



## CREDIT UNION DEPARTMENT

John J. Kolhoff  
Commissioner

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### 2019 CREDIT UNION DEPARTMENT SATISFACTION QUESTIONNAIRE

In March, the Department announced its twenty-fourth annual customer satisfaction questionnaire. This is the ninth 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. 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 **181** credit unions provided the opportunity to complete the survey, **83** completed the online questionnaire for a response rate of **46 percent**. This compares to a **51 percent** response rate in **2018** and a **48 percent** response rate in **2017**.

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  
STATE CHARTERED CREDIT UNION SATISFACTION SURVEY  
CURRENT VS. PREVIOUS RESULTS**

	<u>2019</u>	<u>2018</u>	<u>2017</u>
<b>Number of Survey Questionnaires Mailed</b>	<b>181</b>	<b>186</b>	<b>186</b>
<b>Number of Responses Completed</b>	<b>83</b>	<b>95</b>	<b>90</b>
<b>Percentage of Credit Unions Completing Survey</b>	<b>46%</b>	<b>51%</b>	<b>48%</b>
<b>Number of Credit Unions Providing Written Comments</b>	<b>25</b>	<b>40</b>	<b>45</b>
<b>Percentage of CUs that Believe the Department Provides Quality Service</b>	<b>96%</b>	<b>96%</b>	<b>94%</b>

## **INTERACTION WITH DEPARTMENT**

## INTERACTION WITH DEPARTMENT

### Department Staff is Generally Accessible

#### Customer Responses

Strongly Agree	68
Somewhat Agree	12
Neither Agree or Disagree	3
Somewhat Disagree	0
Strongly Disagree	0

### Department Staff Provides Timely and Accurate Feedback/Answers

#### Customer Responses

Strongly Agree	67
Somewhat Agree	13
Neither Agree or Disagree	2
Somewhat Disagree	1
Strongly Disagree	0

### Overall, Department Staff is Responsive to My Needs

#### Customer Responses

Strongly Agree	68
Somewhat Agree	12
Neither Agree or Disagree	2
Somewhat Disagree	1
Strongly Disagree	0

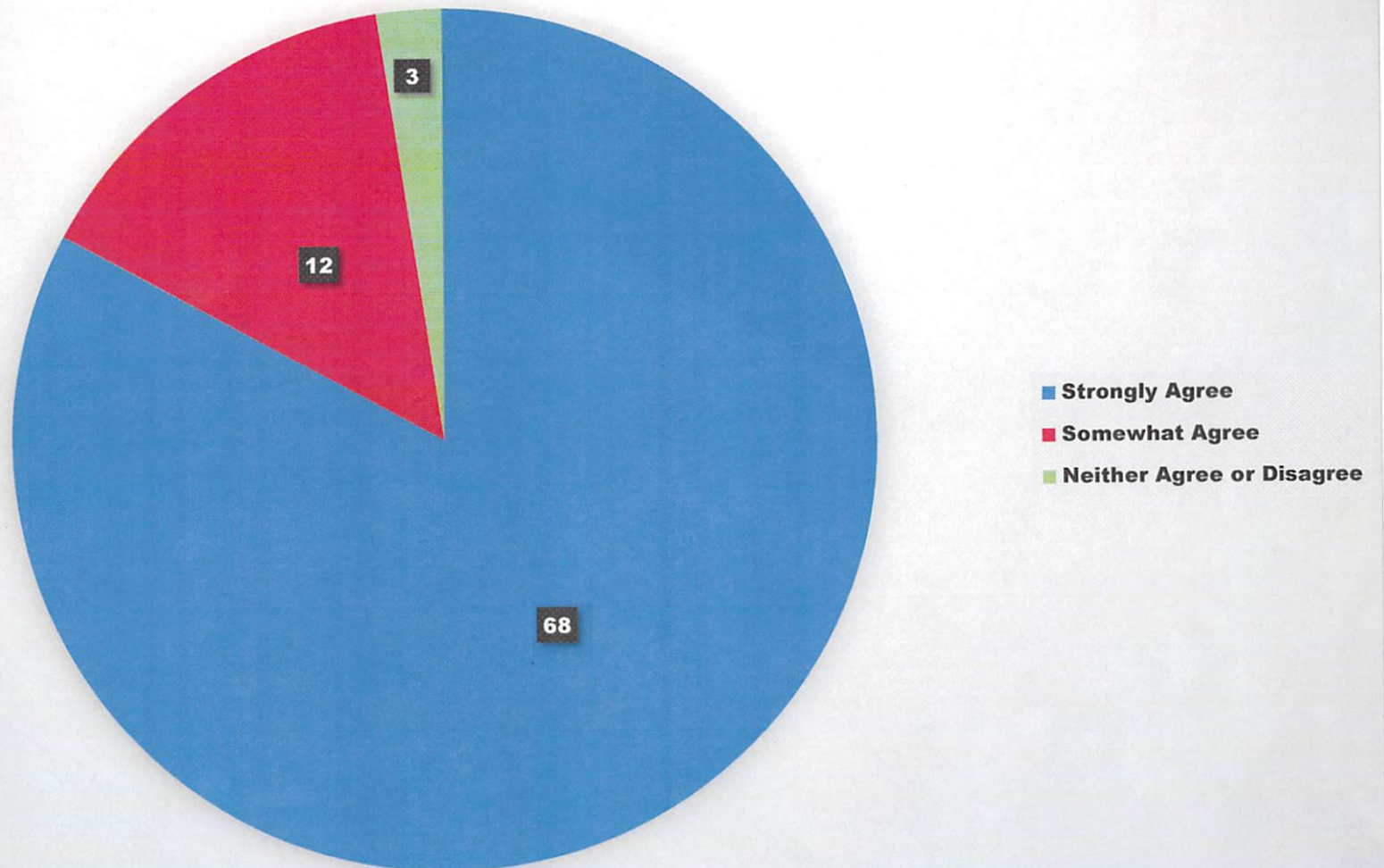
### Overall, My Credit Union's Communication with the Department is Satisfactory

