



CREDIT UNION DEPARTMENT

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2026 CREDIT UNION DEPARTMENT SATISFACTION QUESTIONNAIRE

In March, the Department announced its twenty-ninth annual customer satisfaction questionnaire. This is the fourteenth 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 **157** credit unions provided the opportunity to complete the survey, **29** completed the online questionnaire for a response rate of **18 percent**. This compares to a **25 percent** response rate in **2024** and a **31 percent** response rate in **2023**.

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>2026</u> | <u>2024</u> | <u>2023</u> |
|---|-------------|-------------|-------------|
| Number of Survey Questionnaires Mailed | 157 | 165 | 169 |
| Number of Responses Completed | 29 | 41 | 53 |
| Percentage of Credit Unions Completing Survey | 18% | 25% | 31% |
| Number of Credit Unions Providing Written Comments | 0 | 0 | 0 |
| Percentage of CUs that Believe the Department Provides Quality Service | 97% | 89% | 90% |

CUSTOMER SERVICE SURVEY BREAKDOWN

Satisfaction with Agency's Facilities

Customer Responses

| | |
|------------------|----|
| Very Satisfied | 9 |
| Satisfied | 5 |
| Neutral | 13 |
| Unsatisfied | 1 |
| Very Unsatisfied | 0 |
| Not Applicable | 1 |

Satisfaction with Agency's Staff

Customer Responses

| | |
|------------------|----|
| Very Satisfied | 15 |
| Satisfied | 8 |
| Neutral | 5 |
| Unsatisfied | 0 |
| Very Unsatisfied | 0 |
| Not Applicable | 1 |

Satisfaction with Agency's Communications

Customer Responses

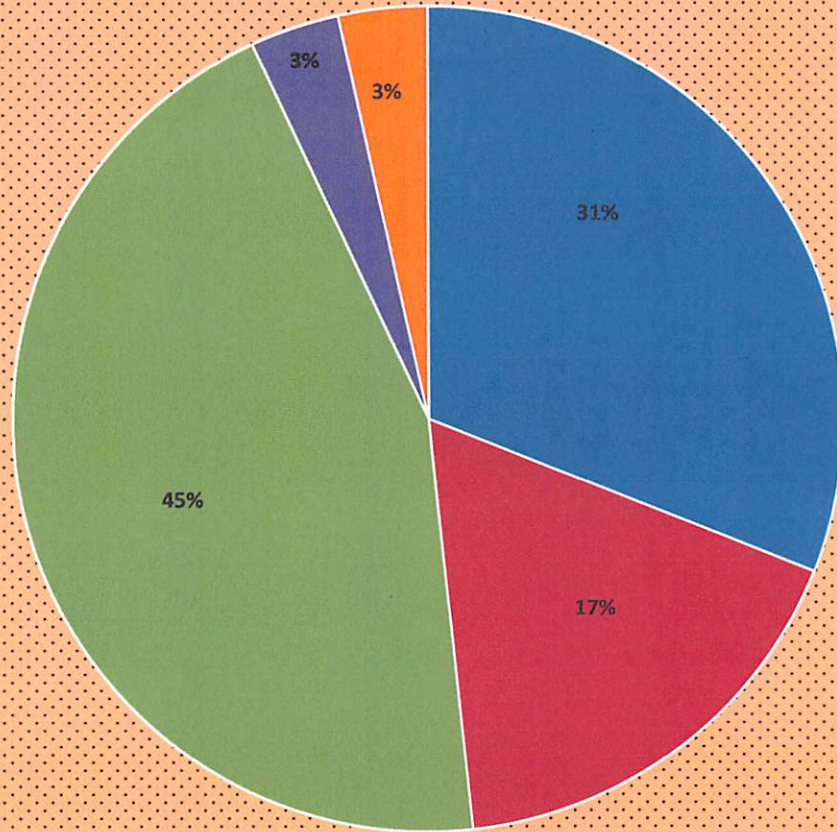
| | |
|------------------|----|
| Very Satisfied | 19 |
| Satisfied | 7 |
| Neutral | 2 |
| Unsatisfied | 0 |
| Very Unsatisfied | 0 |
| Not Applicable | 1 |

