



CREDIT UNION DEPARTMENT

Harold E. Feeney
Commissioner

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Deputy Commissioner

2016 CREDIT UNION DEPARTMENT SATISFACTION QUESTIONNAIRE

In March, the Department announced its twenty-first annual customer satisfaction questionnaire. This is the sixth time state-chartered credit unions were asked to provide their opinions electronically.

Each Texas-chartered credit union received a link to the online annual questionnaire. This year, the questionnaire gathered information from credit unions regarding the quality of service delivered by the Department as required by Chapter 2114 of the Government Code.

Completion of the electronic survey was voluntary and anonymous. Out of the **184** credit unions provided the opportunity to complete the survey, **109** completed the online questionnaire for a response rate of **59 percent**. This compares to a **48 percent** response rate in **2015** and a **59 percent** response rate in **2014**.

In the following pages, the results of the survey are detailed. Charts are provided to show how credit unions as a whole responded to each question. Tables are also provided to break out those responses by credit union asset size.

**CREDIT UNION DEPARTMENT
CREDIT UNION SATISFACTION SURVEY
CURRENT VS. PREVIOUS RESULTS**

	<u>2016</u>	<u>2015</u>	<u>2014</u>
Number of Survey Questionnaires Mailed	184	186	188
Number of Responses Completed	109	89	111
Percentage of Credit Unions Completing Survey	59%	48%	59%
Number of Credit Unions Providing Written Comments	58	34	51
Percentage of CUs that Believe the Department Provides Quality Service	97%	97%	92%

INTERACTION WITH DEPARTMENT

INTERACTION WITH DEPARTMENT

Department Staff is Generally Accessible

Customer Responses

Strongly Agree	88
Somewhat Agree	15
Neither Agree or Disagree	3
Somewhat Disagree	1
Strongly Disagree	2

Department Staff Provides Timely and Accurate Feedback/Answers

Customer Responses

Strongly Agree	82
Somewhat Agree	19
Neither Agree or Disagree	4
Somewhat Disagree	1
Strongly Disagree	3

Overall, Department Staff is Responsive to My Needs

Customer Responses

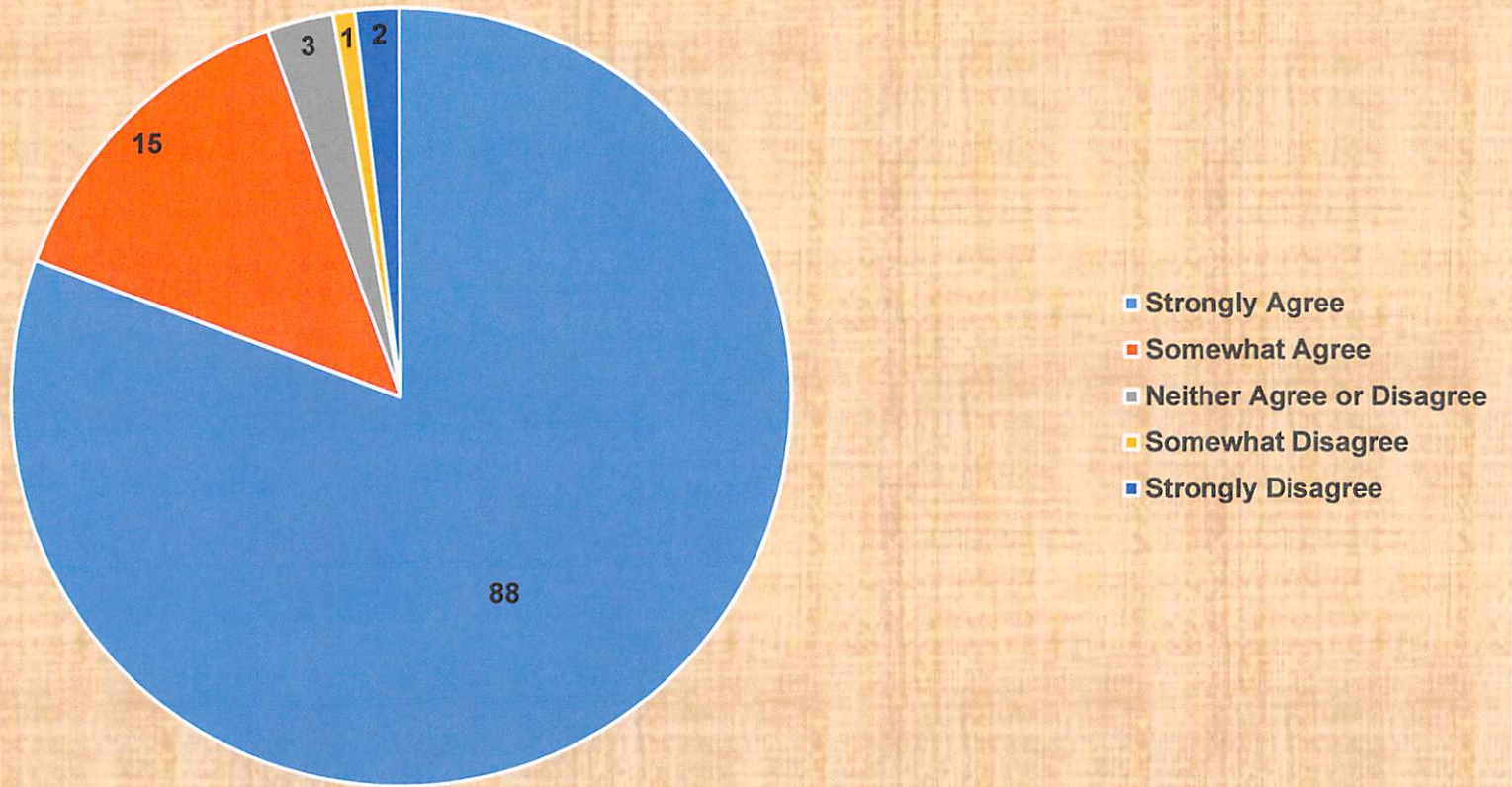
Strongly Agree	82
Somewhat Agree	20
Neither Agree or Disagree	4
Somewhat Disagree	1
Strongly Disagree	2

