' subscription cost of Survey Monkey software*

*\*Agency resources (such as agency labor hours and IT resources) are not included in the calculation*

## Explanatory Measures

1. Total Customers Identified .....2,192,521
2. Total Customers Groups Inventoried.....7

In order to reduce costs to both the Agency and the customer, the Agency utilizes a web-based customer survey methodology. First, the customer survey form was posted on the Agency web site where any visitor to the site could evaluate the services received. Second, we included in the outgoing email a tagline encouraging our customers to fill out the customer satisfaction survey form on the web site. The survey period ran from December 1, 2017 through February 28, 2018, 202 customers completed the survey forms.

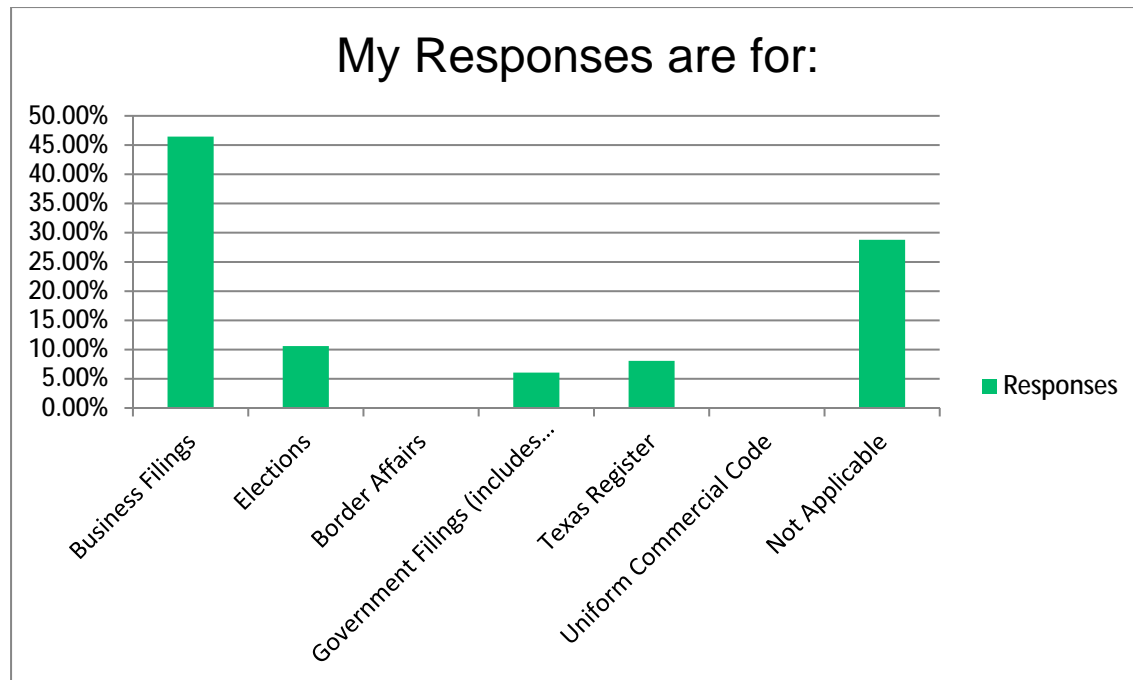
No customer groups were consciously excluded, but the survey may not have reached all customer groups if no representative of that group accessed our web site or received email during the survey period. All major customer groups, however, have web access to the survey form. The randomness at which customers access our web site and received email would create randomness in the selection of customers to be surveyed.

The Agency's customer service representative is Sam Taylor, Office of the Secretary of State, P.O. Box 12697, Austin, Texas 78711 or phone (512) 463-6116; fax (512) 475-2761; email: [STaylor@sos.texas.gov](mailto:STaylor@sos.texas.gov)

**DIVISIONS**

**My Responses are for:**

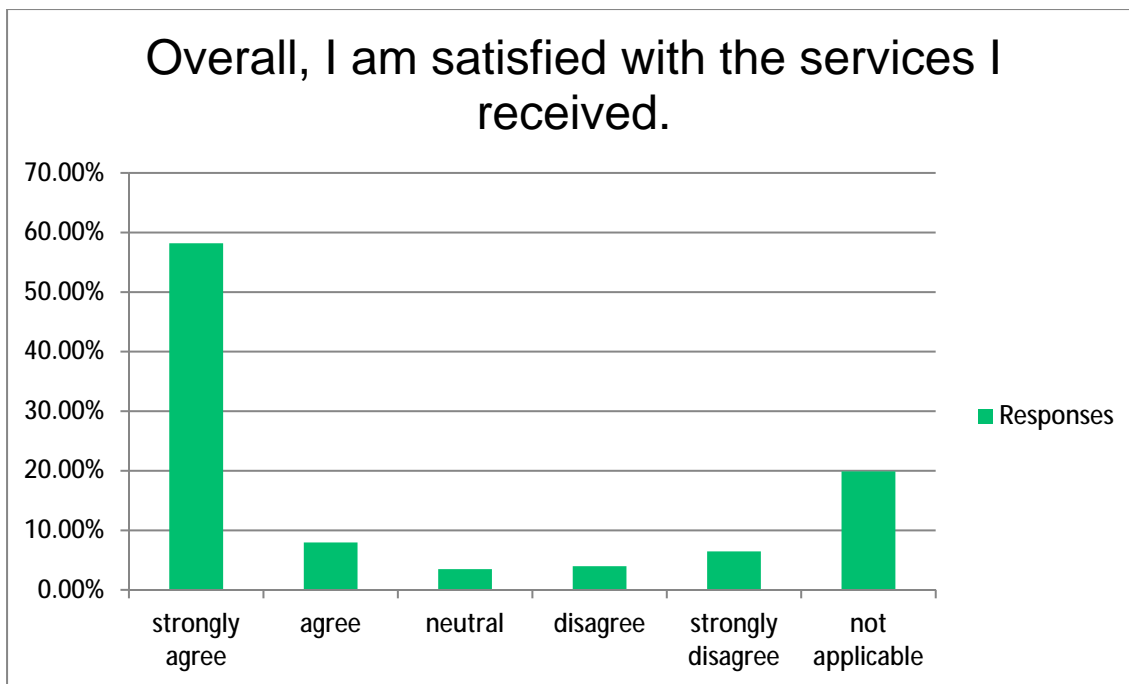
Answer Choices	Responses	
Business Filings	46.46%	92
Elections	10.61%	21
Border Affairs	0.00%	0
Government Filings (includes Notaries Public and Service of Process)	6.06%	12
Texas Register	8.08%	16
Uniform Commercial Code	0.00%	0
Not Applicable	28.79%	57
	<b>Answered</b>	<b>198</b>
	<b>Skipped</b>	<b>4</b>



**I. GENERAL/OVERALL**

**Overall, I am satisfied with the services I received.**

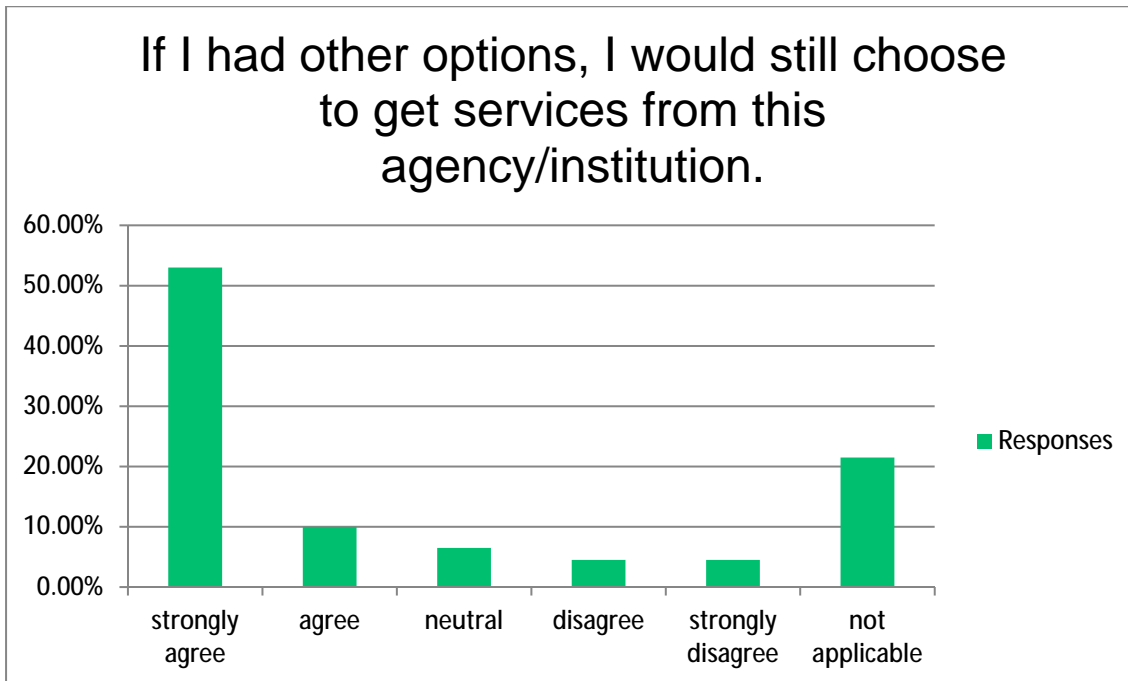
Answer Choices	Responses	
strongly agree	58.21%	117
agree	7.96%	16
neutral	3.48%	7
disagree	3.98%	8
strongly disagree	6.47%	13
not applicable	19.90%	40
	<b>Answered</b>	<b>201</b>
	<b>Skipped</b>	<b>1</b>