#### Customer Responses

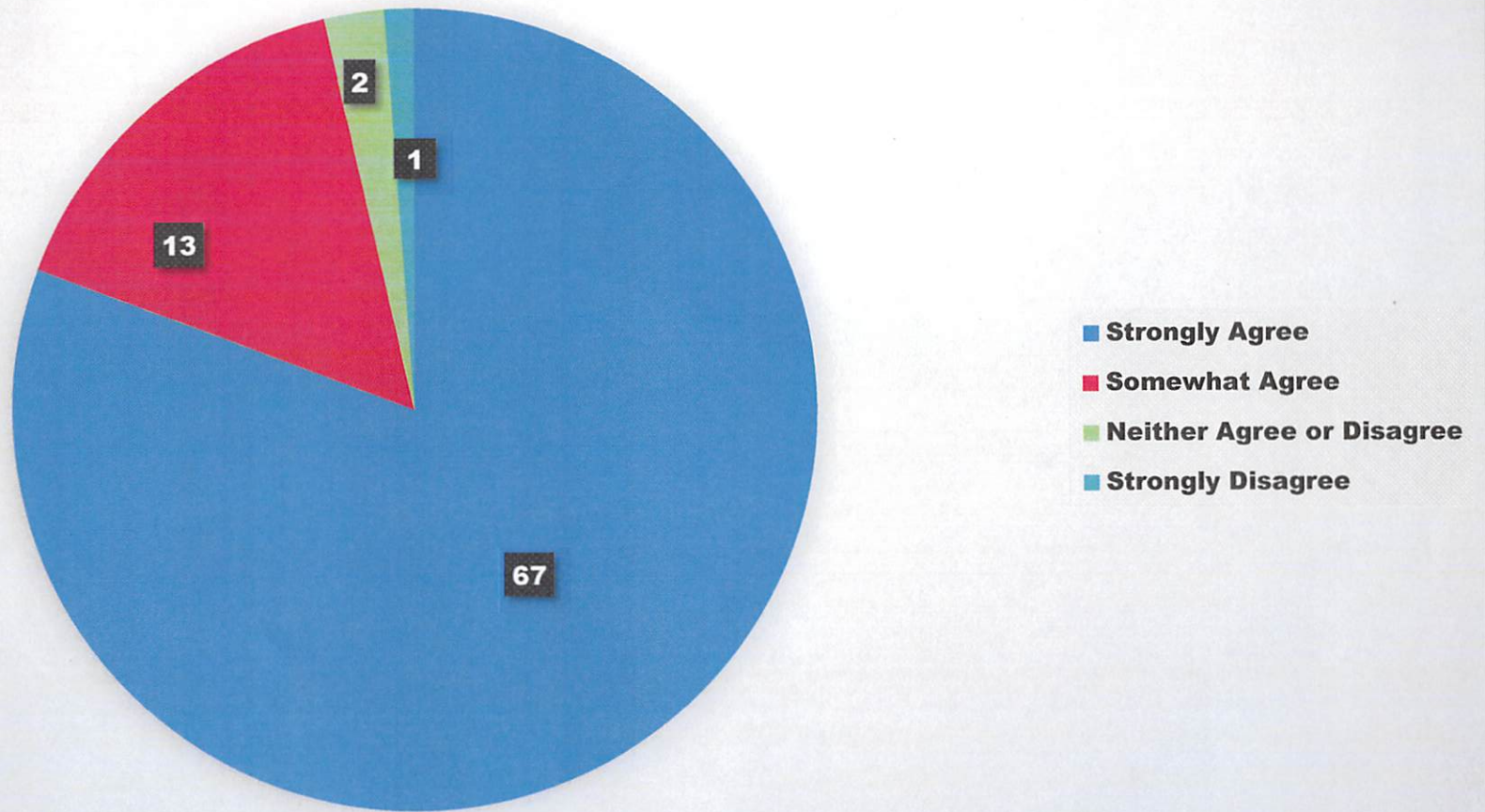
Strongly Agree	69
Somewhat Agree	12
Neither Agree or Disagree	1
Somewhat Disagree	1
Strongly Disagree	0



