



CREDIT UNION DEPARTMENT

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Commissioner

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2023 CREDIT UNION DEPARTMENT SATISFACTION QUESTIONNAIRE

In March, the Department announced its twenty-seventh annual customer satisfaction questionnaire. This is the eleventh 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 **169** credit unions provided the opportunity to complete the survey, **53** completed the online questionnaire for a response rate of **31 percent**. This compares to a **29 percent** response rate in **2022** and a **45 percent** response rate in **2021**.

In the following pages, the results of the survey are detailed. Charts are provided to show how credit unions 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>2023</u>	<u>2022</u>	<u>2021</u>
Number of Survey Questionnaires Mailed	169	175	176
Number of Responses Completed	53	51	80
Percentage of Credit Unions Completing Survey	31%	29%	45%
Number of Credit Unions Providing Written Comments	0	0	0
Percentage of CUs that Believe the Department Provides Quality Service	89%	90%	93%

CUSTOMER SERVICE SURVEY BREAKDOWN

Satisfaction with Agency's Facilities

Customer Responses

Very Unsatisfied	0
Unsatisfied	0
Neutral	3
Satisfied	8
Very Satisfied	14
Not Applicable	28

Satisfaction with Agency's Staff

Customer Responses

Very Unsatisfied	2
Unsatisfied	0
Neutral	2
Satisfied	9
Very Satisfied	28
Not Applicable	12

Satisfaction with Agency's Communications

Customer Responses

Very Unsatisfied	2
Unsatisfied	0
Neutral	3
Satisfied	11
Very Satisfied	33
Not Applicable	4

Satisfaction with Agency's Internet

Customer Responses

Very Unsatisfied	1
Unsatisfied	1
Neutral	5
Satisfied	17
Very Satisfied	27
Not Applicable	2

CUSTOMER SERVICE SURVEY BREAKDOWN

Satisfaction with Agency's Handling of Complaints

Customer Responses

Very Unsatisfied	0
Unsatisfied	1
Neutral	3
Satisfied	12
Very Satisfied	23
Not Applicable	14

Satisfaction with Agency's Ability to Timely Serve You

Customer Responses

Very Unsatisfied	0
Unsatisfied	0
Neutral	2
Satisfied	12
Very Satisfied	28
Not Applicable	9
Skipped	2

Satisfaction with Agency's Brochures or Other Printed Information

Customer Responses

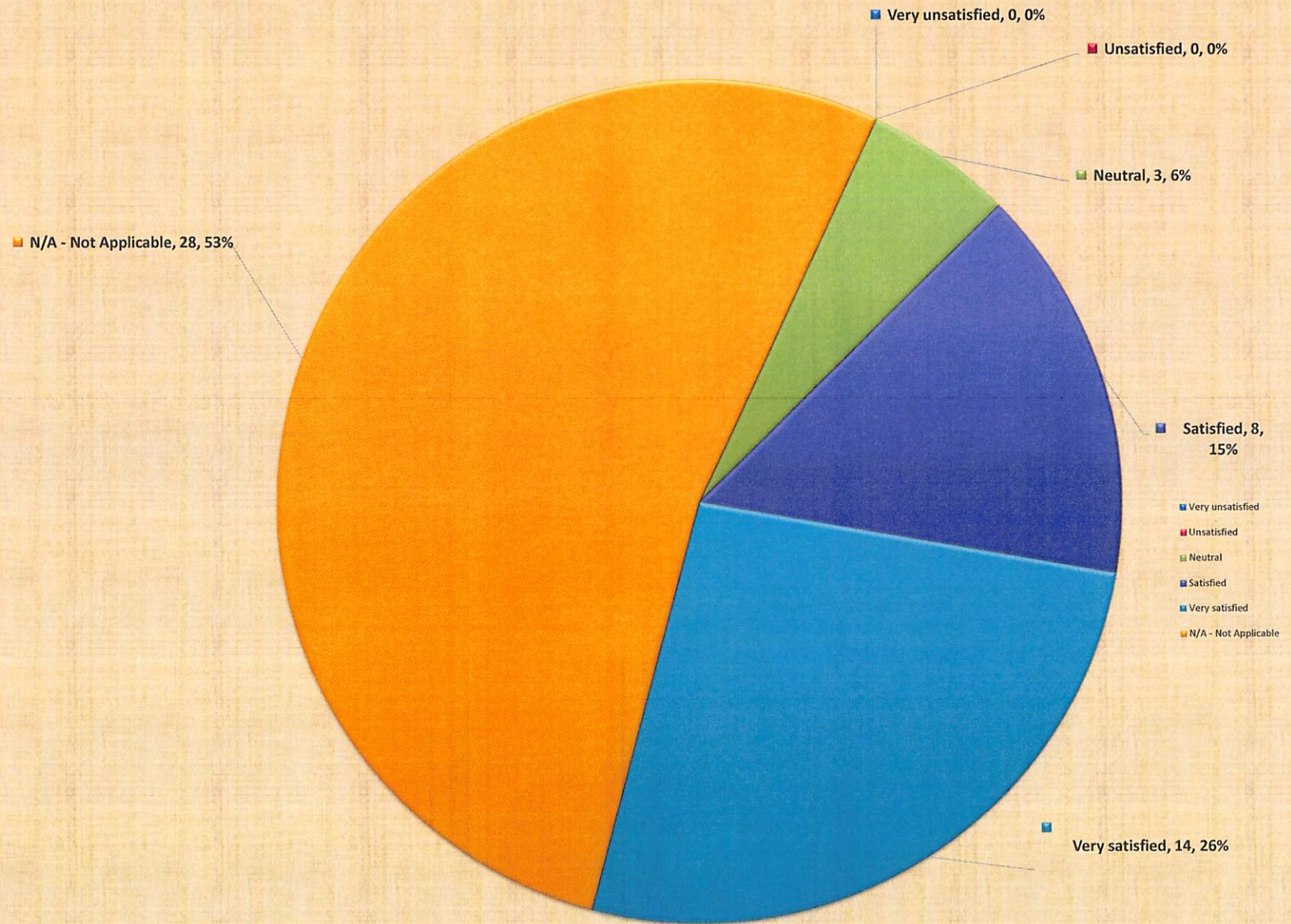
Very Unsatisfied	0
Unsatisfied	0
Neutral	4
Satisfied	14
Very Satisfied	25
Not Applicable	8
Skipped	2