**I. GENERAL/OVERALL**

**If I had other options, I would still choose to get services from this agency/institution.**

Answer Choices	Responses	
strongly agree	53.00%	106
agree	10.00%	20
neutral	6.50%	13
disagree	4.50%	9
strongly disagree	4.50%	9
not applicable	21.50%	43
<b>Answered</b>		<b>200</b>
<b>Skipped</b>		<b>2</b>



**I. GENERAL/OVERALL**

**Overall, I am satisfied with my experience.**

Answer Choices	Responses	
strongly agree	56.72%	114
agree	9.95%	20
neutral	3.48%	7
disagree	5.47%	11
strongly disagree	4.48%	9
not applicable	19.90%	40
<b>Answered</b>	<b>201</b>	
<b>Skipped</b>	<b>1</b>	

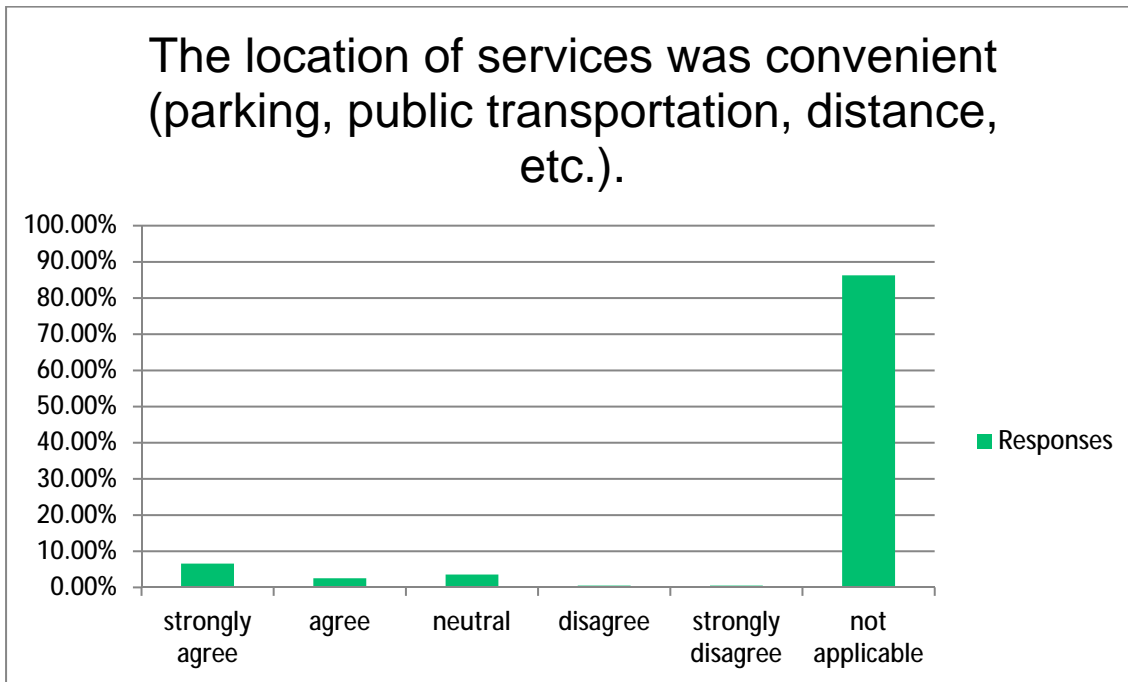




**II. FACILITIES:**

**The location of services was convenient (parking, public transportation, distance, etc.).**

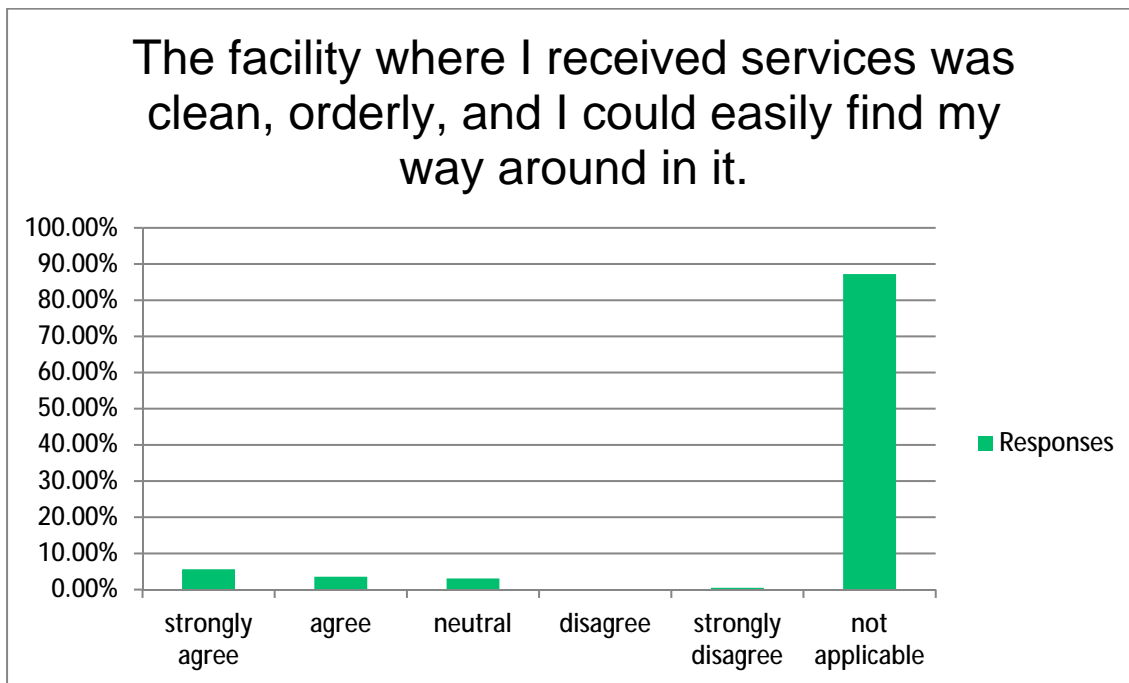
Answer Choices	Responses	
strongly agree	6.60%	13
agree	2.54%	5
neutral	3.55%	7
disagree	0.51%	1
strongly disagree	0.51%	1
not applicable	86.29%	170
	<b>Answered</b>	<b>197</b>
	<b>Skipped</b>	<b>5</b>



**II. FACILITIES:**

**The facility where I received services was clean, orderly, and I could easily find my way around in it.**

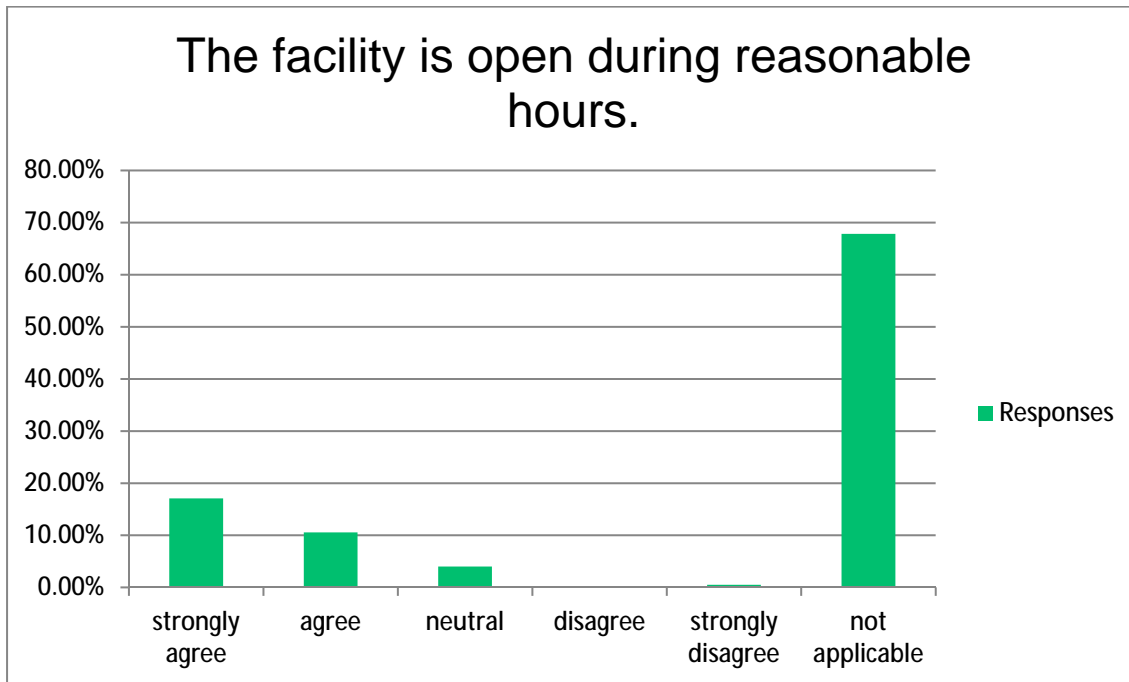
Answer Choices	Responses	
strongly agree	5.61%	11
agree	3.57%	7
neutral	3.06%	6
disagree	0.00%	0
strongly disagree	0.51%	1
not applicable	87.24%	171
<b>Answered</b>		<b>196</b>
<b>Skipped</b>		<b>6</b>