Overall, My Credit Union's Communication with the Department is Satisfactory

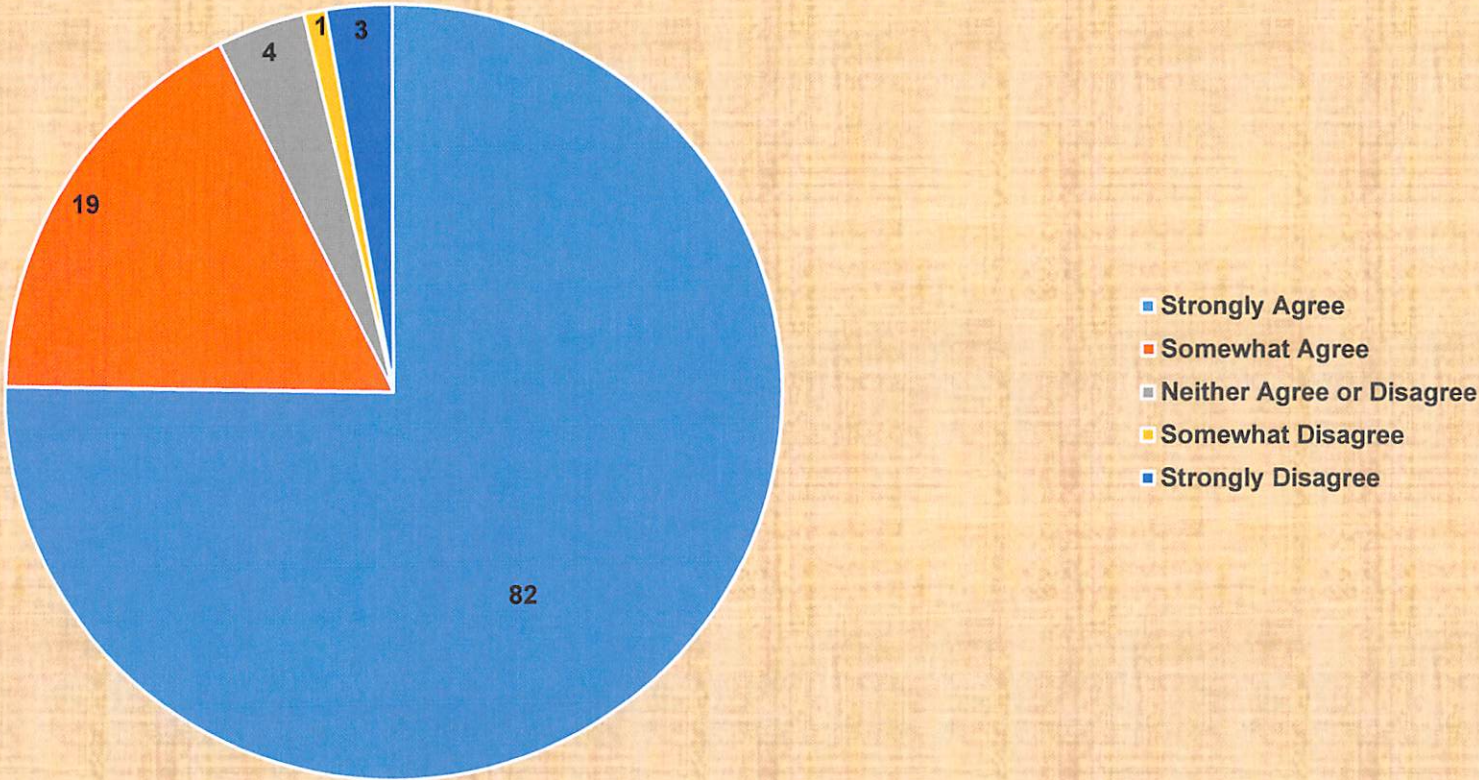
Customer Responses

Strongly Agree	87
Somewhat Agree	14
Neither Agree or Disagree	4
Somewhat Disagree	0
Strongly Disagree	4

