

## OAH Customer Satisfaction Survey

**Agency:** Office of Administrative Hearings

**Partners and Customers:** Non-agency parties who participate in administrative proceedings conducted by the Office of Administrative Hearings.

### Project Impact

The Office of Administrative Hearings improved the process staff use for soliciting feedback from customers, resulting in a dramatic increase in the customer response rate.

The Office of Administrative Hearings now has a robust, sustainable ongoing process to gather feedback from a large number of non-agency customers. Having this timely feedback allows the Office of Administrative Hearings to better determine and respond to the needs of Washingtonians, particularly in the areas of due process, clear communication, convenience and access to justice.

### Project Summary

The Office of Administrative Hearings began conducting a customer satisfaction survey in July 2016. After nearly six months, only 10 responses had been received. The survey methodology and process did not generate enough responses to even create a baseline, much less provide actionable feedback. In January 2017, a new project was initiated to improve the response rate to our survey.

OAH did not have enough customer survey responses to create a valid baseline for key customer satisfaction measures. Specifically, OAH did not reach its target of obtaining a statistically significant baseline for customer satisfaction measures by December 31, 2016.

To achieve the targeted results, OAH redesigned the survey process as follows:

- Developed best practices and specific verbiage for staff to use when attempting to obtain responses
- Identified and implemented a more effective method for determining which customers to contact at what time
- Created better tracking tools for staff to use when soliciting feedback to help ensure work is completed and timely
- Critically, modified the timing of the survey invitation and delivery to better correspond with parties' ability and willingness to respond thoughtfully

### Project Results

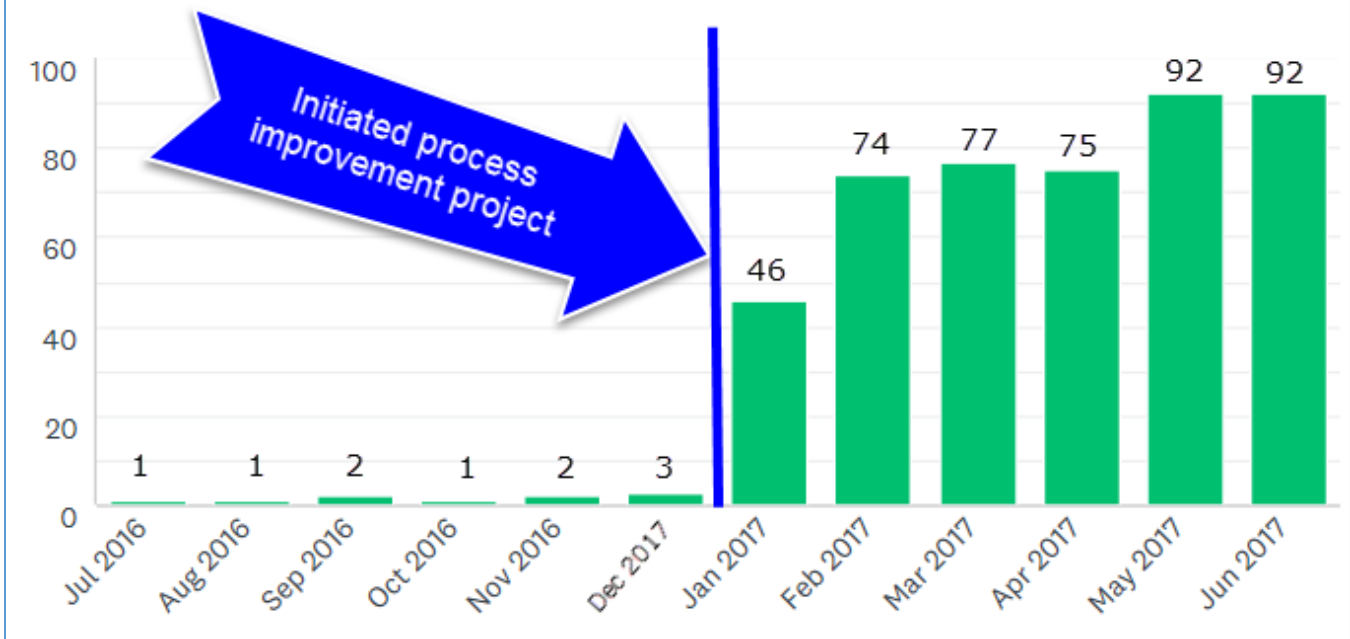


Increased volume of responses to customer satisfaction survey **from** 10 responses in Period #1 (Jul – Dec 2016) **to** 456 responses in Period #2 (Jan – Jun 2017).



Increased OAH's ability to hear the voice of the customer and established a baseline for customer satisfaction

## Customer Satisfaction Survey Responses



### Project Details

**Date improvement project was initiated:** 1/1/2017

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