Satisfaction with Agency's Internet

Customer Responses

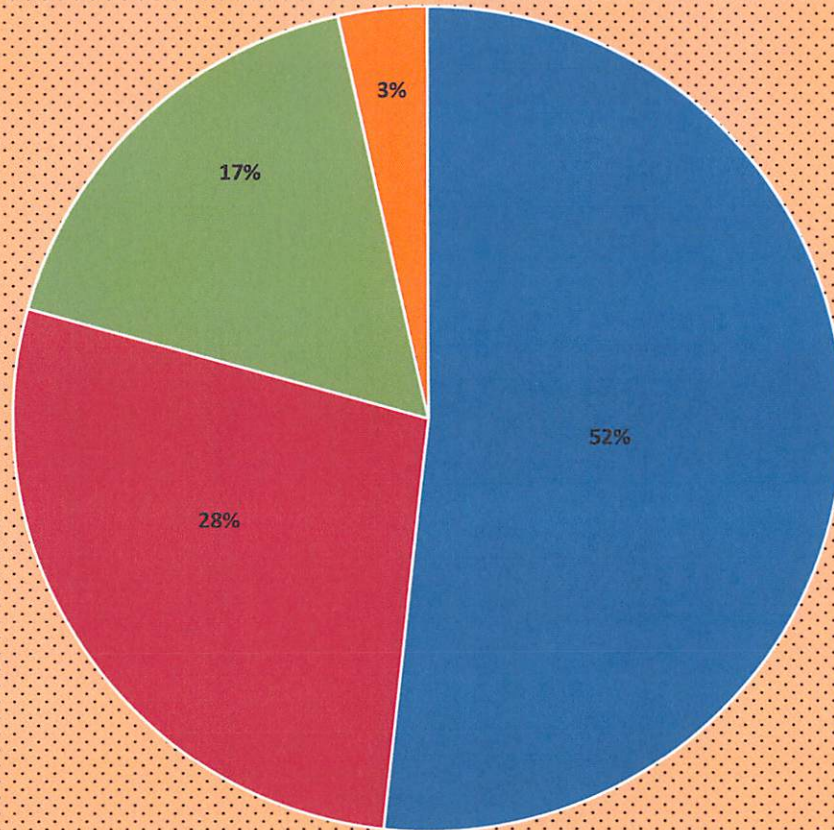
| | |
|------------------|----|
| Very Satisfied | 12 |
| Satisfied | 14 |
| Neutral | 2 |
| Unsatisfied | 1 |
| Very Unsatisfied | 0 |
| Not Applicable | 0 |

Satisfaction with Agency's Facilities



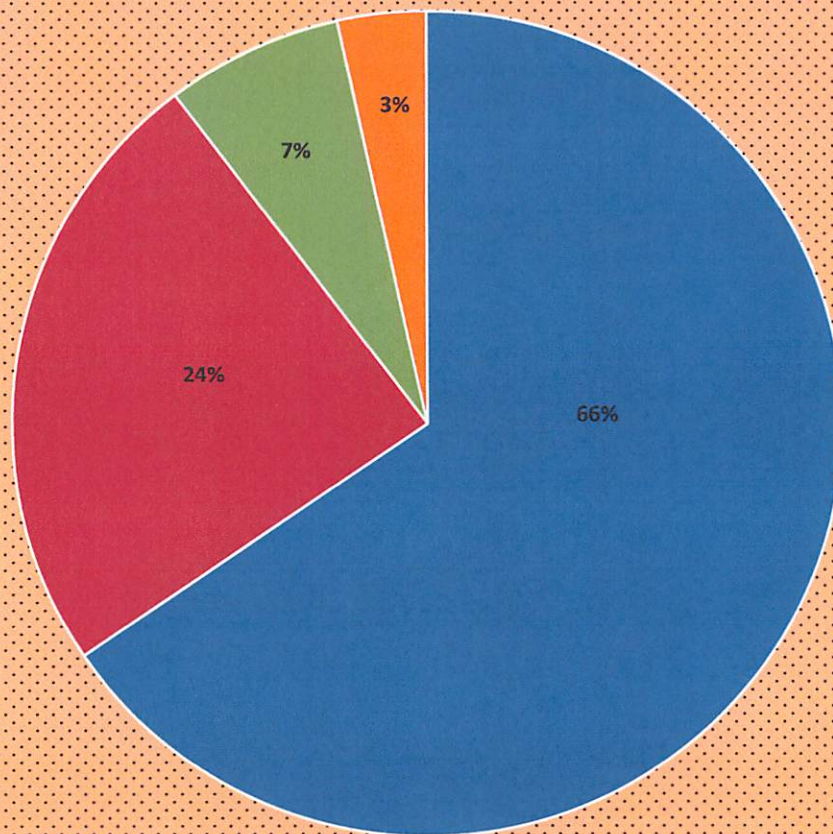
■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied ■ Very Unsatisfied (0%) ■ Not Applicable