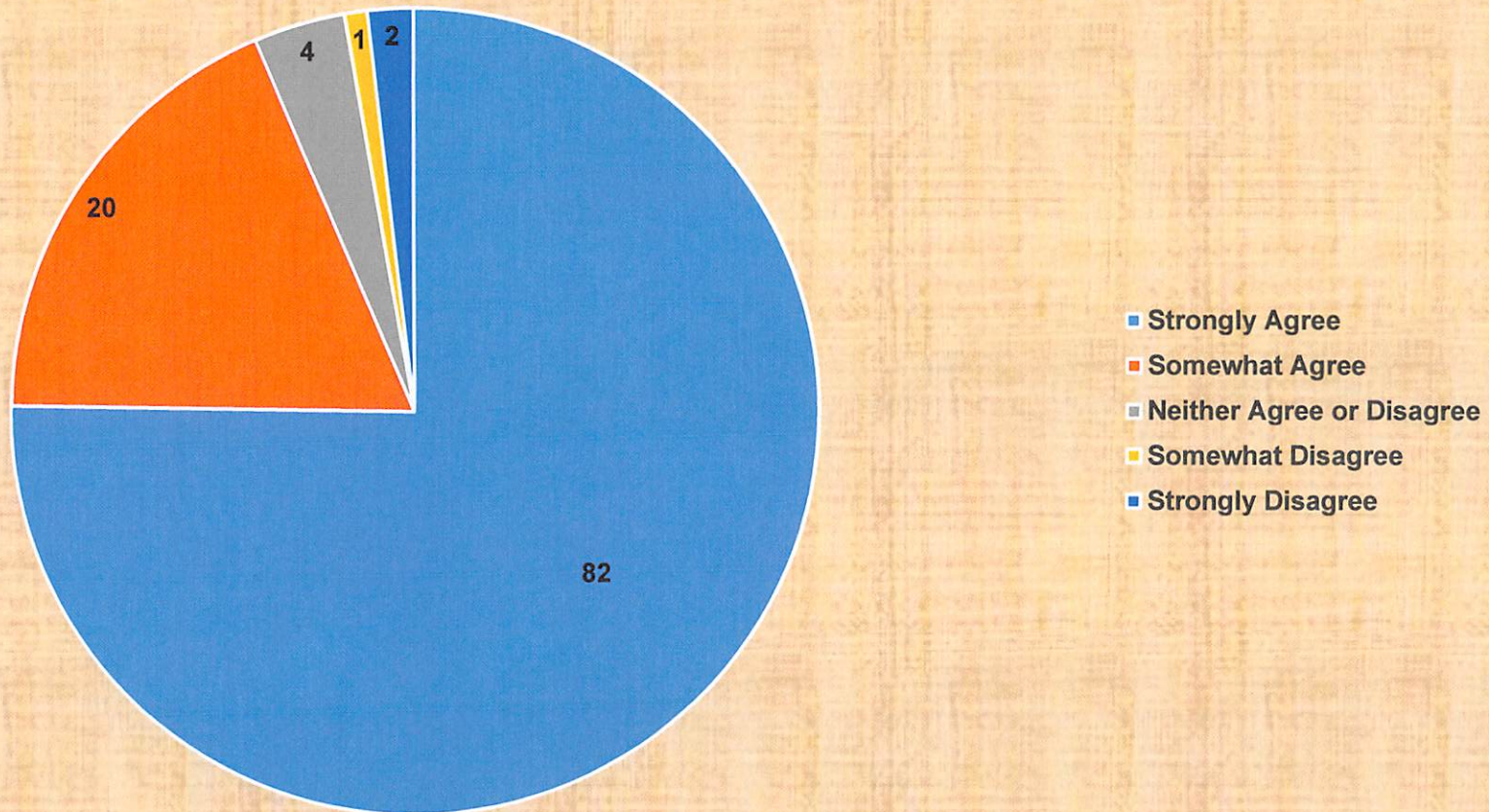
Department Staff is Generally Accessible