**II. FACILITIES:**

**The facility is open during reasonable hours.**

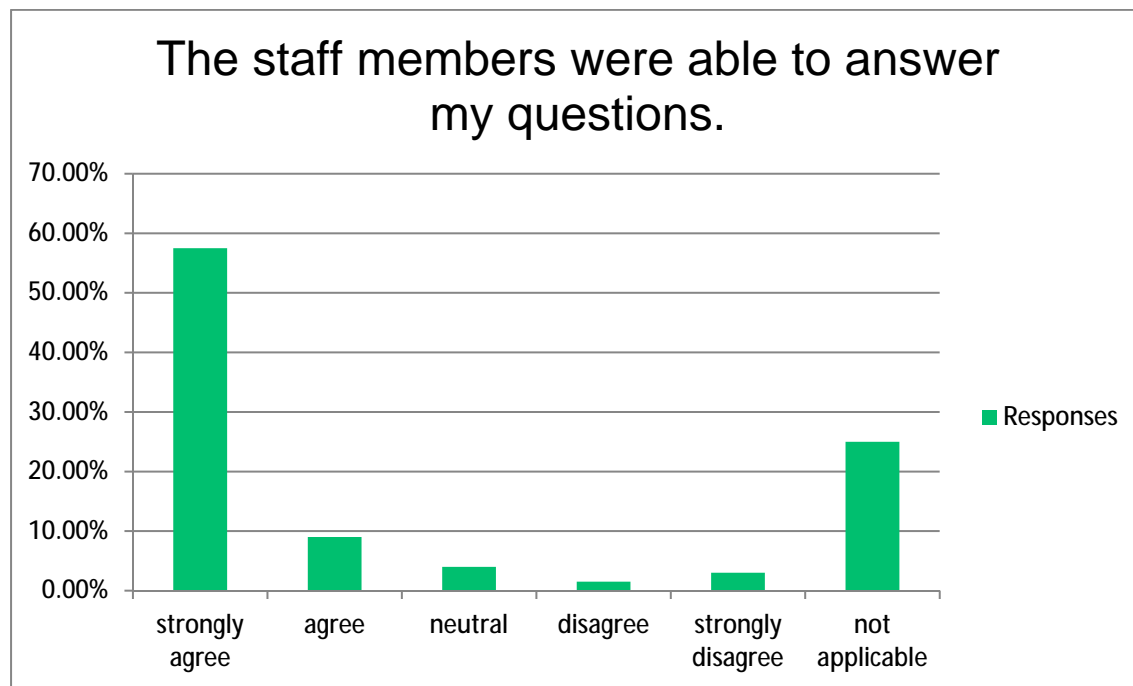
Answer Choices	Responses	
strongly agree	17.09%	34
agree	10.55%	21
neutral	4.02%	8
disagree	0.00%	0
strongly disagree	0.50%	1
not applicable	67.84%	135
<b>Answered</b>		<b>199</b>
<b>Skipped</b>		<b>3</b>



**III. STAFF**

**The staff members were able to answer my questions.**

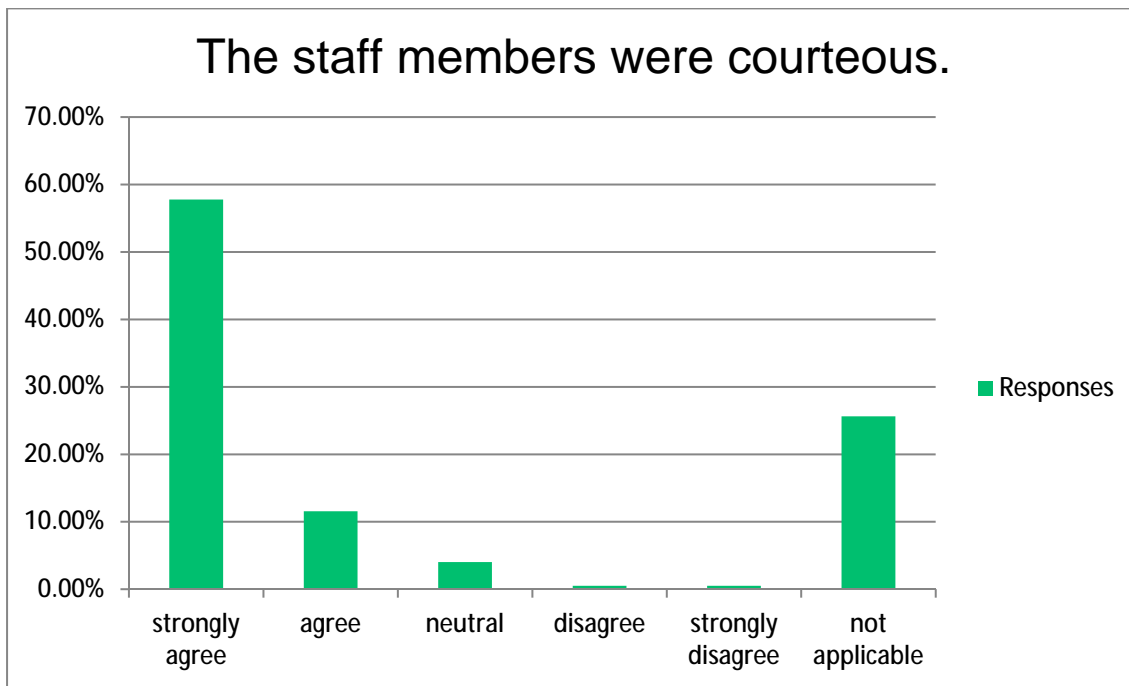
Answer Choices	Responses	
strongly agree	57.50%	115
agree	9.00%	18
neutral	4.00%	8
disagree	1.50%	3
strongly disagree	3.00%	6
not applicable	25.00%	50
<b>Answered</b>		<b>200</b>
<b>Skipped</b>		<b>2</b>



**III. STAFF**

**The staff members were courteous.**

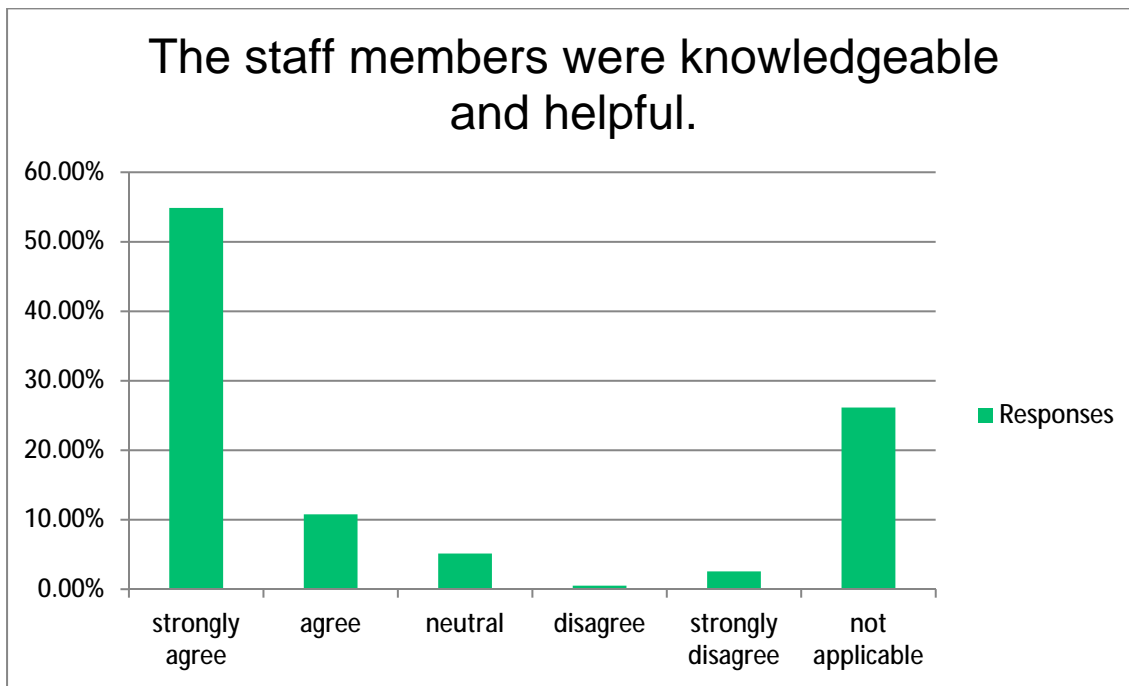
Answer Choices	Responses	
strongly agree	57.79%	115
agree	11.56%	23
neutral	4.02%	8
disagree	0.50%	1
strongly disagree	0.50%	1
not applicable	25.63%	51
<b>Answered</b>		<b>199</b>
<b>Skipped</b>		<b>3</b>



**III. STAFF**

**The staff members were knowledgeable and helpful.**

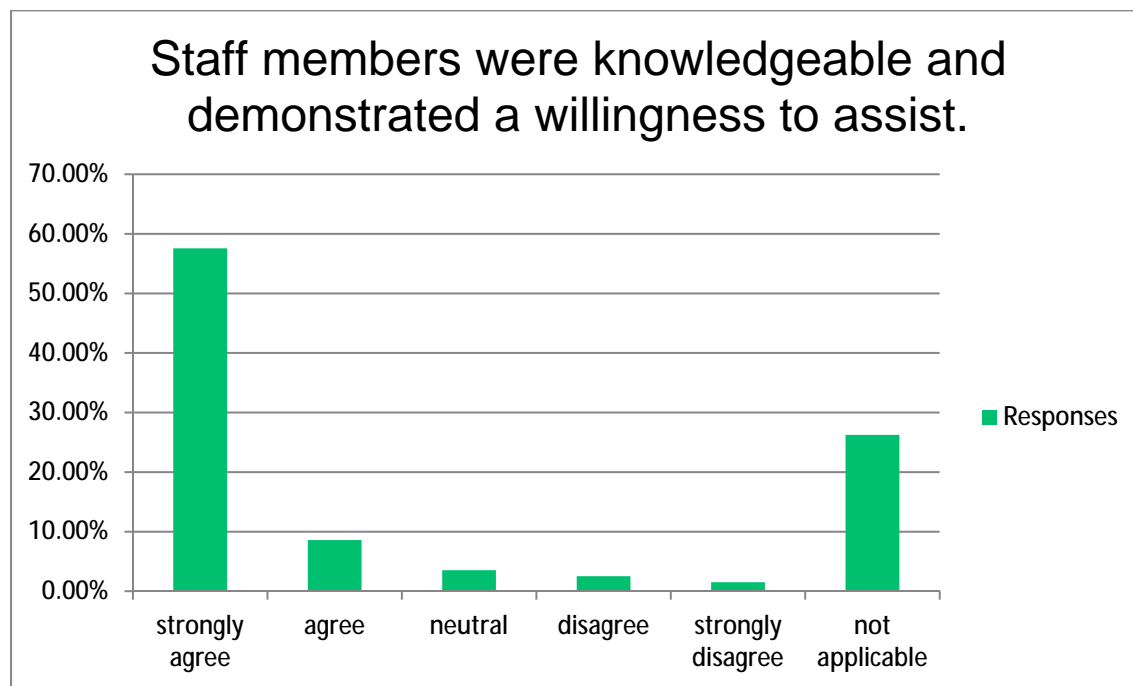
Answer Choices	Responses	
strongly agree	54.87%	107
agree	10.77%	21
neutral	5.13%	10
disagree	0.51%	1
strongly disagree	2.56%	5
not applicable	26.15%	51
<b>Answered</b>		<b>195</b>
<b>Skipped</b>		<b>7</b>