Satisfaction with Agency's Staff



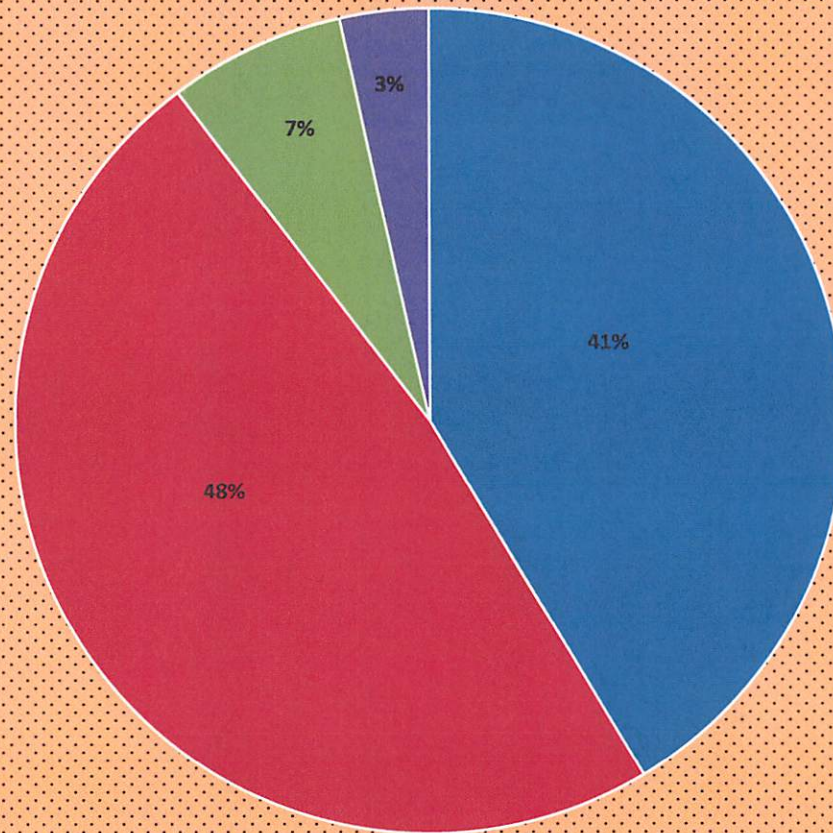
■ Very Satisfied. ■ Satisfied. ■ Neutral. ■ Unsatisfied (0%) ■ Very Unsatisfied (0%) ■ Not Applicable.

Satisfaction with Agency's Communications



■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied (0%) ■ Very Unsatisfied (0%) ■ Not Applicable

Satisfaction with Agency's Internet



■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied ■ Very Unsatisfied (0%) ■ Not Applicable (0%)

CUSTOMER SERVICE SURVEY BREAKDOWN

Satisfaction with Agency's Handling of Complaints

Customer Responses

| | |
|------------------|----|
| Very Satisfied | 14 |
| Satisfied | 7 |
| Neutral | 4 |
| Unsatisfied | 1 |
| Very Unsatisfied | 1 |
| Not Applicable | 2 |

Satisfaction with Agency's Ability to Timely Serve You

Customer Responses

| | |
|------------------|----|
| Very Satisfied | 15 |
| Satisfied | 7 |
| Neutral | 6 |
| Unsatisfied | 0 |
| Very Unsatisfied | 0 |
| Not Applicable | 1 |