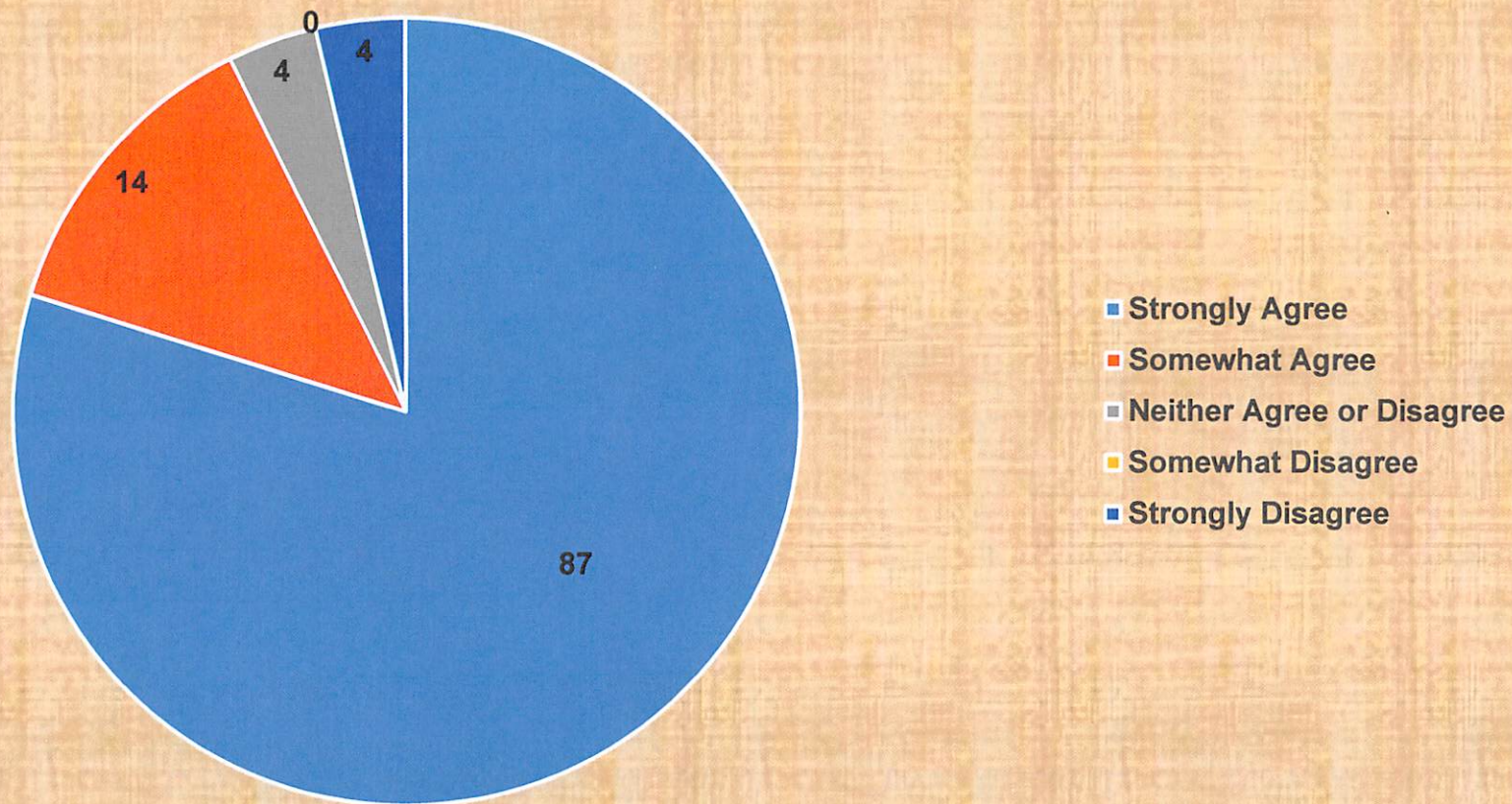
Department Staff Provides Timely and Accurate Feedback/Answers



Overall, Department Staff is Responsive to my Needs



Overall, My Credit Union's Communication with the Department is Satisfactory



COMMUNICATION WITH DEPARTMENT

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Have you Corresponded with the Department About a Member Complaint within the Last 12 Months?

Customer Responses

Yes	42
No	66
Skipped Question	1

Requests for Information were Reasonable

Customer Responses

Strongly Agree	32
Somewhat Agree	6
Neither Agree or Disagree	3
Somewhat Disagree	1
Strongly Disagree	1
Skipped Question	66

Complaint(s) are Handled in a Professional Manner by the Department

Customer Responses

Strongly Agree	38
Somewhat Agree	1
Neither Agree or Disagree	3
Somewhat Disagree	0
Strongly Disagree	1
Skipped Question	66

The Department's Conclusion(s) were Based on a Reasonable Interpretation of Applicable Law

Customer Responses

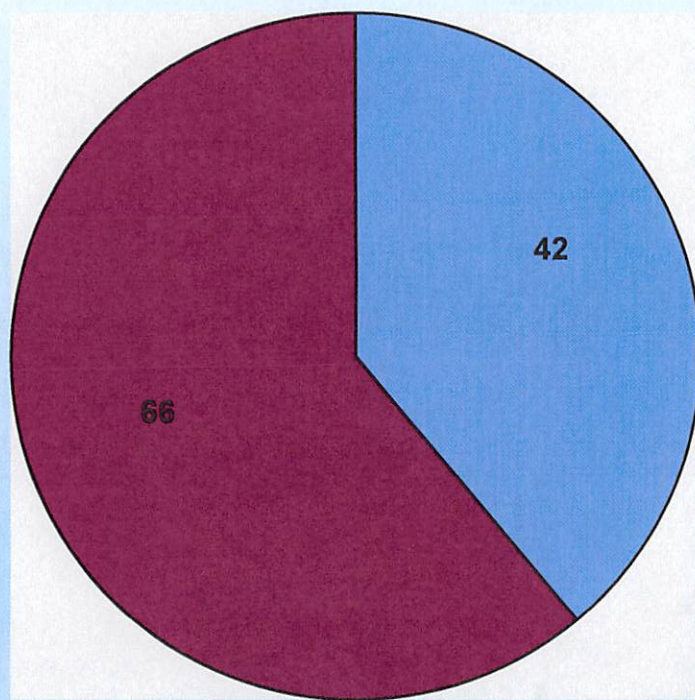
Strongly Agree	37
Somewhat Agree	2
Neither Agree or Disagree	3
Somewhat Disagree	0
Strongly Disagree	1
Skipped Question	66

