



## CREDIT UNION DEPARTMENT

Michael S. Riepen  
Commissioner

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### 2024 CREDIT UNION DEPARTMENT SATISFACTION QUESTIONNAIRE

In March, the Department announced its twenty-seventh annual customer satisfaction questionnaire. This is the twelfth time state-chartered credit unions have been 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 **165** credit unions provided the opportunity to complete the survey, **41** completed the online questionnaire for a response rate of **25 percent**. This compares to a **31 percent** response rate in **2023** and a **29 percent** response rate in **2022**.

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>2024</u>	<u>2023</u>	<u>2022</u>
<b>Number of Survey Questionnaires Mailed</b>	165	169	175
<b>Number of Responses Completed</b>	41	53	51
<b>Percentage of Credit Unions Completing Survey</b>	25%	31%	29%
<b>Number of Credit Unions Providing Written Comments</b>	0	0	0
<b>Percentage of CUs that Believe the Department Provides Quality Service</b>	93%	89%	90%

# CUSTOMER SERVICE SURVEY BREAKDOWN

## Satisfaction with Agency's Facilities

### Customer Responses

Very Satisfied	10
Satisfied	3
Neutral	5
Unsatisfied	0
Very Unsatisfied	0
Not Applicable	23

## Satisfaction with Agency's Staff

### Customer Responses

Very Satisfied	19
Satisfied	8
Neutral	3
Unsatisfied	1
Very Unsatisfied	1
Not Applicable	9

## Satisfaction with Agency's Communications

### Customer Responses

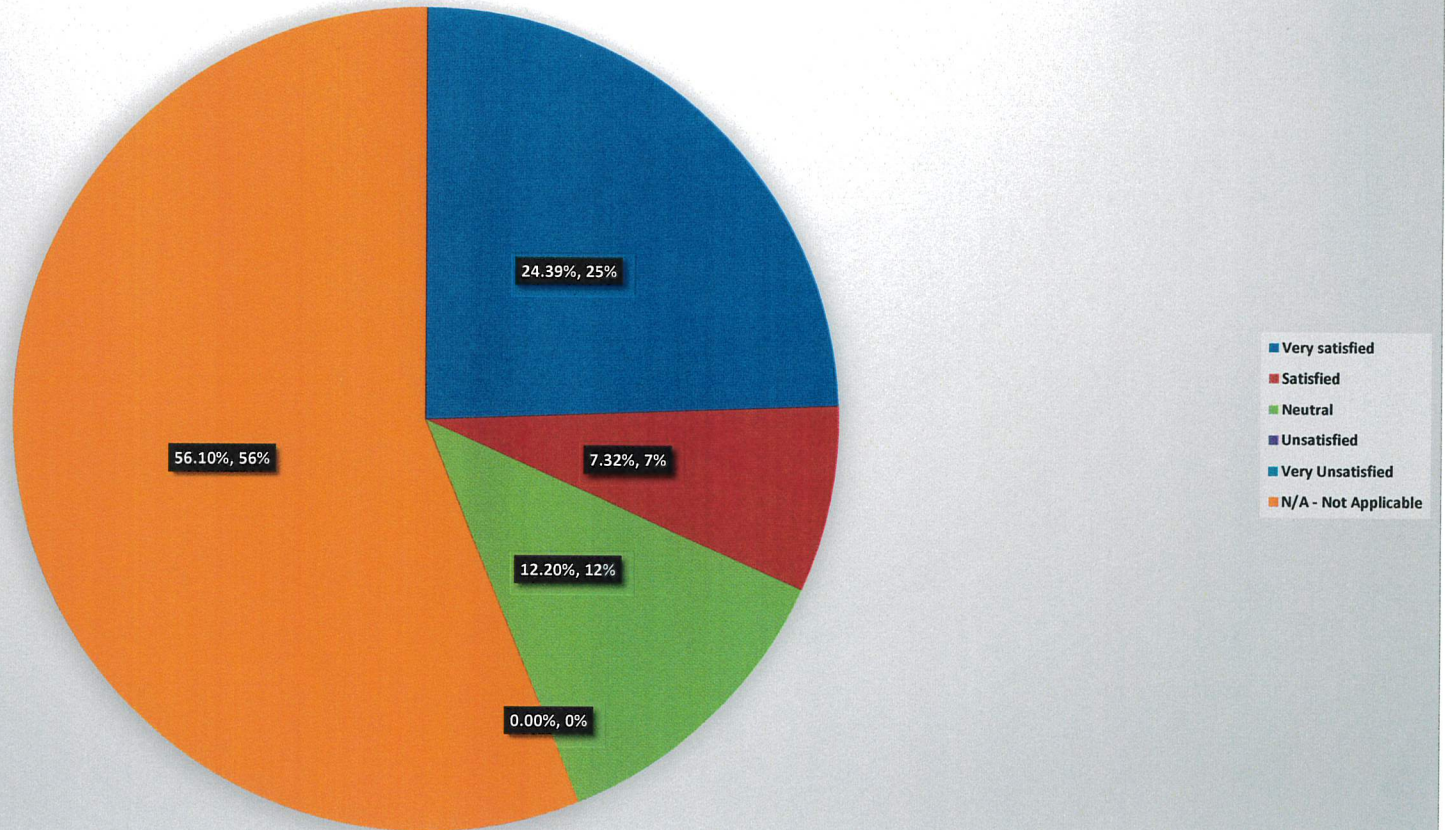
Very Satisfied	23
Satisfied	10
Neutral	4
Unsatisfied	0
Very Unsatisfied	1
Not Applicable	3