**III. STAFF**

**Staff members were knowledgeable and demonstrated a willingness to assist.**

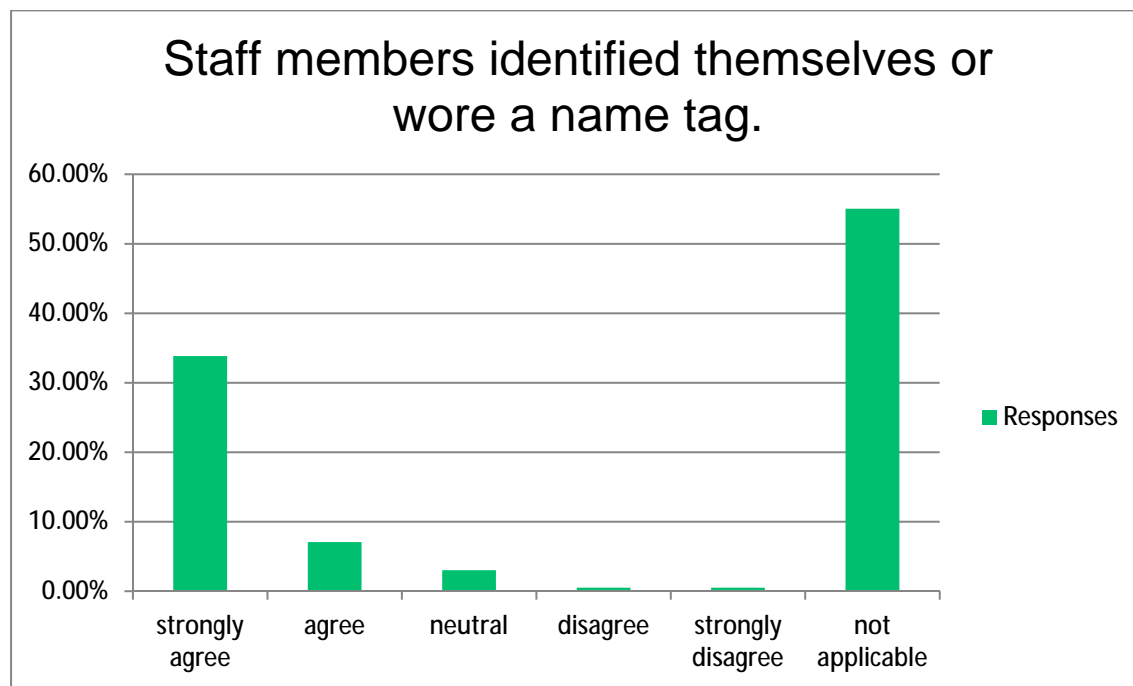
Answer Choices	Responses	
strongly agree	57.58%	114
agree	8.59%	17
neutral	3.54%	7
disagree	2.53%	5
strongly disagree	1.52%	3
not applicable	26.26%	52
<b>Answered</b>		<b>198</b>
<b>Skipped</b>		<b>4</b>



**III. STAFF**

**Staff members identified themselves or wore a name tag.**

Answer Choices	Responses	
strongly agree	33.84%	67
agree	7.07%	14
neutral	3.03%	6
disagree	0.51%	1
strongly disagree	0.51%	1
not applicable	55.05%	109
	<b>Answered</b>	<b>198</b>
	<b>Skipped</b>	<b>4</b>

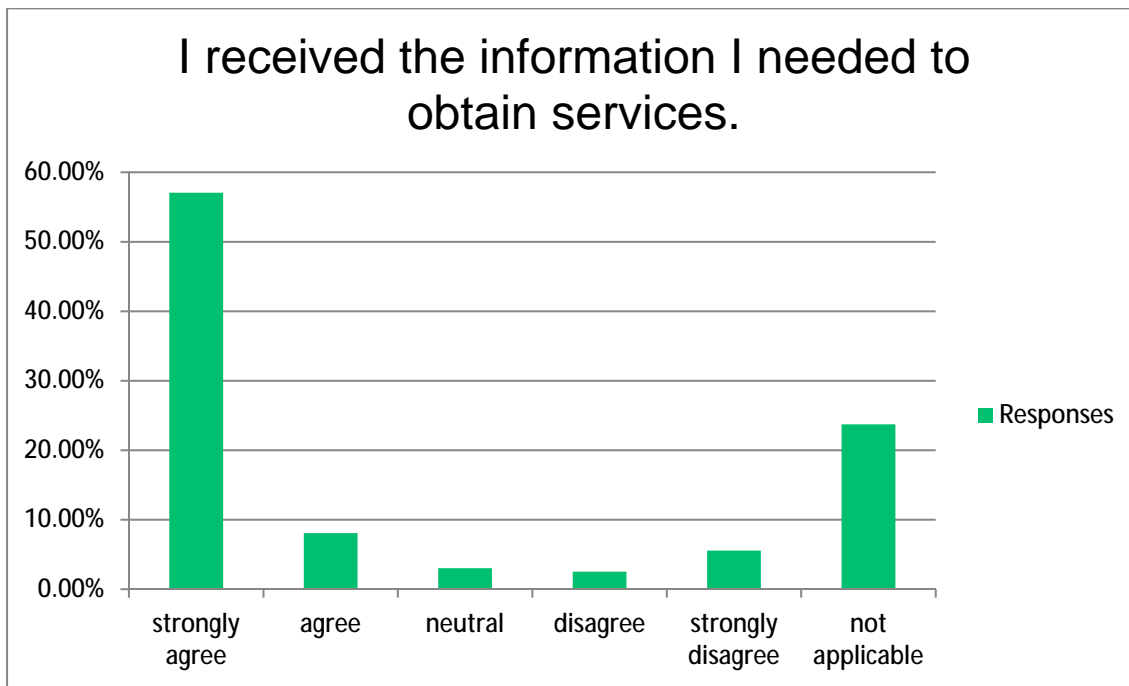




**IV. COMMUNICATIONS**

**I received the information I needed to obtain services.**

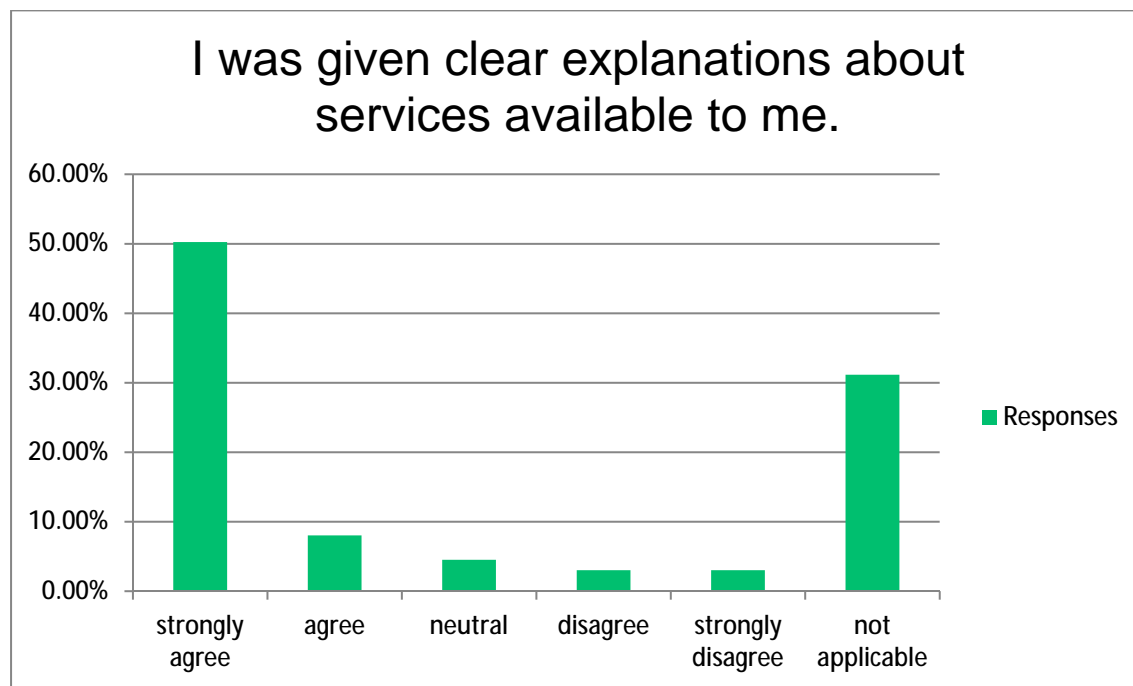
Answer Choices	Responses	
strongly agree	57.07%	113
agree	8.08%	16
neutral	3.03%	6
disagree	2.53%	5
strongly disagree	5.56%	11
not applicable	23.74%	47
<b>Answered</b>		<b>198</b>
<b>Skipped</b>		<b>4</b>