The Department's Suggestion for Resolving the Complaint(s) was Reasonable

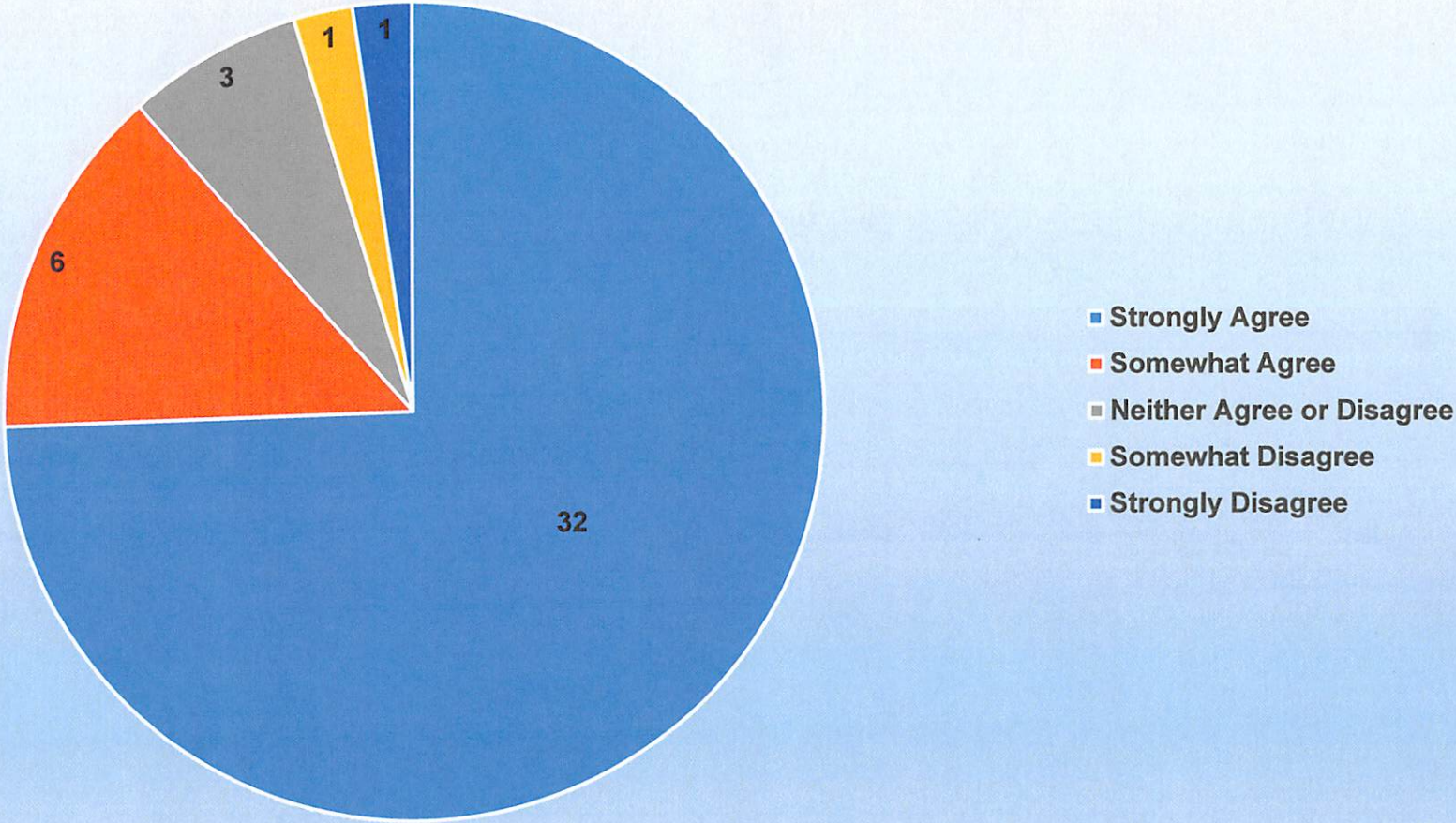
Customer Responses

Strongly Agree	34
Somewhat Agree	3
Neither Agree or Disagree	4
Somewhat Disagree	1
Strongly Disagree	1
Skipped Question	66

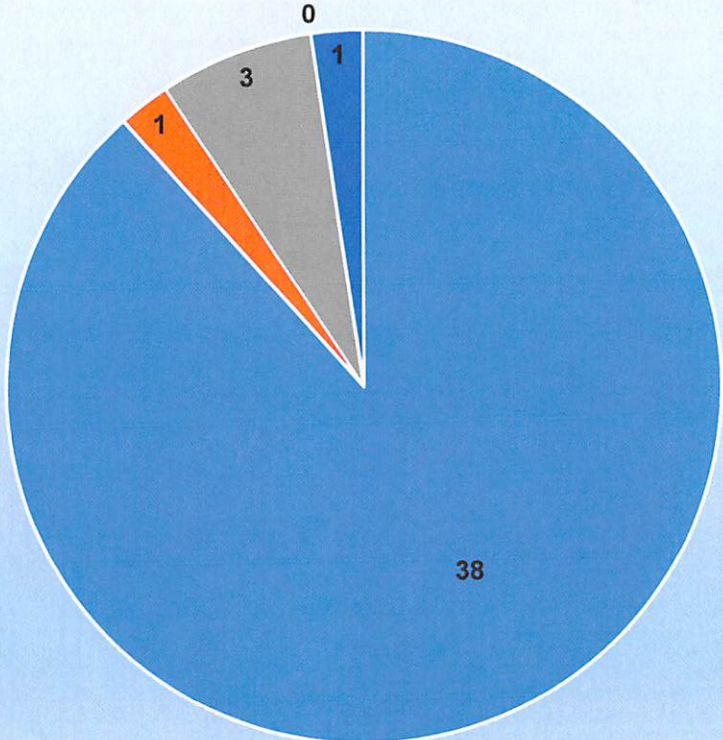
Have you corresponded with the Department about a member complaint within the last 12 months?