## Satisfaction with Agency's Internet

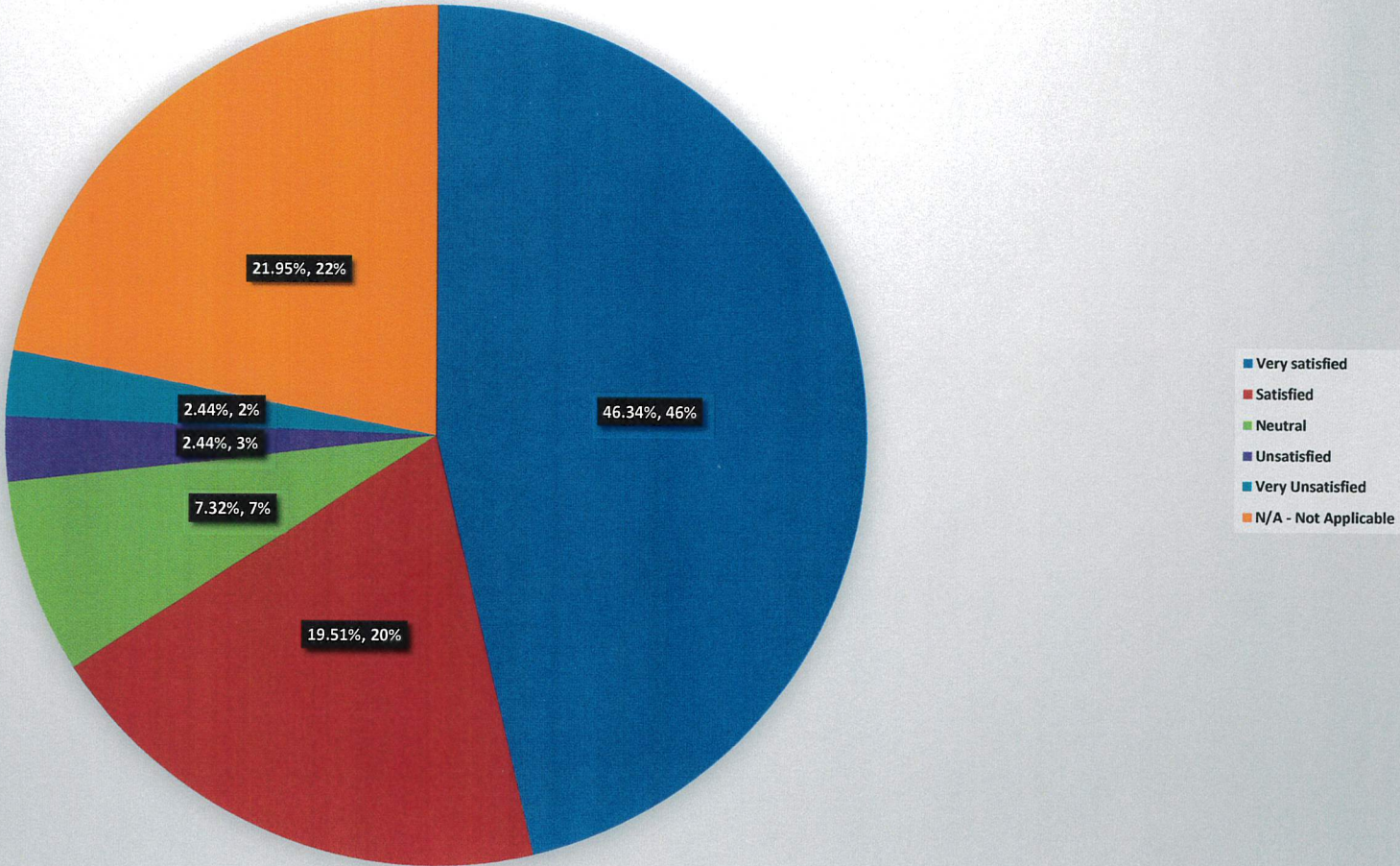
### Customer Responses

Very Satisfied	20
Satisfied	17