Satisfaction with Agency's Brochures or Other Printed Information

Customer Responses

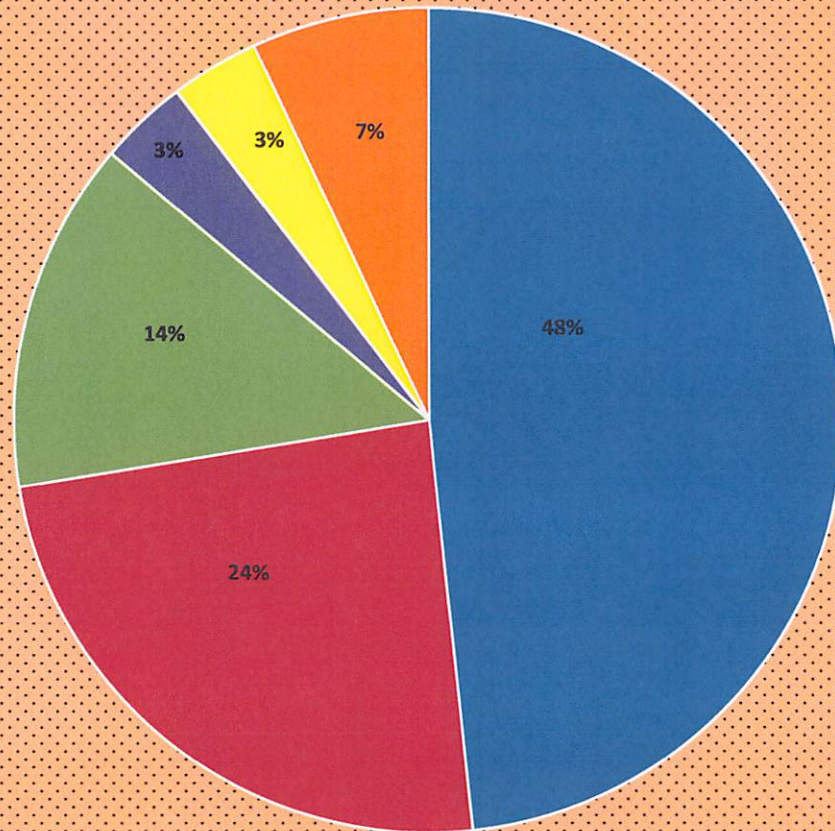
| | |
|------------------|----|
| Very Satisfied | 11 |
| Satisfied | 8 |
| Neutral | 6 |
| Unsatisfied | 0 |
| Very Unsatisfied | 0 |
| Not Applicable | 4 |

Overall Satisfaction with the Agency

Customer Responses

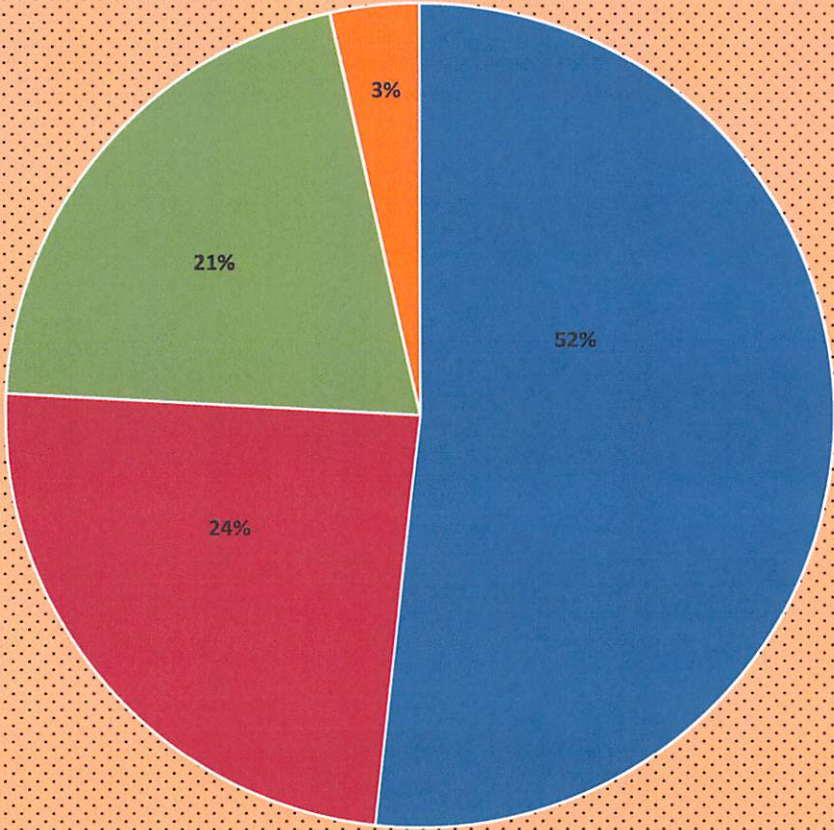
| | |
|------------------|----|
| Very Satisfied | 17 |
| Satisfied | 11 |
| Neutral | 1 |
| Unsatisfied | 0 |
| Very Unsatisfied | 0 |
| Not Applicable | 0 |