Overall Satisfaction with the Agency

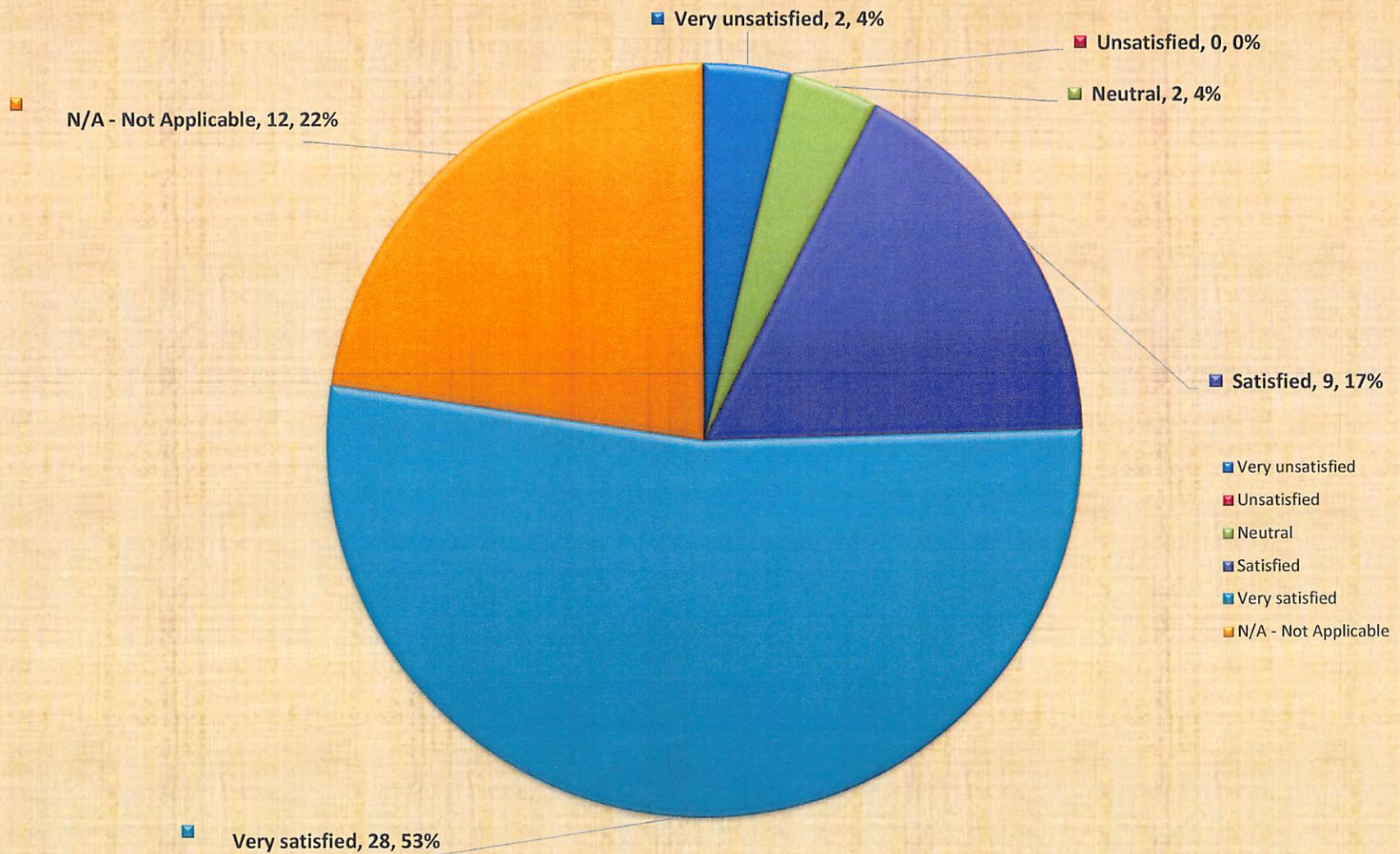
Customer Responses

Very Unsatisfied	0
Unsatisfied	2
Neutral	1
Satisfied	14
Very Satisfied	33
Not Applicable	1