Neutral	2
Unsatisfied	1
Very Unsatisfied	0
Not Applicable	1

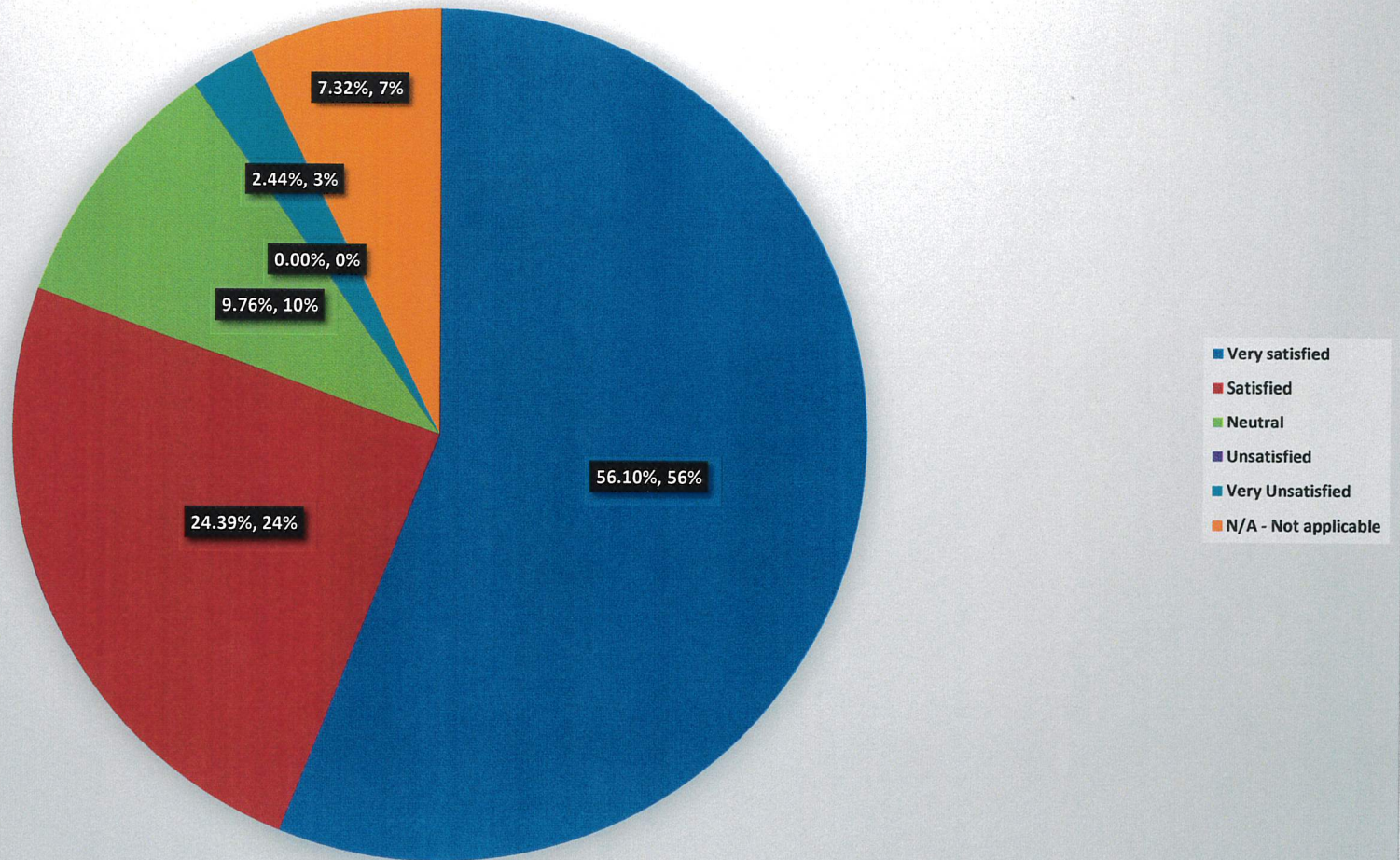
## Satisfaction with Agency's Facilities