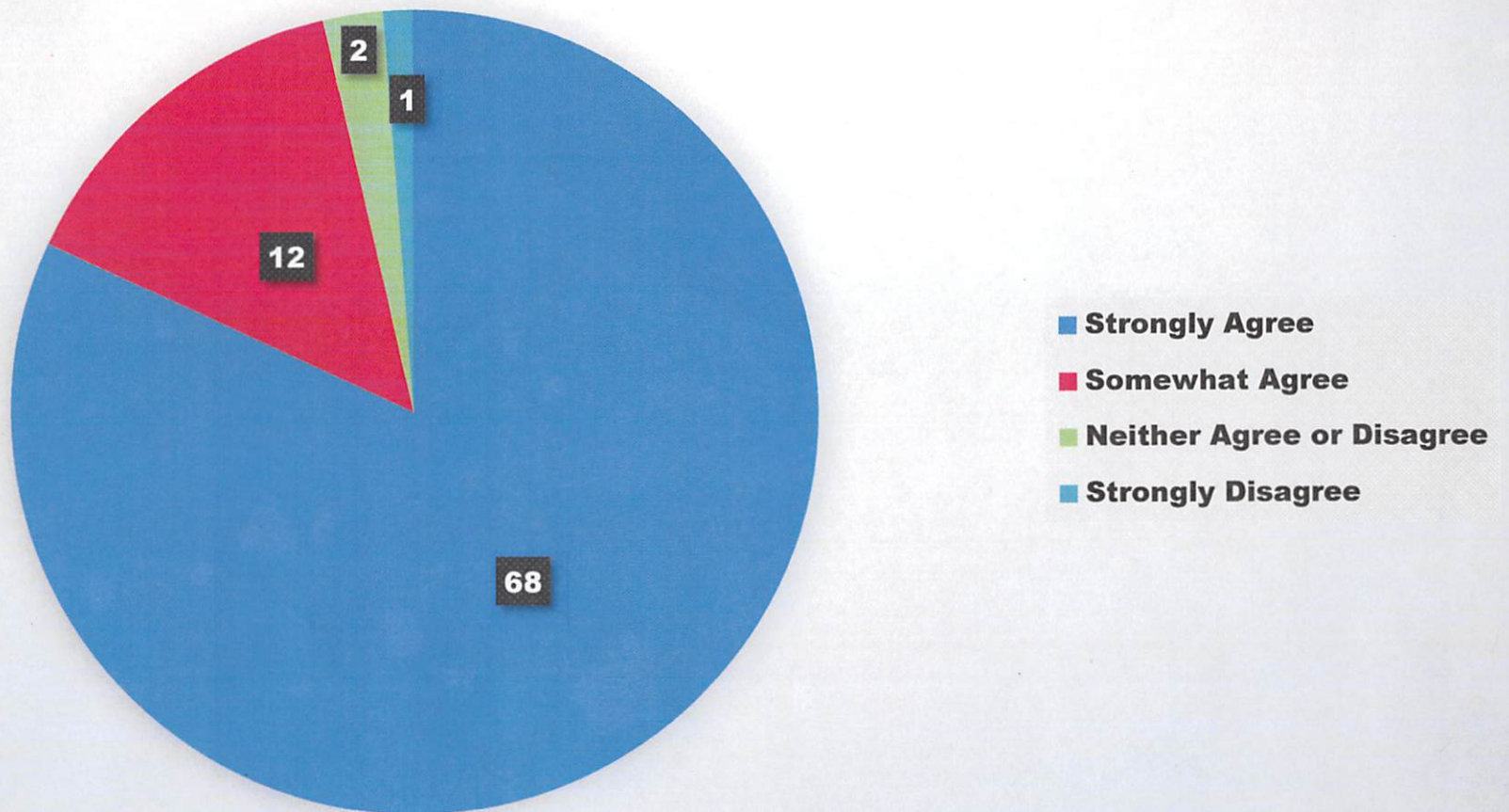
### Department Staff is Generally Accessible



### Department Staff Provides Timely and Accurate Feedback/Answers

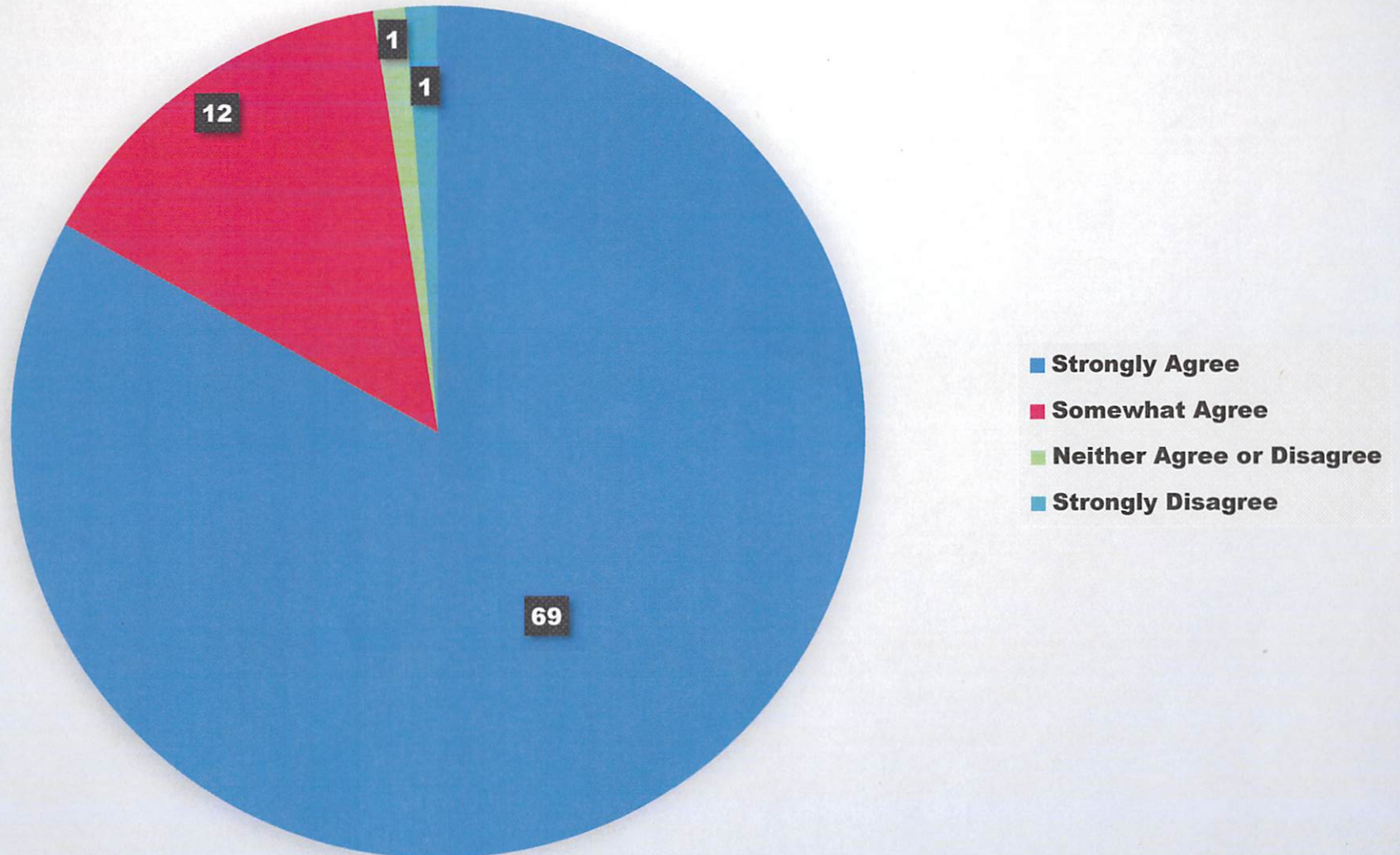


### Overall, Department Staff is Professional and Responsive to My Needs





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





## **COMMUNICATION WITH DEPARTMENT**

## COMMUNICATION WITH DEPARTMENT

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

### Customer Responses

Yes	50
No	33
Skipped Question	0

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

### Customer Responses

Strongly Agree	29
Somewhat Agree	3
Neither Agree or Disagree	1
Somewhat Disagree	0
Strongly Disagree	0
Skipped Question	50