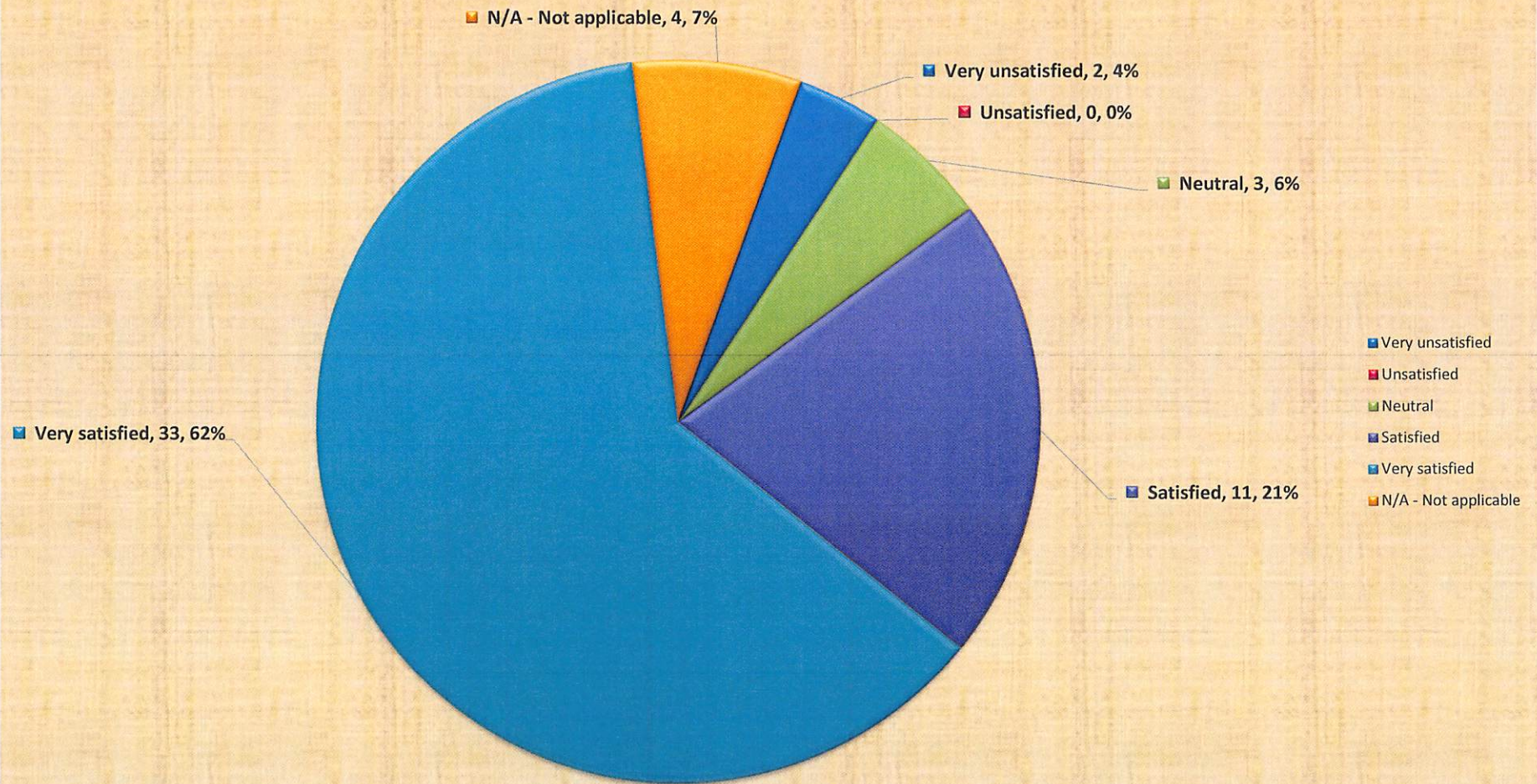
Satisfaction with Agency's Facilities