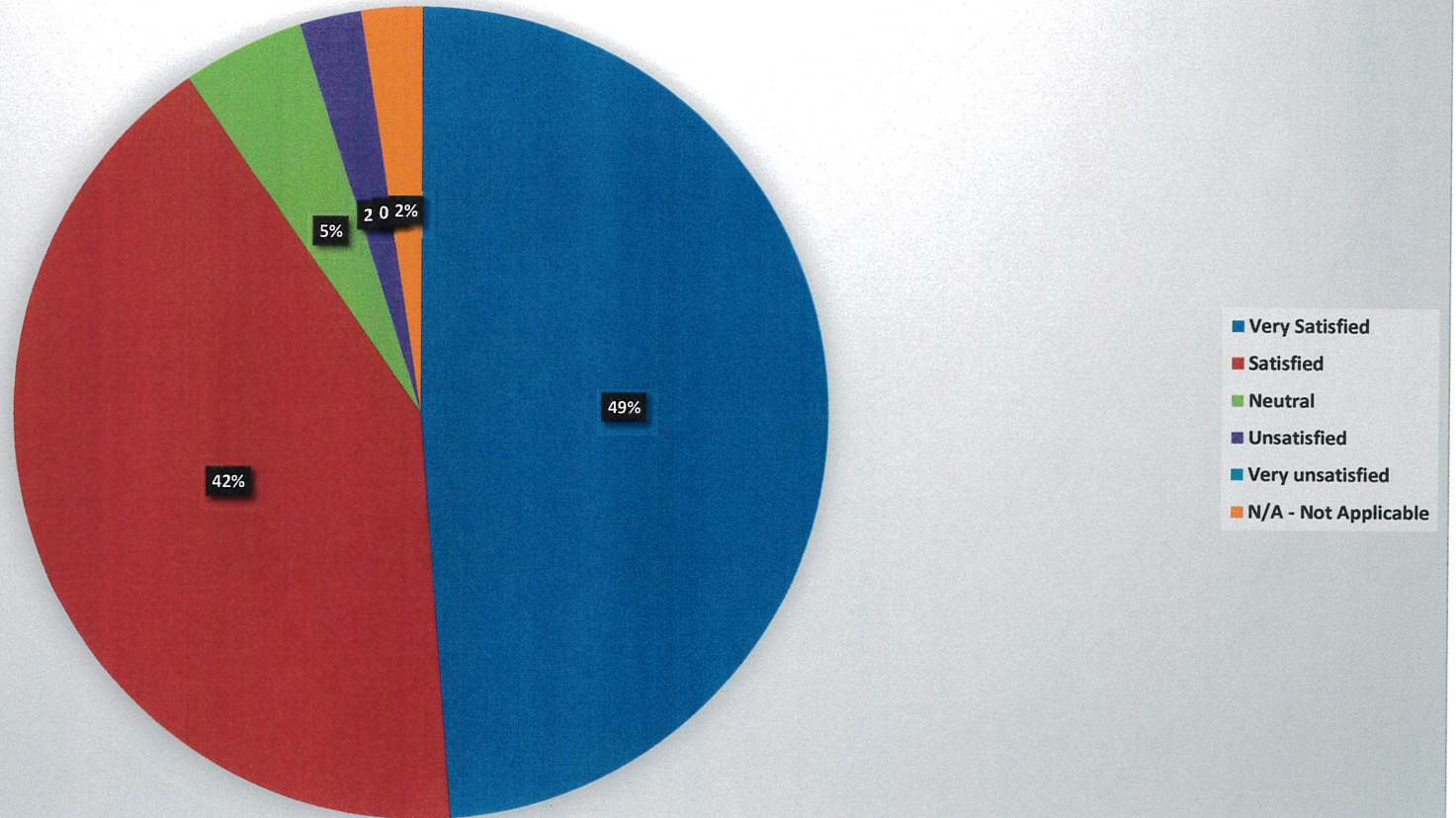
# Satisfaction with Agency's Staff



## Satisfaction with Agency's Communications



## Satisfaction with Agency's Internet



# CUSTOMER SERVICE SURVEY BREAKDOWN

## Satisfaction with Agency's Handling of Complaints

### Customer Responses

Very Satisfied	16
Satisfied	10
Neutral	5
Unsatisfied	2
Very Unsatisfied	0
Not Applicable	8