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

### Customer Responses

Strongly Agree	30
Somewhat Agree	3
Neither Agree or Disagree	0
Somewhat Disagree	0
Strongly Disagree	0
Skipped Question	50

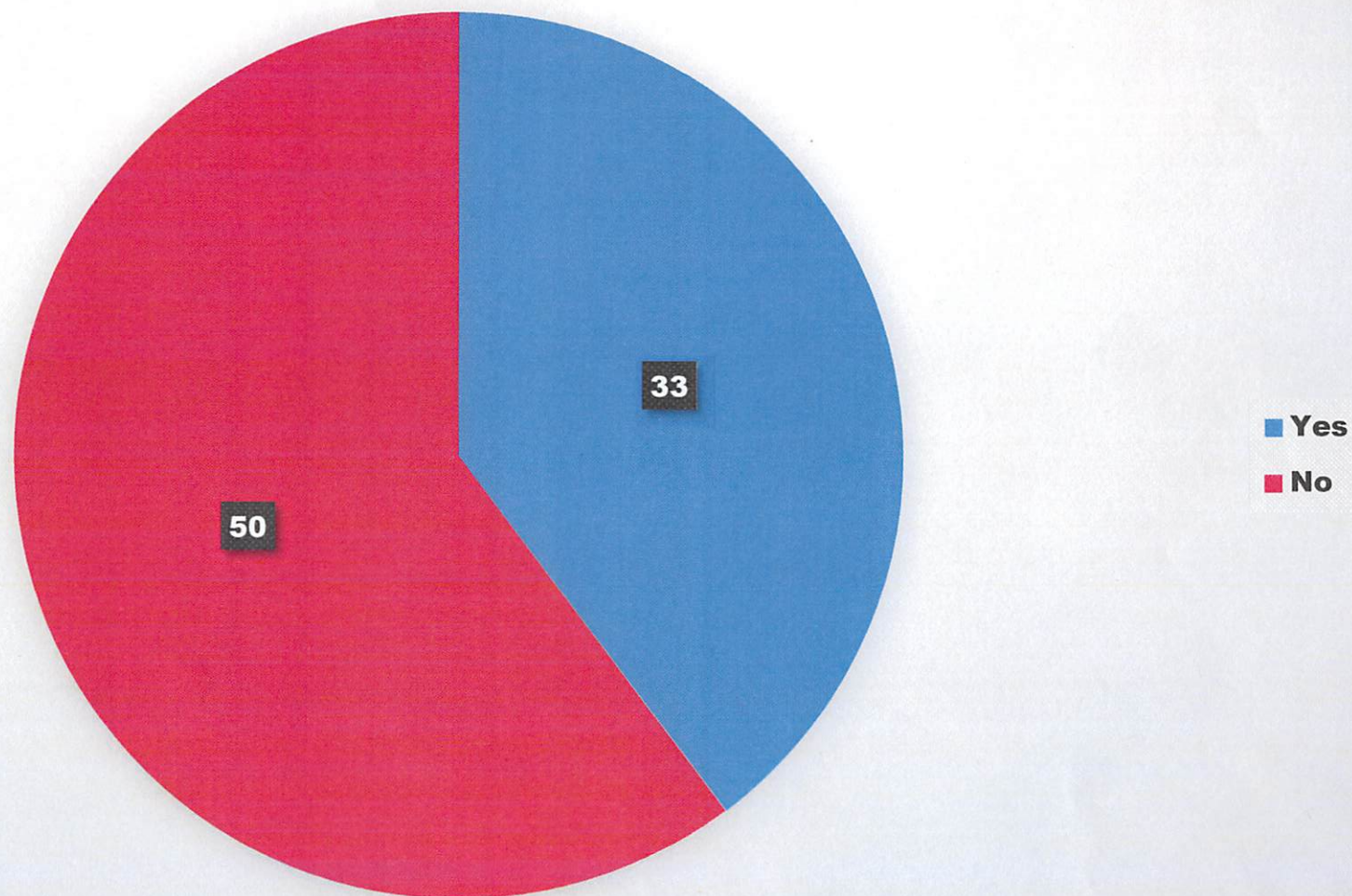
**The Department's Suggestion for Resolving Complaint(s) was Reasonable**

### Customer Responses

Strongly Agree	29
Somewhat Agree	2
Neither Agree or Disagree	0
Somewhat Disagree	0
Strongly Disagree	0
Skipped Question	50