Request for Information were Reasonable

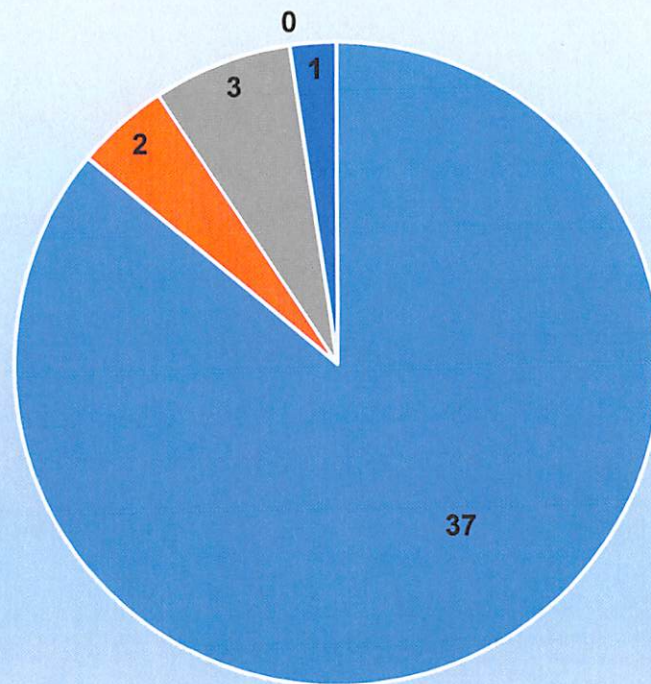


Complaint(s) are Handled in a Professional Manner by the Department



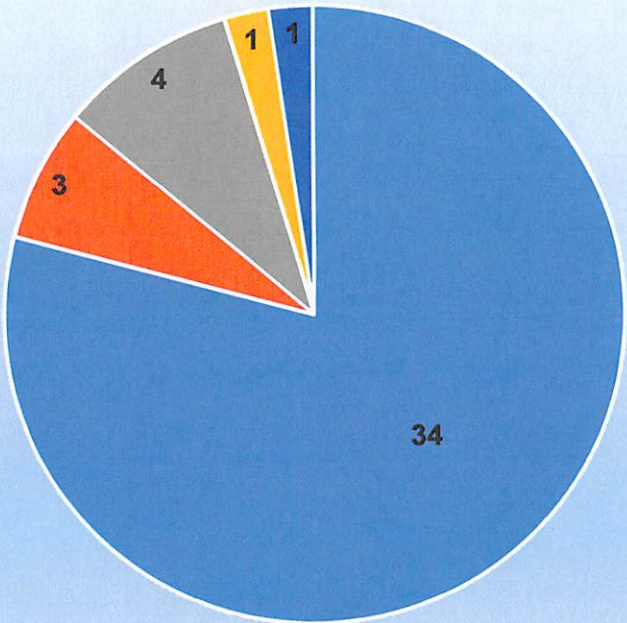
- Strongly Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Strongly Disagree

The Department's Conclusion(s) were Based on a Reasonable Interpretation of Applicable Law