## Satisfaction with Agency's Ability to Timely Serve You

### Customer Responses

Very Satisfied	19
Satisfied	9
Neutral	2
Unsatisfied	0
Very Unsatisfied	1
Not Applicable	10

## Satisfaction with Agency's Brochures or Other Printed Information

### Customer Responses

Very Satisfied	18
Satisfied	13
Neutral	5
Unsatisfied	0
Very Unsatisfied	0
Not Applicable	5

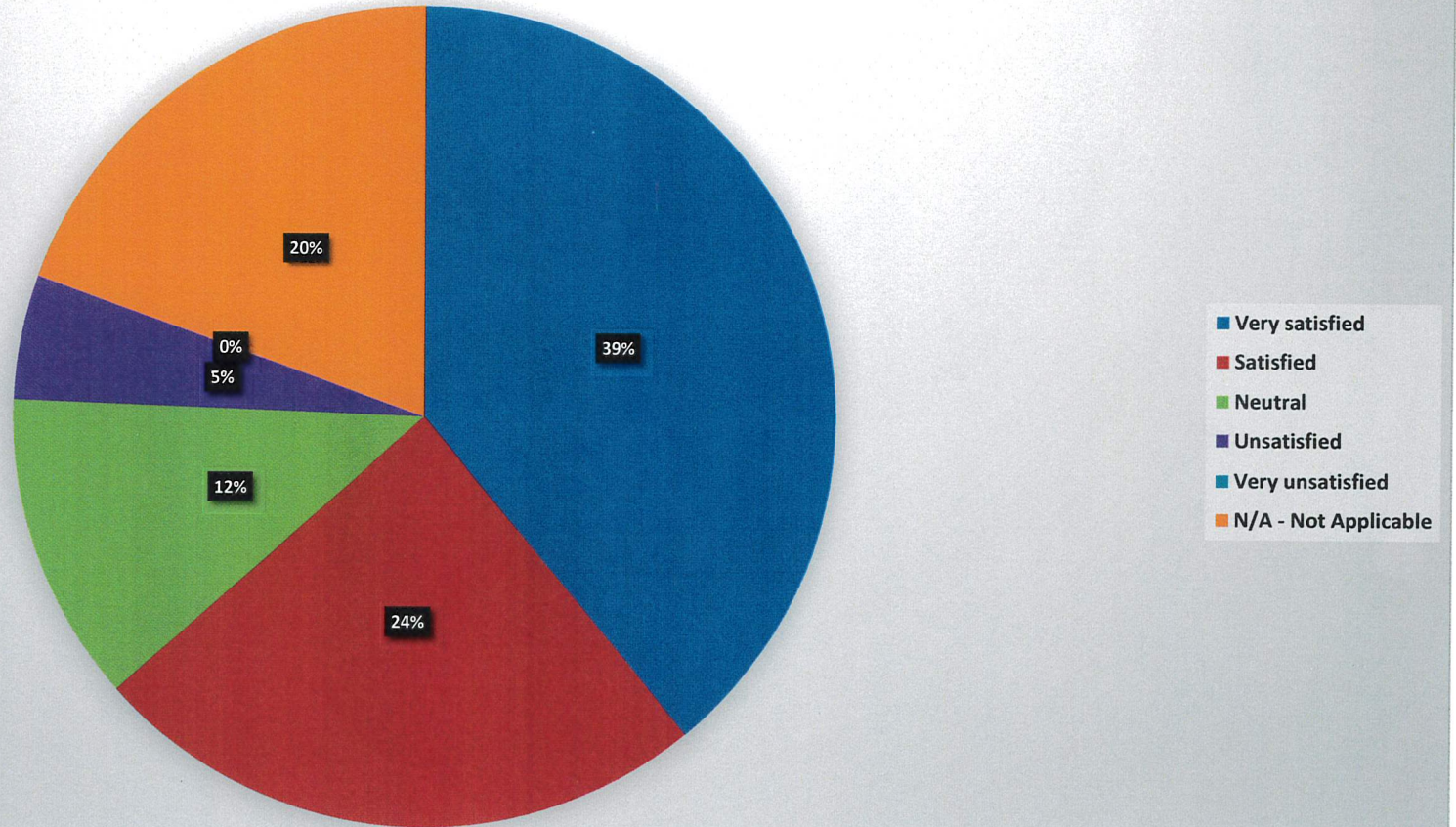
## Overall Satisfaction with the Agency

### Customer Responses

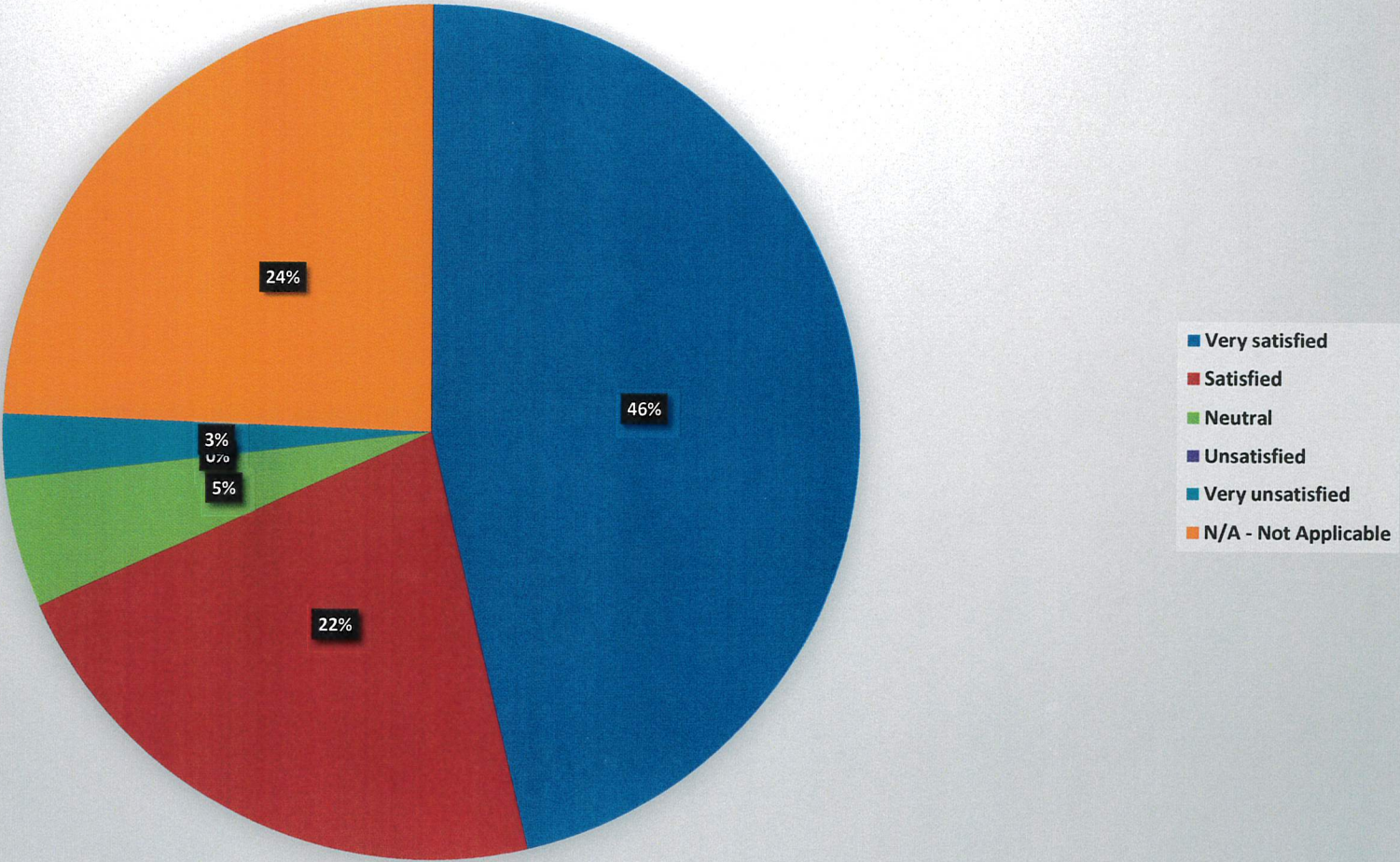
Very Satisfied	22
Satisfied	16
Neutral	0
Unsatisfied	1
Very Satisfied	1
Not Applicable	1