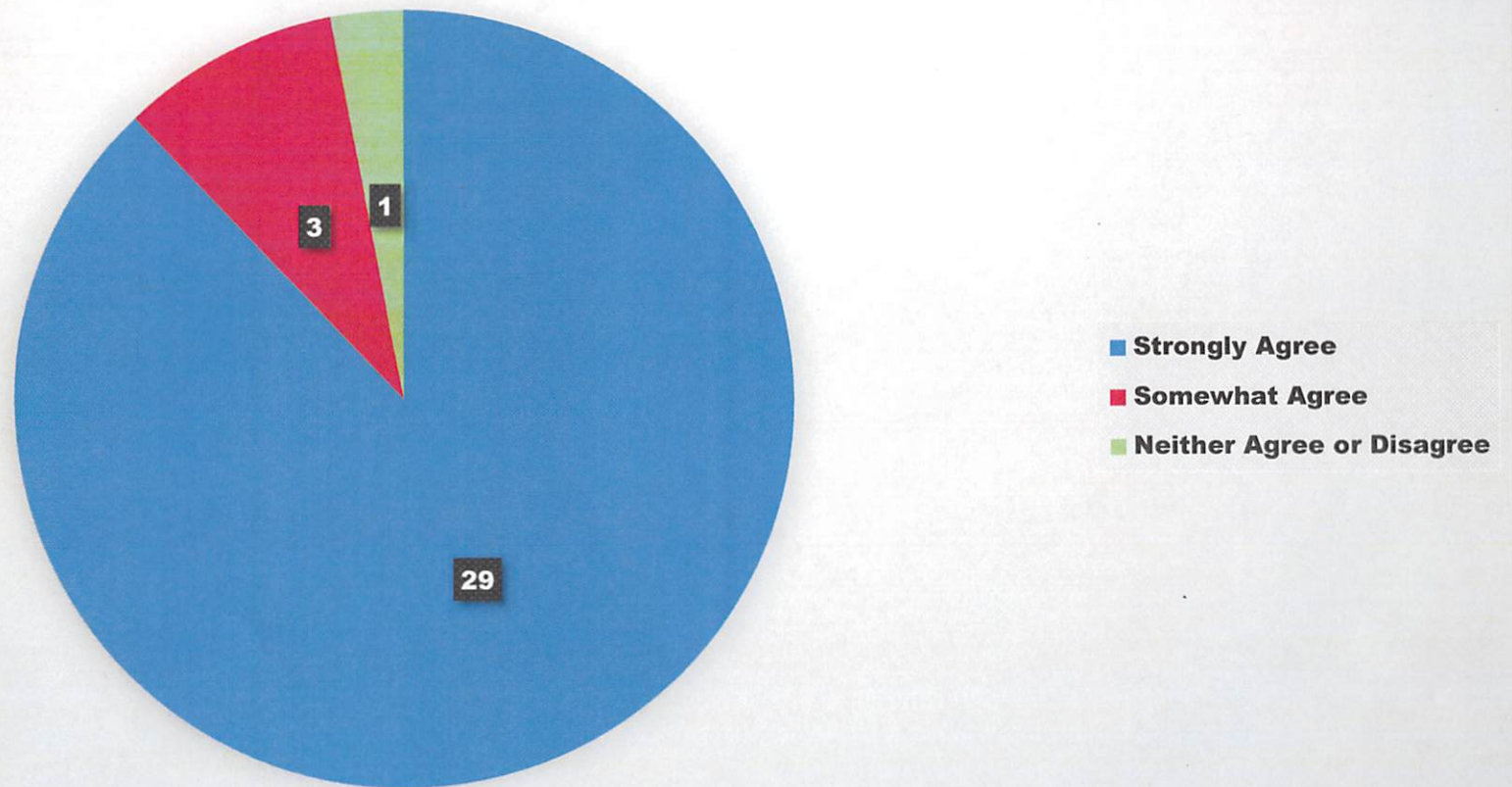


# Have you Corresponded with the Department about a Member Complaint within the last 12 Months

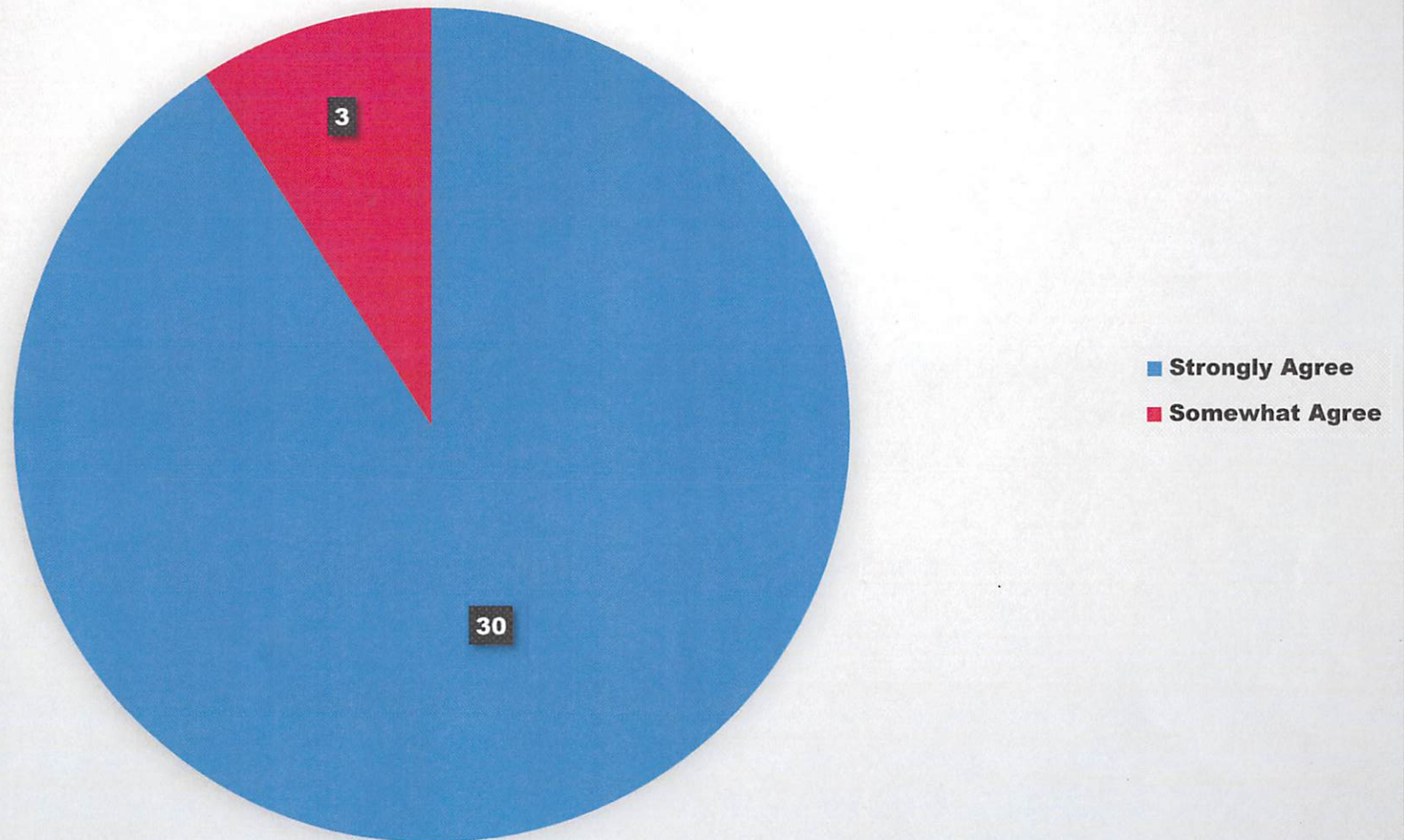




**The Department's Conclusion(s) were Based on a Reasonable Interpretation of Applicable Law**

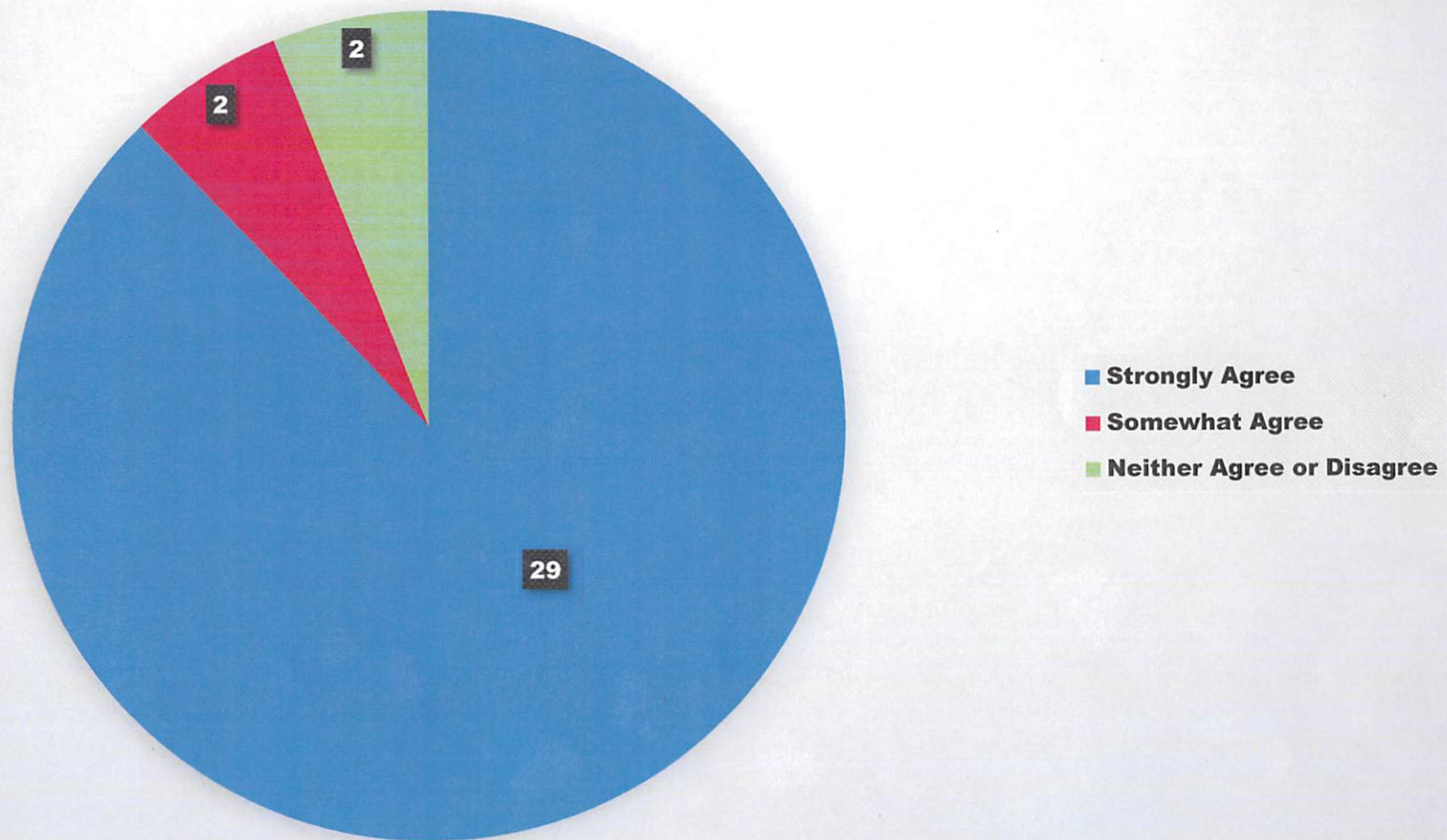