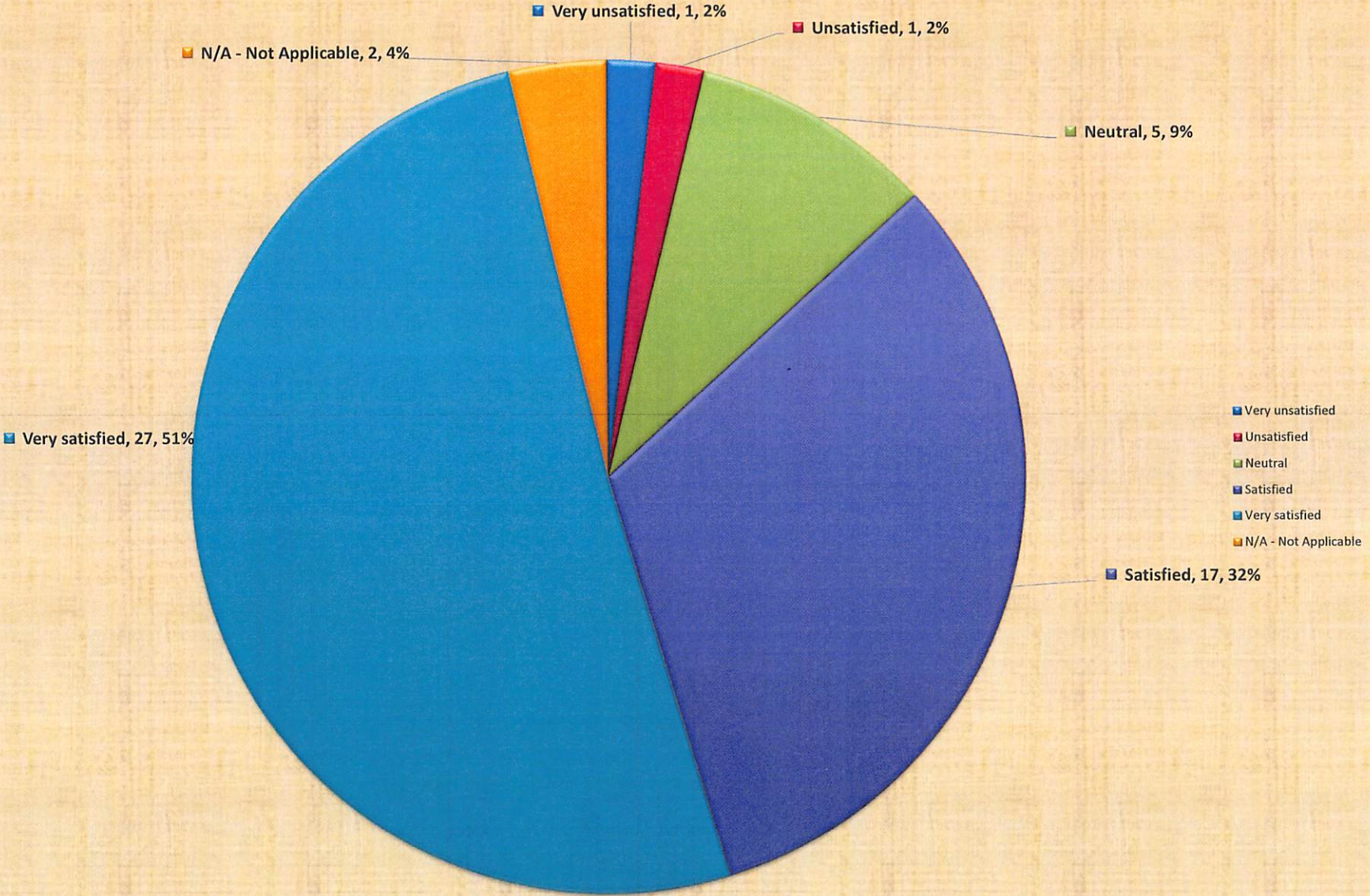
Satisfaction with Agency's Staff