**IV. COMMUNICATIONS**

**I was given clear explanations about services available to me.**

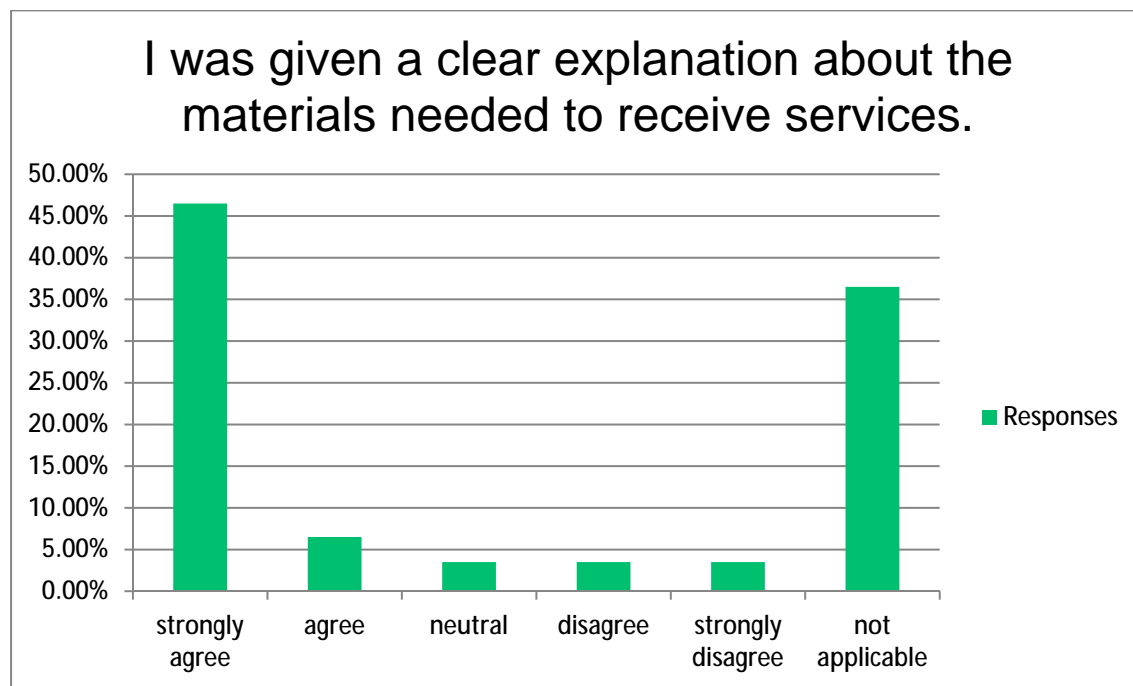
Answer Choices	Responses	
strongly agree	50.25%	100
agree	8.04%	16
neutral	4.52%	9
disagree	3.02%	6
strongly disagree	3.02%	6
not applicable	31.16%	62
	<b>Answered</b>	<b>199</b>
	<b>Skipped</b>	<b>3</b>



**IV. COMMUNICATIONS**

**I was given a clear explanation about the materials needed to receive services.**

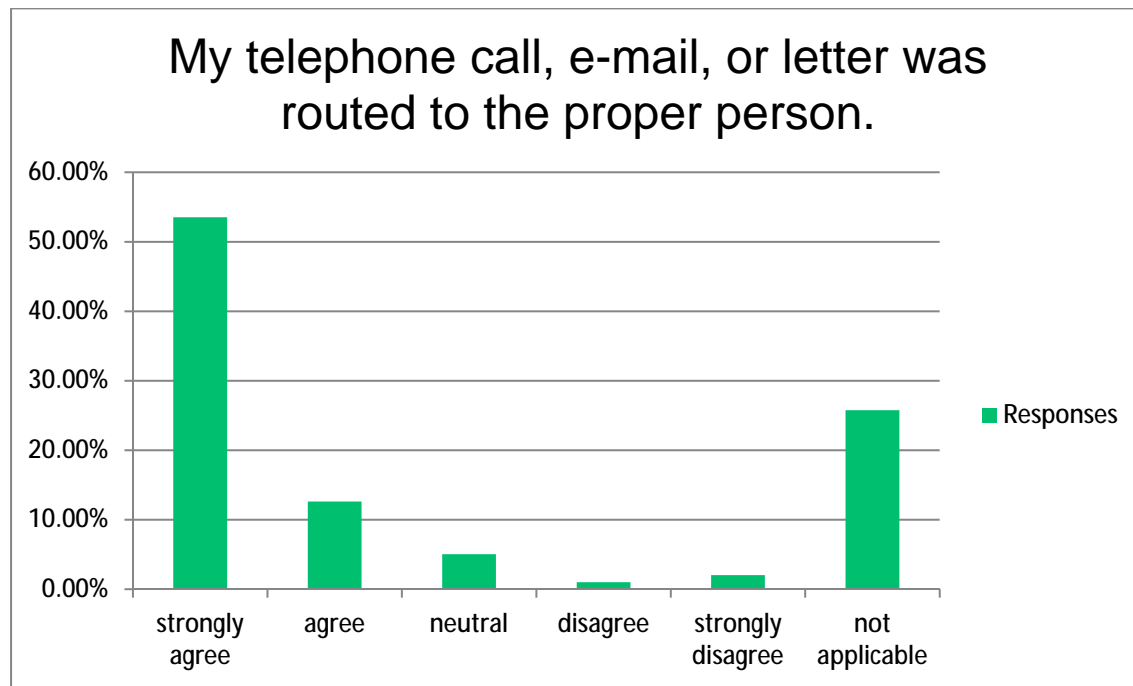
Answer Choices	Responses	
strongly agree	46.50%	93
agree	6.50%	13
neutral	3.50%	7
disagree	3.50%	7
strongly disagree	3.50%	7
not applicable	36.50%	73
<b>Answered</b>		<b>200</b>
<b>Skipped</b>		<b>2</b>



**IV. COMMUNICATIONS**

**My telephone call, e-mail, or letter was routed to the proper person.**

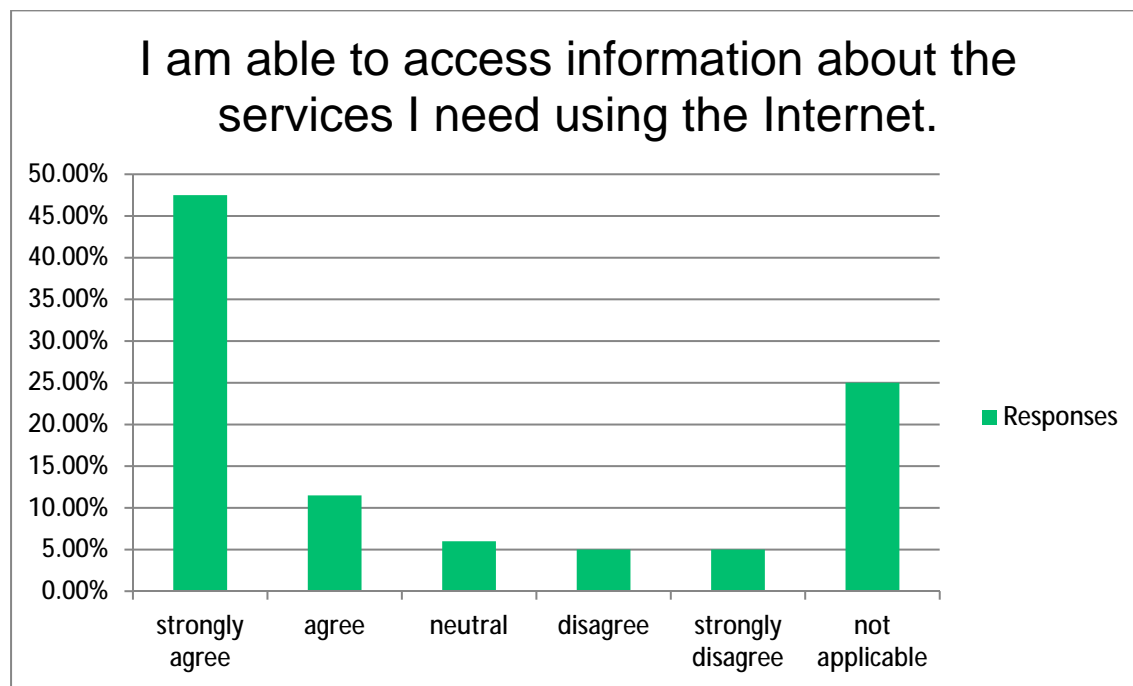
Answer Choices	Responses	
strongly agree	53.54%	106
agree	12.63%	25
neutral	5.05%	10
disagree	1.01%	2
strongly disagree	2.02%	4
not applicable	25.76%	51
<b>Answered</b>		<b>198</b>
<b>Skipped</b>		<b>4</b>