Satisfaction with Agency's Handling of Complaints



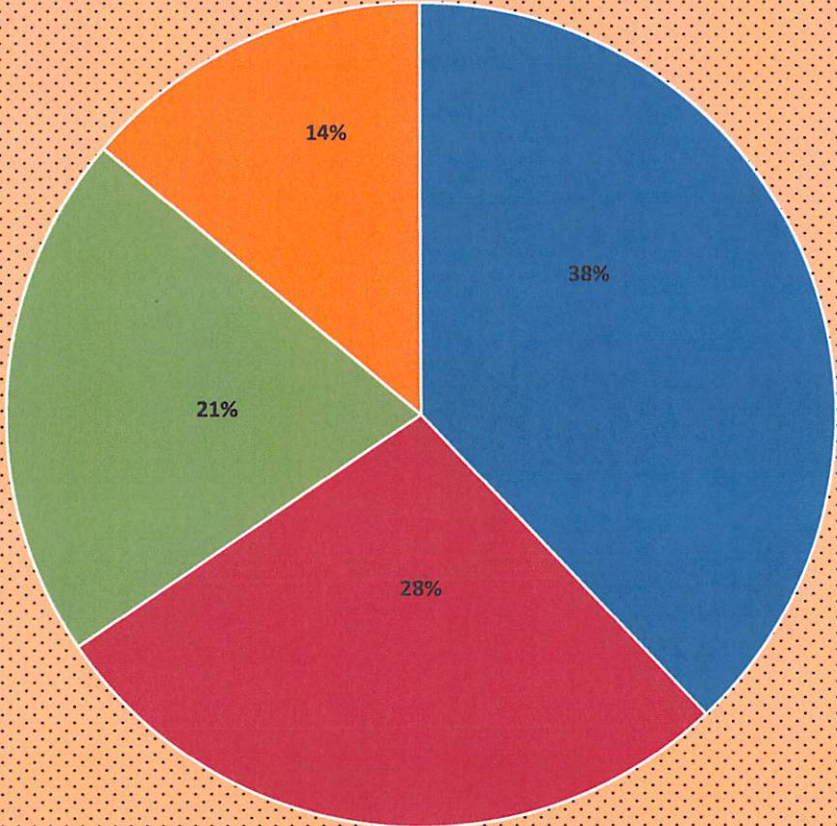
■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied ■ Very Unsatisfied ■ Not Applicable

Satisfaction with Agency's Ability to Timely Serve You



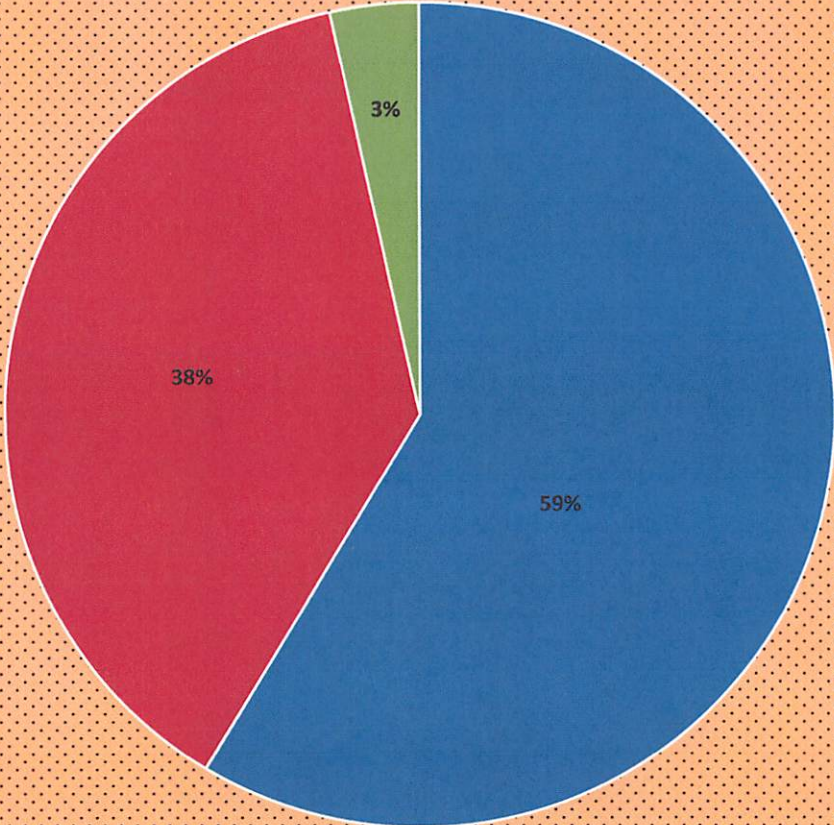
■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied (0%) ■ Very Unsatisfied (0%) ■ Not Applicable

Satisfaction with Agency's Brochures or Other Information



■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied (0%) ■ Very Unsatisfied (0%) ■ Not Applicable

Overall Satisfaction with the Agency



■ Very Satisfied ■ Satisfied ■ Neutral ■ Unsatisfied (0%) ■ Very Unsatisfied (0%) ■ Not Applicable (0%)