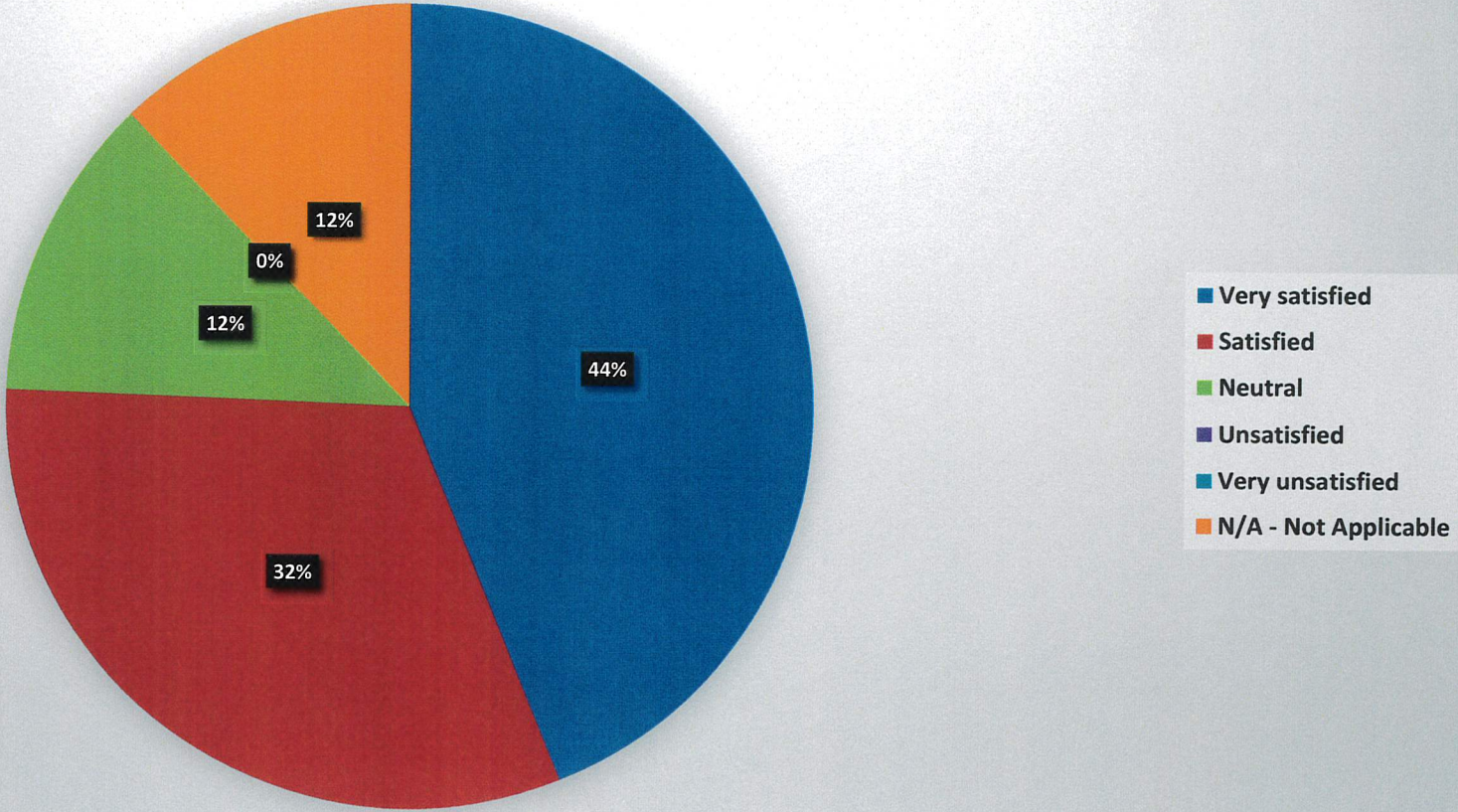
## Satisfaction with Agency's Handling of Complaints



# Satisfaction with Agency's Ability to Timely Serve You



# Satisfaction with Agency's Brochures or Other Printed Information



## Overall Satisfaction with the Agency