**V. INTERNET SITES**

**I am able to access information about the services I need using the Internet.**

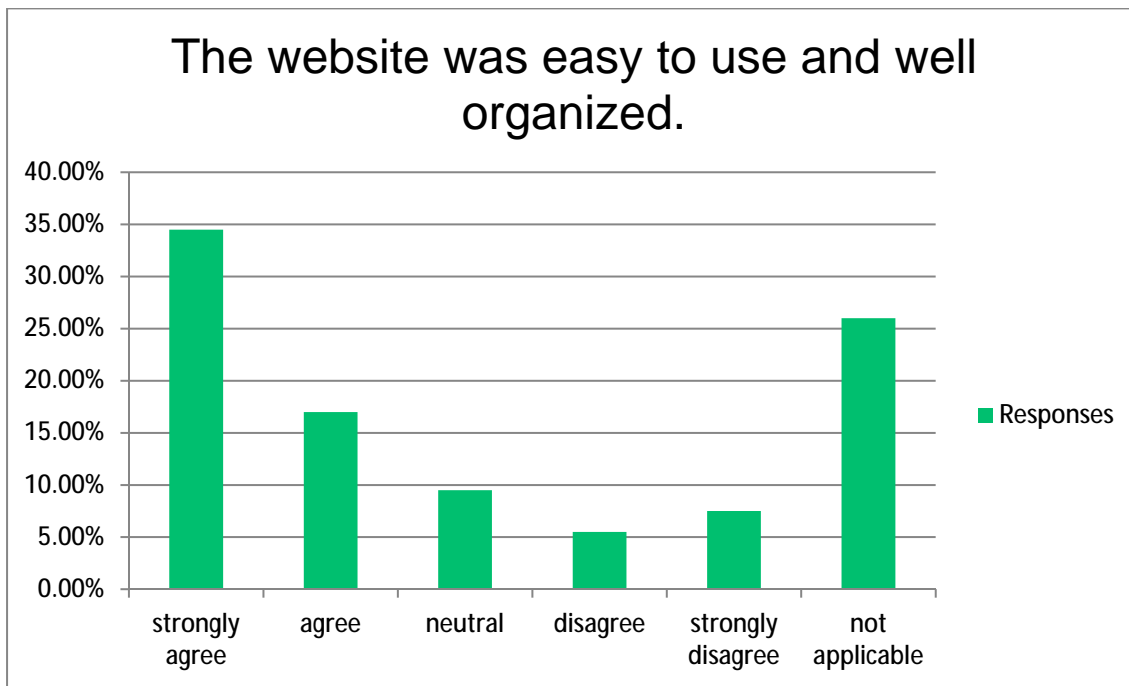
Answer Choices	Responses	
strongly agree	47.50%	95
agree	11.50%	23
neutral	6.00%	12
disagree	5.00%	10
strongly disagree	5.00%	10
not applicable	25.00%	50
<b>Answered</b>		<b>200</b>
<b>Skipped</b>		<b>2</b>



**V. INTERNET SITES**

**The website was easy to use and well organized.**

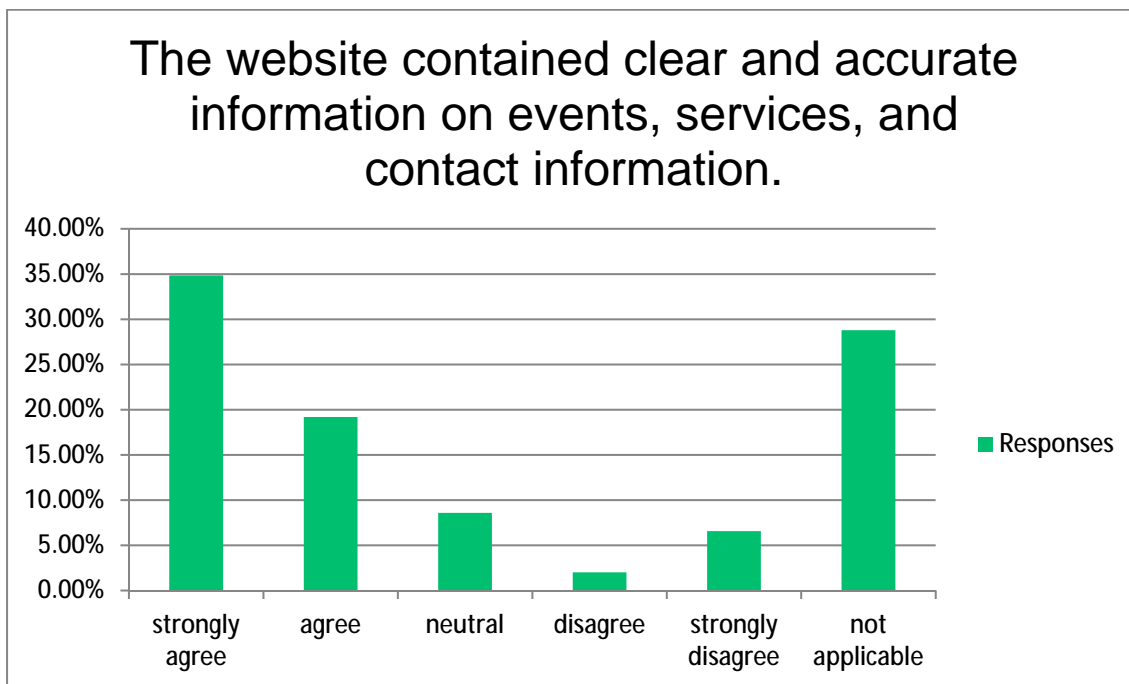
Answer Choices	Responses	
strongly agree	34.50%	69
agree	17.00%	34
neutral	9.50%	19
disagree	5.50%	11
strongly disagree	7.50%	15
not applicable	26.00%	52
<b>Answered</b>		<b>200</b>
<b>Skipped</b>		<b>2</b>



**V. INTERNET SITES**

**The website contained clear and accurate information on events, services, and contact information.**

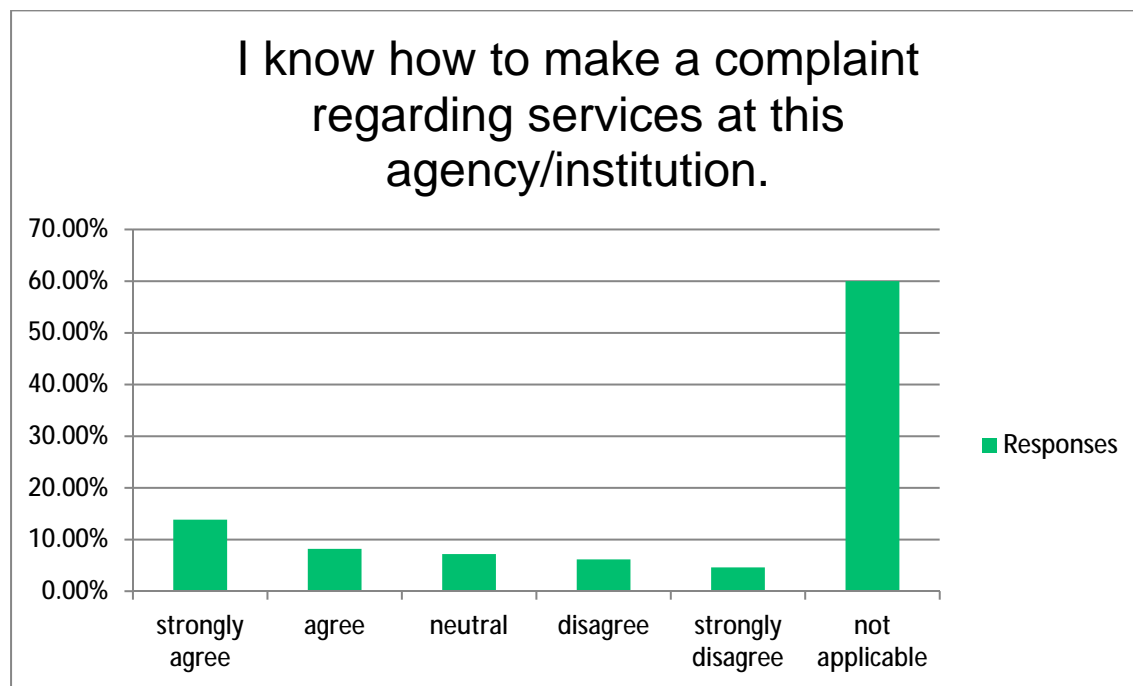
Answer Choices	Responses	
strongly agree	34.85%	69
agree	19.19%	38
neutral	8.59%	17
disagree	2.02%	4
strongly disagree	6.57%	13
not applicable	28.79%	57
	<b>Answered</b>	<b>198</b>
	<b>Skipped</b>	<b>4</b>



**VI. COMPLAINT HANDLING PROCESS**

**I know how to make a complaint regarding services at this agency/institution.**

Answer Choices	Responses	
strongly agree	13.85%	27
agree	8.21%	16
neutral	7.18%	14
disagree	6.15%	12
strongly disagree	4.62%	9
not applicable	60.00%	117
<b>Answered</b>		<b>195</b>
<b>Skipped</b>		<b>7</b>