- Strongly Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Strongly Disagree

The Department's Suggestion for Resolving the Complaint(s) was Reasonable



- Strongly Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Strongly Disagree

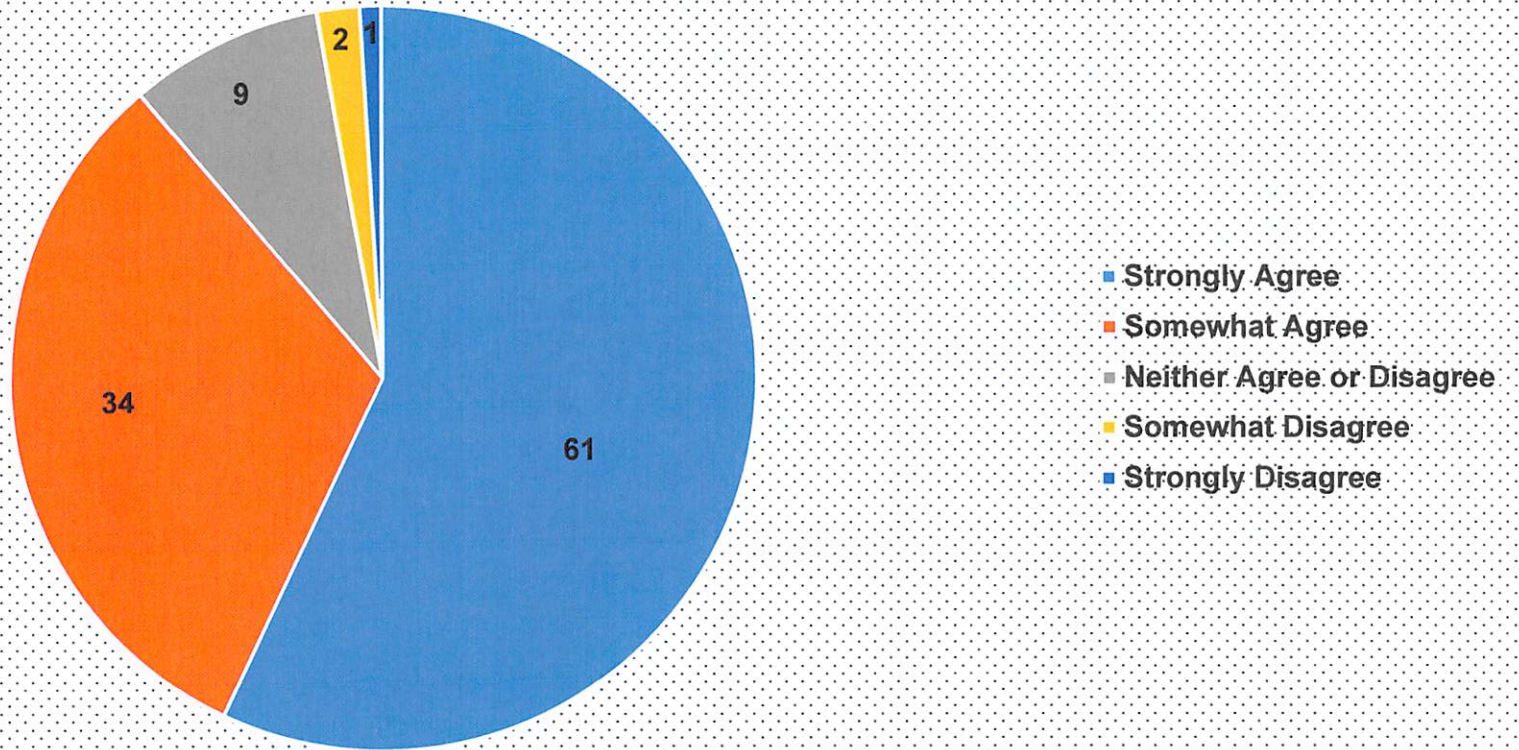
DEPARTMENT WEBSITE

DEPARTMENT WEBSITE

The Department's Website is Informative and Easy to Use Customer Responses

Strongly Agree	61
Somewhat Agree	34
Neither Agree or Disagree	9
Somewhat Disagree	2
Strongly Disagree	1
Skipped Question	2

The Department's Website is Informative and Easy to Use



DEPARTMENT OFFICES

DEPARTMENT OFFICES

**The Atmosphere and Amenities of the Austin Office are
Conducive to Conducting Business with the Department**

Customer Responses

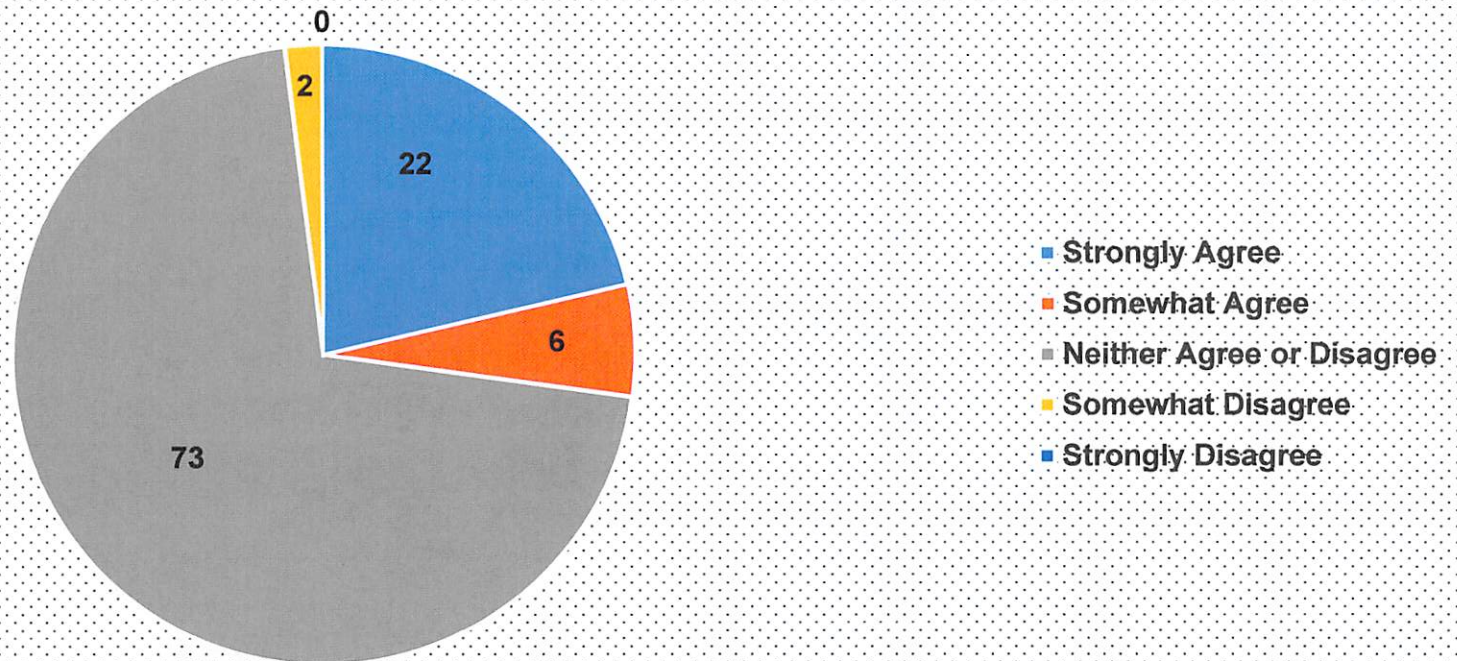
Strongly Agree	22
Somewhat Agree	6
Neither Agree or Disagree	73
Somewhat Disagree	2
Strongly Disagree	0
Skipped Question	6