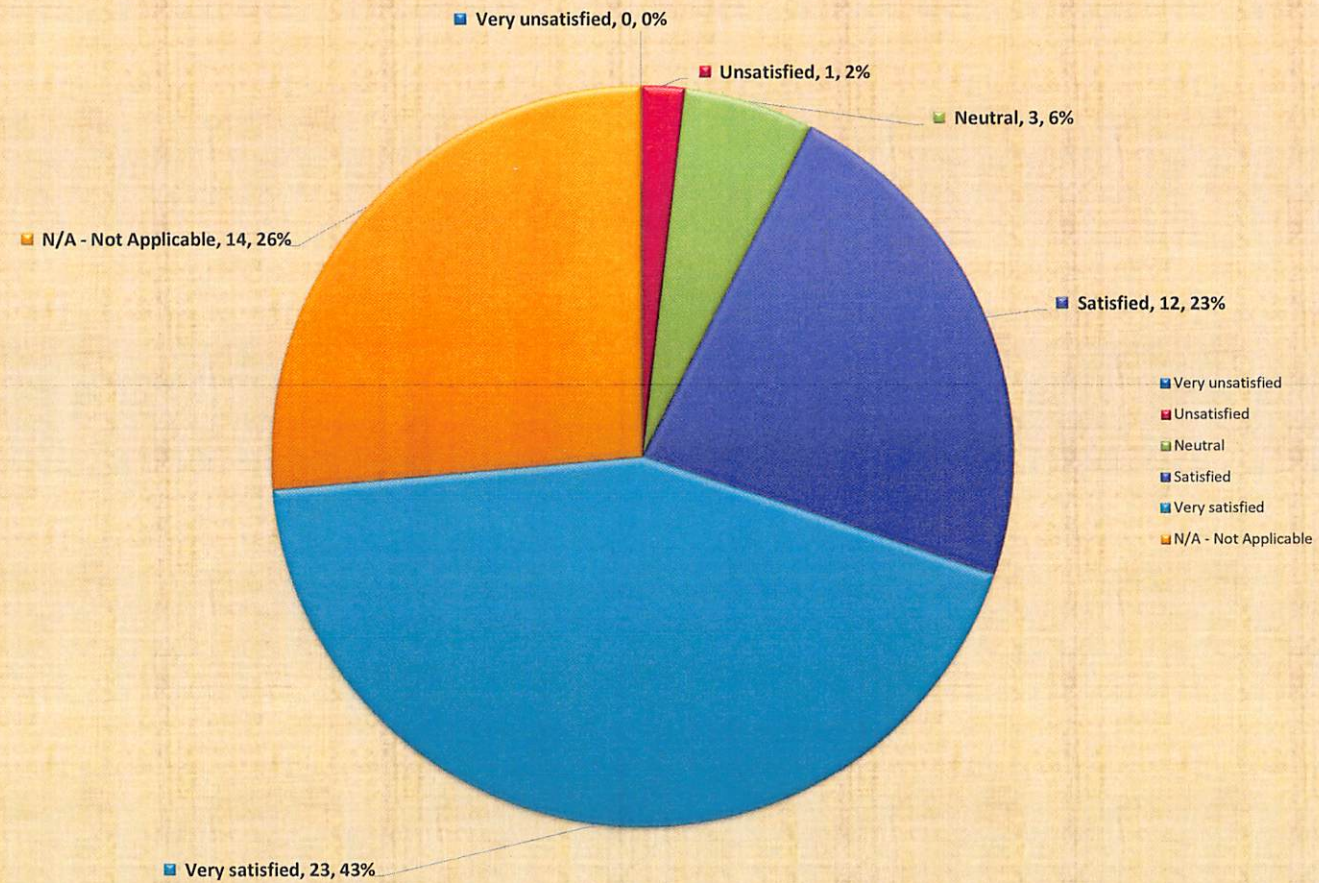
Satisfaction with Agency's Communications