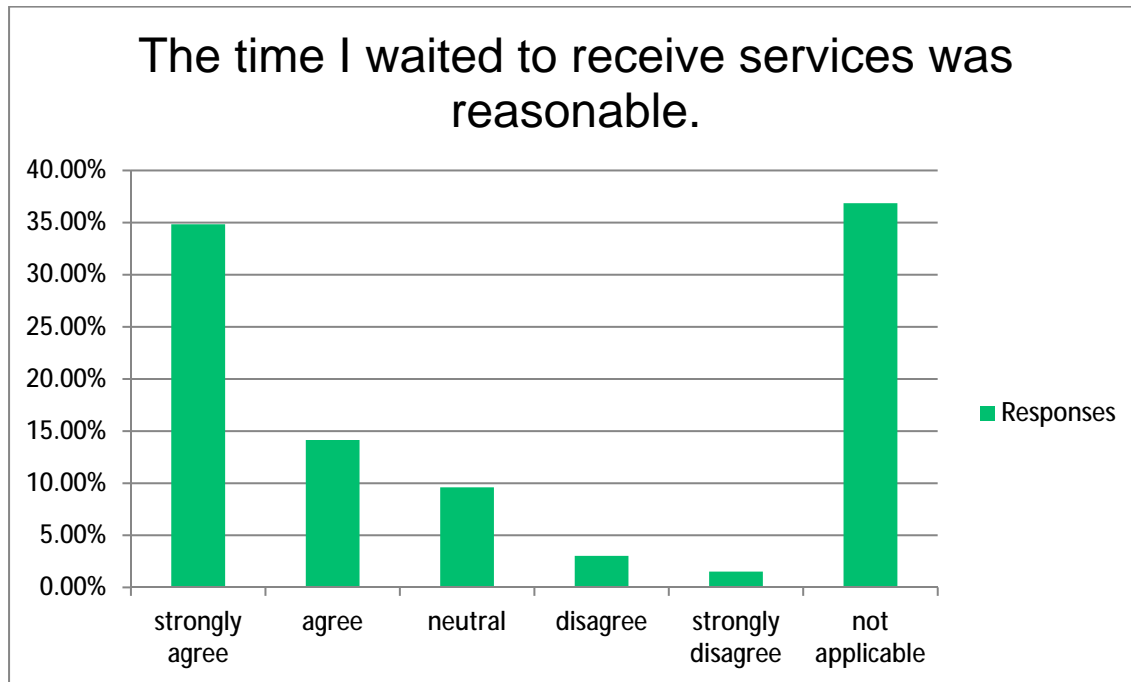




**VI. COMPLAINT HANDLING PROCESS**

**The time I waited to receive services was reasonable.**

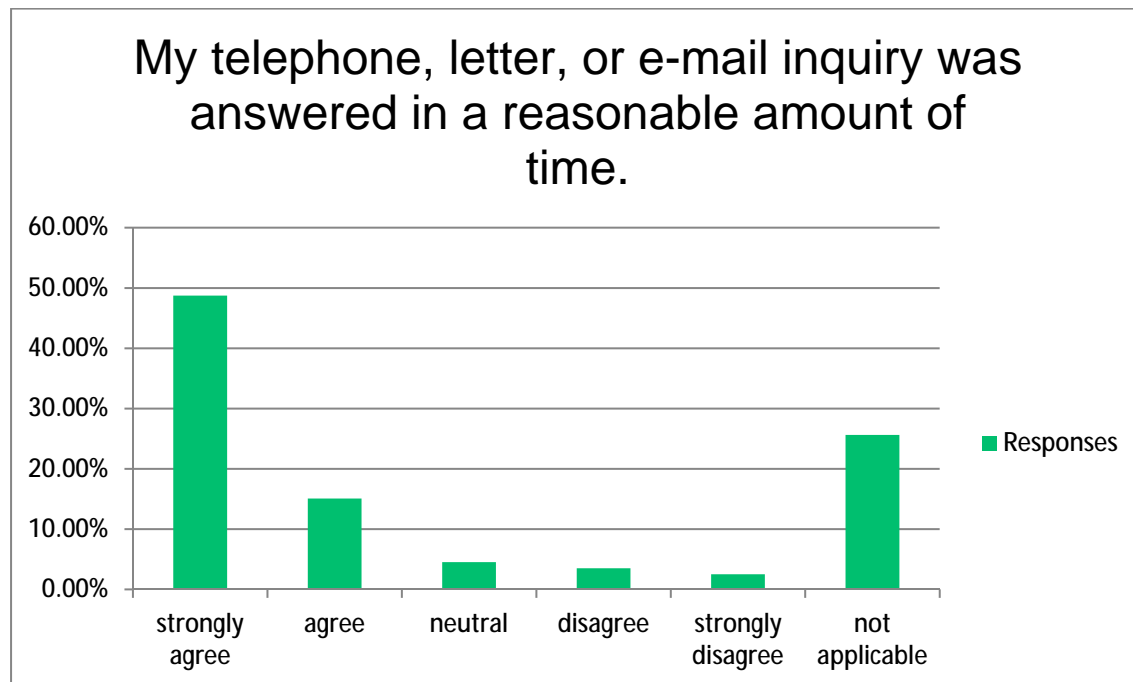
Answer Choices	Responses	
strongly agree	34.85%	69
agree	14.14%	28
neutral	9.60%	19
disagree	3.03%	6
strongly disagree	1.52%	3
not applicable	36.87%	73
<b>Answered</b>		<b>198</b>
<b>Skipped</b>		<b>4</b>



**VII. TIMELINESS**

**My telephone, letter, or e-mail inquiry was answered in a reasonable amount of time.**

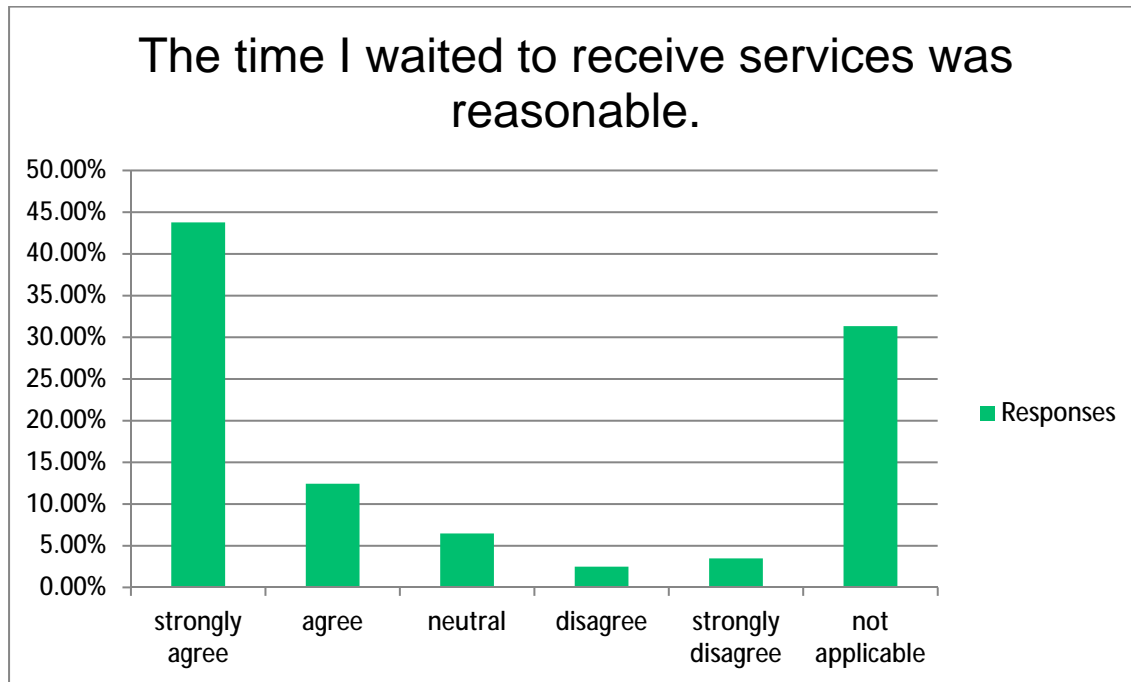
Answer Choices	Responses	
strongly agree	48.74%	97
agree	15.08%	30
neutral	4.52%	9
disagree	3.52%	7
strongly disagree	2.51%	5
not applicable	25.63%	51
	<b>Answered</b>	<b>199</b>
	<b>Skipped</b>	<b>3</b>



**VII. TIMELINESS**

**The time I waited to receive services was reasonable.**

Answer Choices	Responses	
strongly agree	43.78%	88
agree	12.44%	25
neutral	6.47%	13
disagree	2.49%	5
strongly disagree	3.48%	7
not applicable	31.34%	63
<b>Answered</b>		<b>201</b>
<b>Skipped</b>		<b>1</b>



**VII. TIMELINESS**

**The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.**

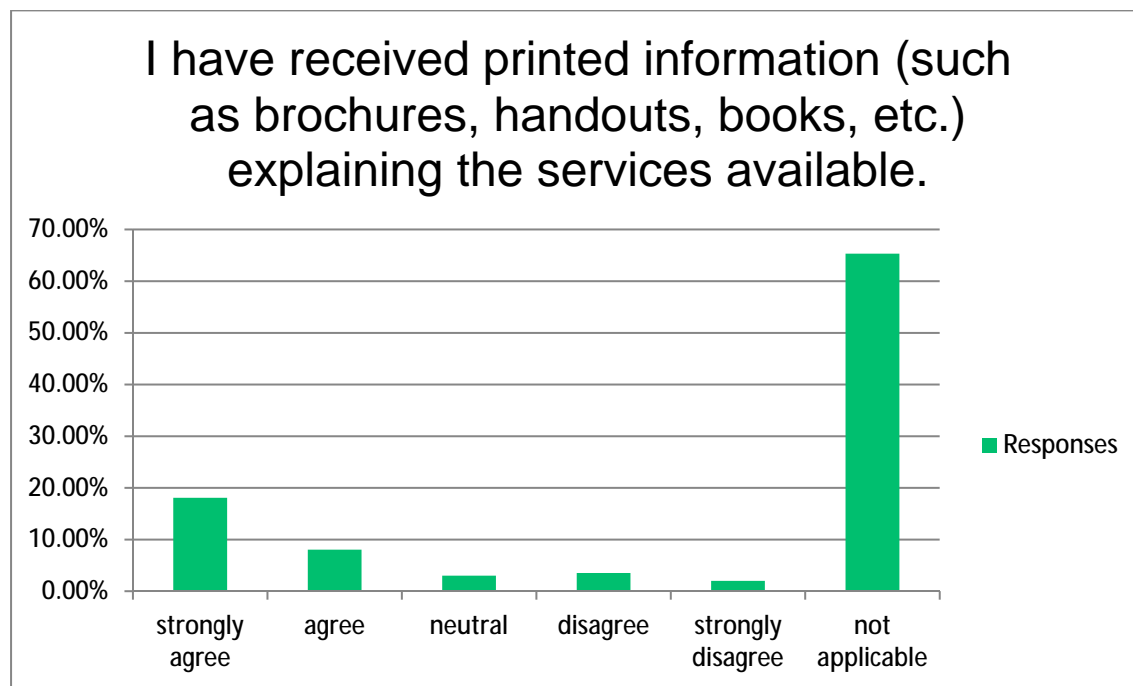
Answer Choices	Responses	
strongly agree	40.40%	80
agree	16.16%	32
neutral	5.05%	10
disagree	3.03%	6
strongly disagree	3.03%	6
not applicable	32.32%	64
	<b>Answered</b>	<b>198</b>
	<b>Skipped</b>	<b>4</b>