### Complaint(s) are Handled in a Professional Manner by the Department





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





**DEPARTMENT WEBSITE**

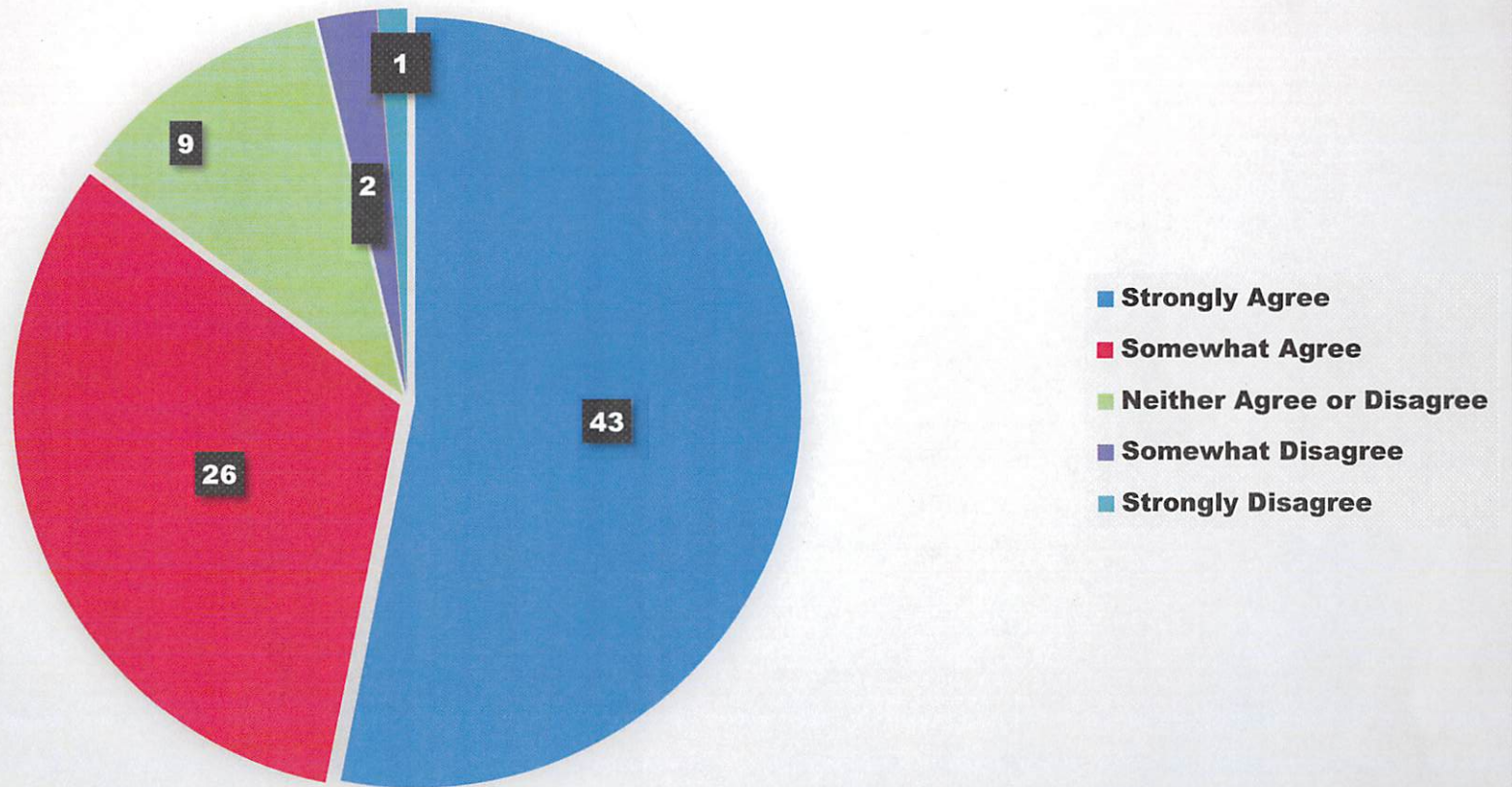
# DEPARTMENT WEBSITE

The Department's Website is Informative and Easy to Use

Customer Responses

Strongly Agree	43