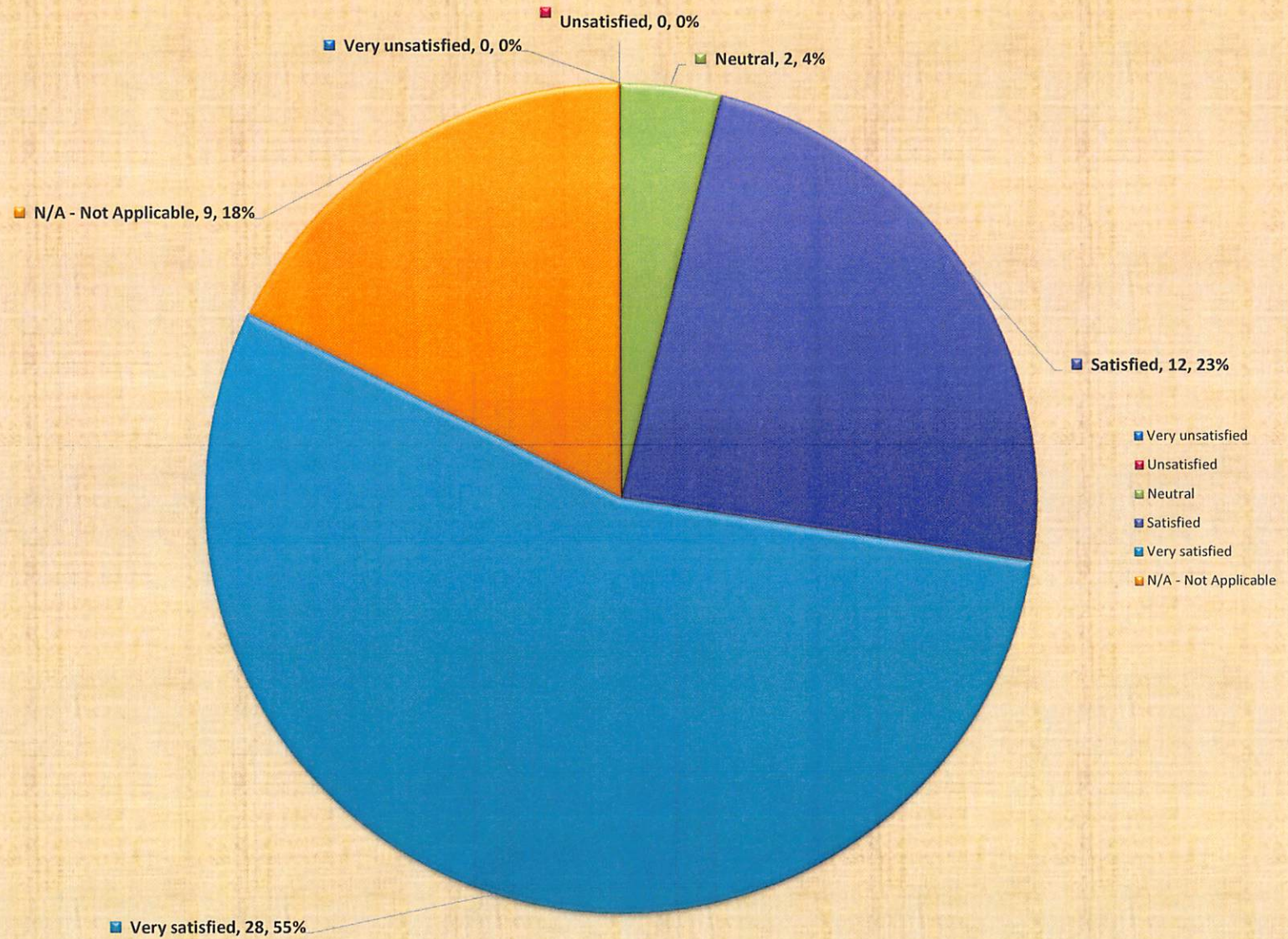
Satisfaction with Agency's Internet



Satisfaction with Agency's Handling of Complaints



Satisfaction with Agency's Ability to Timely Serve You



Overall Satisfaction with the Agency