**VIII. PRINTED INFORMATION**

**I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.**

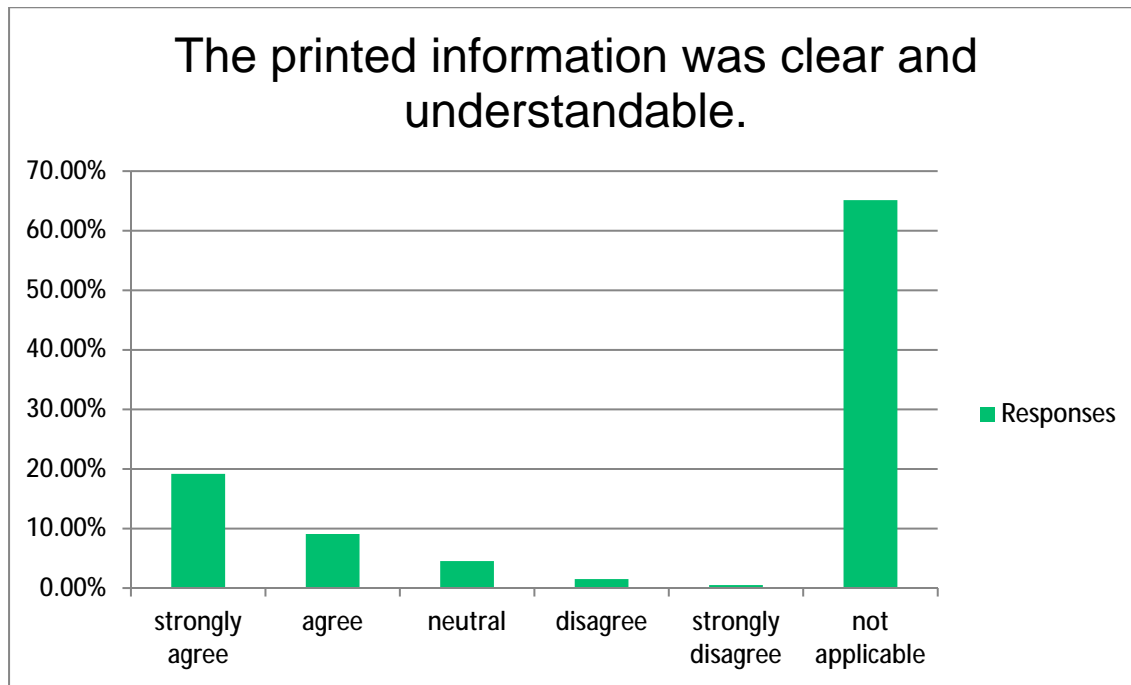
Answer Choices	Responses	
strongly agree	18.09%	36
agree	8.04%	16
neutral	3.02%	6
disagree	3.52%	7
strongly disagree	2.01%	4
not applicable	65.33%	130
<b>Answered</b>		<b>199</b>
<b>Skipped</b>		<b>3</b>



**VIII. PRINTED INFORMATION**

**The printed information was clear and understandable.**

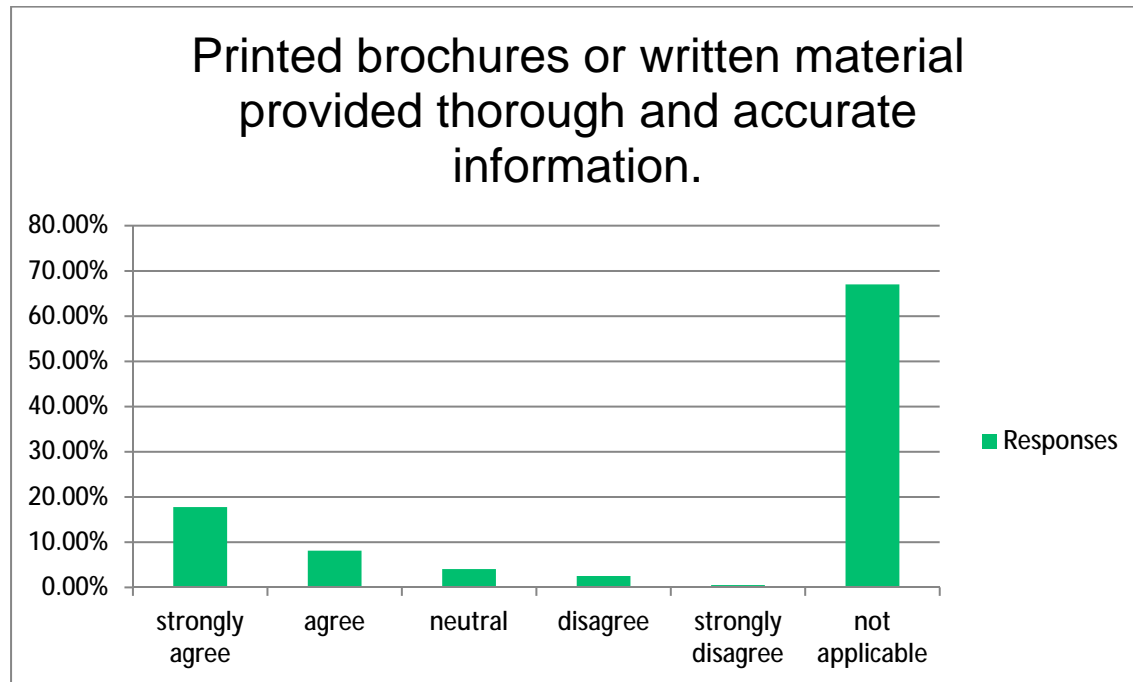
Answer Choices	Responses	
strongly agree	19.19%	38
agree	9.09%	18
neutral	4.55%	9
disagree	1.52%	3
strongly disagree	0.51%	1
not applicable	65.15%	129
<b>Answered</b>		<b>198</b>
<b>Skipped</b>		<b>4</b>



**VIII. PRINTED INFORMATION**

**Printed brochures or written material provided thorough and accurate information.**

Answer Choices	Responses	
strongly agree	17.77%	35
agree	8.12%	16
neutral	4.06%	8
disagree	2.54%	5
strongly disagree	0.51%	1
not applicable	67.01%	132
	<b>Answered</b>	<b>197</b>
	<b>Skipped</b>	<b>5</b>



**COMMENTS**

**Answered**      **132**

**Skipped**        **70**



**Sample of the Web-Based Customer Service Survey  
starting next page**



# Texas Secretary of State Customer Satisfaction Survey

Please take a moment to fill out this survey.

This survey is used for informational purposes only.

## My Responses are for:

- Business Filings
- Elections
- Border Affairs
- Government Filings (includes Notaries Public and Service of Process)
- Texas Register
- Uniform Commercial Code
- Not Applicable

## I. GENERAL/OVERALL:

**Overall, I am satisfied with the services I received.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**If I had other options, I would still choose to get services from this agency/institution.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**Overall, I am satisfied with my experience.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

## **II. FACILITIES:**

**The location of services was convenient (parking, public transportation, distance, etc.).**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**The facility where I received services was clean, orderly, and I could easily find my way around in it.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**The facility is open during reasonable hours.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

### **III. STAFF:**

**The staff members were able to answer my questions.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**The staff members were courteous.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**The staff members were knowledgeable and helpful.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**Staff members were knowledgeable and demonstrated a willingness to assist.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**Staff members identified themselves or wore a name tag.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**IV. COMMUNICATIONS:**

**I received the information I needed to obtain services.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**I was given clear explanations about services available to me.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**I was given a clear explanation about the materials needed to receive services.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**My telephone call, e-mail, or letter was routed to the proper person.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

## **V. INTERNET SITES:**

**I am able to access information about the services I need using the Internet.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**The website was easy to use and well organized.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**The website contained clear and accurate information on events, services, and contact information.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**VI. COMPLAINT HANDLING PROCESS:**

**I know how to make a complaint regarding services at this agency/institution.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree



not applicable

**The time I waited to receive services was reasonable.**

strongly agree

agree

neutral

disagree

strongly disagree

not applicable

## **VII. TIMELINESS:**

**My telephone, letter, or e-mail inquiry was answered in a reasonable amount of time.**

strongly agree

agree

neutral

disagree

strongly disagree

not applicable

**The time I waited to receive services was reasonable.**

strongly agree

agree

neutral

disagree

strongly disagree

not applicable

**The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable.**

strongly agree

agree

neutral

disagree

strongly disagree

not applicable

## **VIII. PRINTED INFORMATION:**

**I have received printed information (such as brochures, handouts, books, etc.) explaining the services available.**

strongly agree

agree

neutral

disagree

strongly disagree

not applicable

**The printed information was clear and understandable.**

strongly agree

agree

neutral

disagree

- strongly disagree
- not applicable

**Printed brochures or written material provided thorough and accurate information.**

- strongly agree
- agree
- neutral
- disagree
- strongly disagree
- not applicable

**COMMENTS**

**Notice:** This survey is used for informational purposes only. For immediate assistance please contact the [webmaster](#) or refer to our [agency contact directory](#).

Done

---

Powered by



See how easy it is to [create a survey](#).