Somewhat Agree	26
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

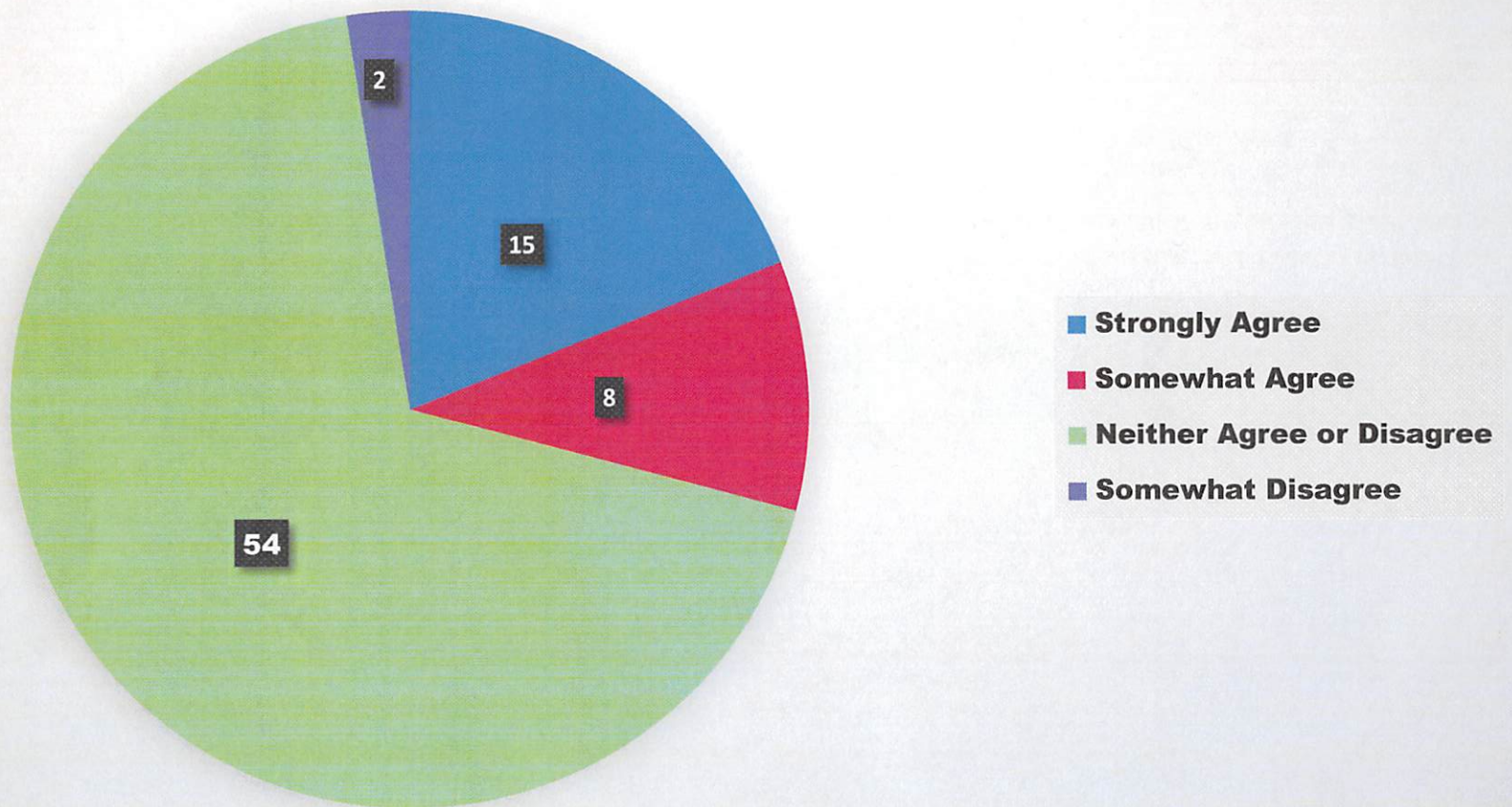
<b>Strongly Agree</b>	<b>15</b>
<b>Somewhat Agree</b>	<b>8</b>
<b>Neither Agree or Disagree</b>	<b>54</b>
<b>Somewhat Disagree</b>	<b>2</b>
<b>Strongly Disagree</b>	<b>0</b>
<b>Skipped Question</b>	<b>4</b>