Parking was Adequate and Easily Accessible

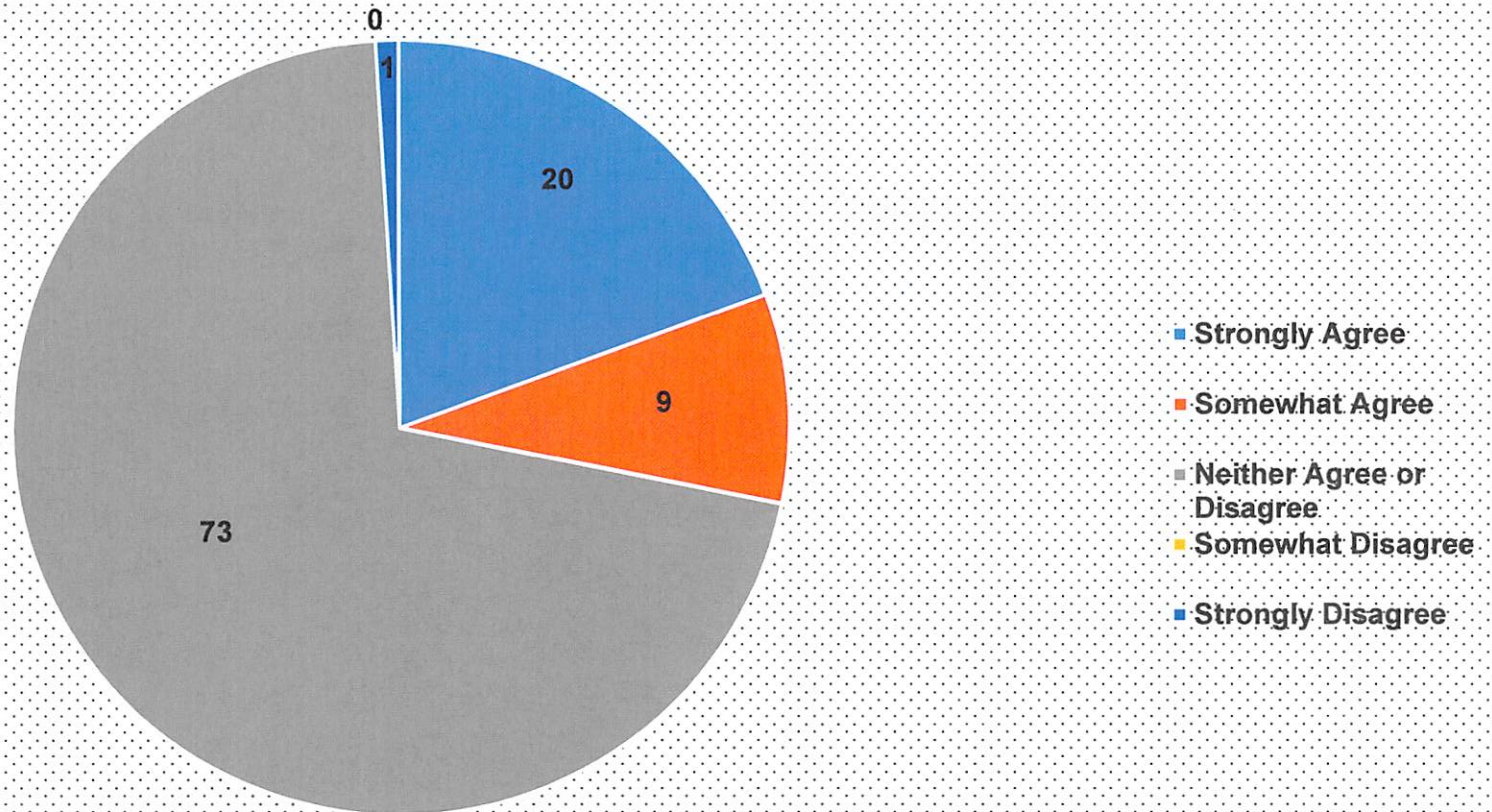
Customer Responses

Strongly Agree	20
Somewhat Agree	9
Neither Agree or Disagree	73
Somewhat Disagree	0
Strongly Disagree	1
Skipped Question	6

The Atmosphere and Amenities of the Austin Office are Conducive to Conducting Business with the Department



Parking was Adequate and Easily Accessible



LEVEL OF SATISFACTION

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Overall, the Department Provides my Credit Union with Quality Service

Customer Responses

Strongly Agree	79
Somewhat Agree	16
Neither Agree or Disagree	5
Somewhat Disagree	4
Strongly Disagree	2
Skipped Question	3

Overall, the Department Provides my Credit Union with Quality Service