**Parking was Adequate and Easily Accessible**

### Customer Responses

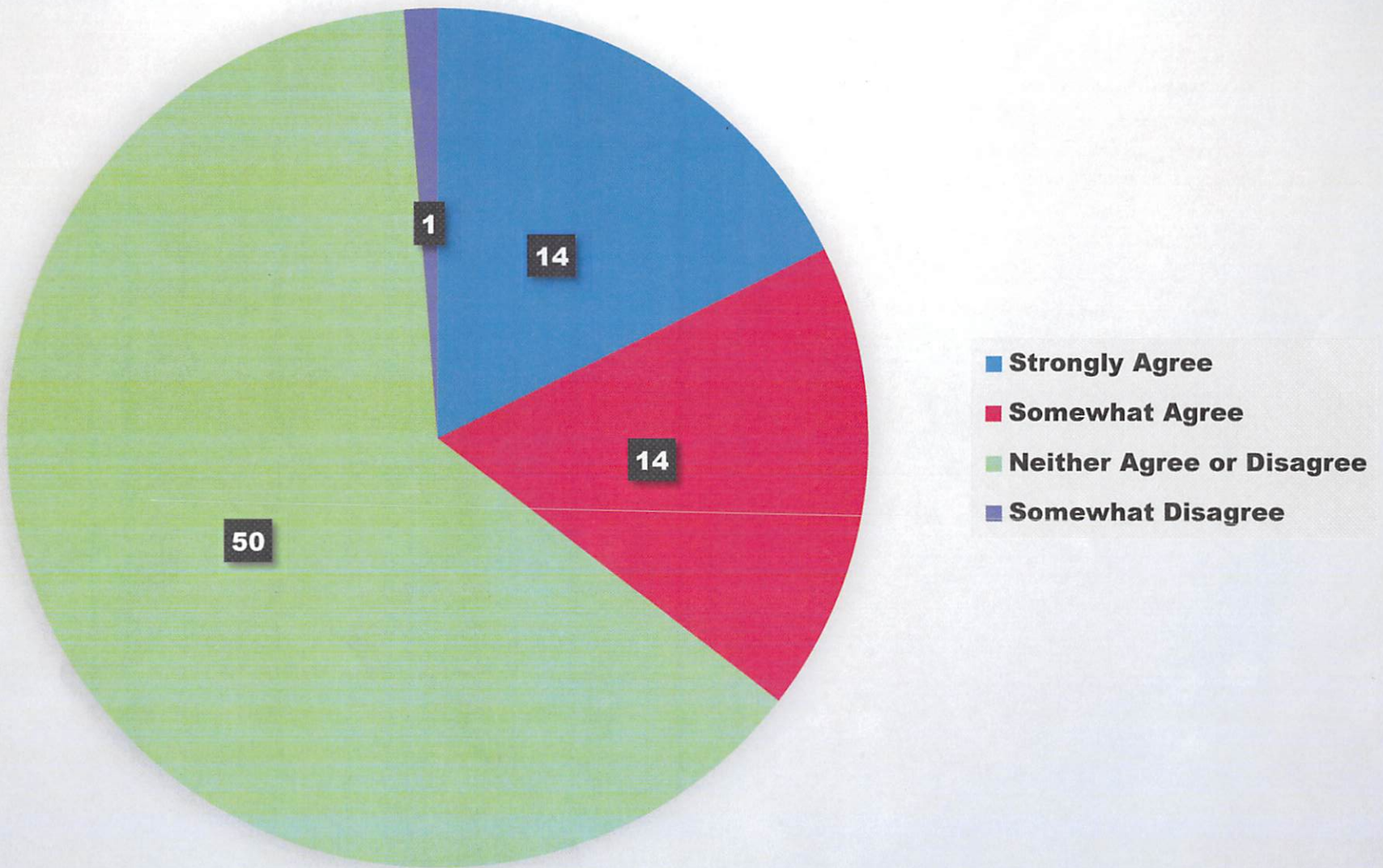
<b>Strongly Agree</b>	<b>14</b>
<b>Somewhat Agree</b>	<b>14</b>
<b>Neither Agree or Disagree</b>	<b>50</b>
<b>Somewhat Disagree</b>	<b>1</b>
<b>Strongly Disagree</b>	<b>0</b>
<b>Skipped Question</b>	<b>4</b>

## 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**

## LEVEL OF SATISFACTION

**Overall, the Department Provides my Credit Union with Quality Service**

### **Customer Responses**

<b>Strongly Agree</b>	<b>69</b>
<b>Somewhat Agree</b>	<b>11</b>
<b>Neither Agree or Disagree</b>	<b>2</b>
<b>Somewhat Disagree</b>	<b>0</b>
<b>Strongly Disagree</b>	<b>1</b>
<b>Skipped Question</b>	<b>0</b>



### Overall, the Department Provides my Credit Union with Quality Service

