

# REPORT ON CUSTOMER SERVICE



2020

TEXAS BOARD OF PROFESSIONAL  
GEOLOGISTS



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# Texas Board of Professional Geoscientists 2020 Report on Customer Service

## External Customers Served

The Texas Board of Professional Geoscientists (TBPG) is responsible for protecting public health, safety, welfare and the state’s natural resources by ensuring that only qualified persons carry out the public practice of geoscience. As such, TBPG licenses Professional Geoscientists, Geoscience Firms, and Geoscientists-in-Training. Professional Geoscientists are licensed in one of three disciplines: Geology, Geophysics, and Soil Science. The Professional Geoscientist (PG) licensing process ensures the public that individuals who are licensed have met defined levels of education and experience. Professional Geoscientists are expected to practice according to a Code of Professional Conduct, as defined in TBPG rules. TBPG regulates the public practice of geoscience through its enforcement program, and also provides information and outreach to the public.

The Texas Board of Professional Geoscientists identifies as its external customers all licensed Professional Geoscientists, Registered Geoscience Firms, and Geoscientists-in-Training, in addition to other TBPG stakeholders, which may include environmental professionals, business owners, governmental agencies, academic institutions, complainants, consumer advocates, and citizens of the State of Texas.

Current Number of Licensed Professional Geoscientists:	3,499*
Current Number of Registered Geoscience Firms:	348*
Current Number of Geoscientists-in-Training:	184*
Other Stakeholders/ Unlicensed Entities:	2,117
<hr/>	
<b>Total Identifiable External Customers:</b>	<b>6,148</b>

\*Current license holders as of 4/30/2020

## Methods of Information Gathering

**Survey Methods.** TBPG's Online Customer Service Survey was initially established in 2005 and has been accessible from the TBPG website since its inception. It was designed to measure the effectiveness of TBPG's customer service, including the efficiency of staff response times, ease of the complaint process, website content and ease of use, knowledge and accessibility of staff, courteousness of staff, office location and accessibility, and examination issues.

For the 2020 Report on Customer Service, an invitation to participate in the Customer Service Survey was sent out by e-mail on April 24, 2020, to individuals who are either regulated by the TBPG, or who have subscribed to TBPG's e-mail distribution list and have expressed an interest in TBPG activities. Professional societies were also contacted and TBPG requested that they distribute the survey to their members. A total of 6,148 survey invitations were distributed, and 594 surveys were completed and received by May 11, 2020. The results of these surveys have been compiled in the following analysis. Survey questions are included in Appendix A.

**Rate of Response.** The total number of customers who participated in the survey was 594. Out of a total of 6,148 e-mails that were sent to TBPG's external customers regarding the survey, 594 participated for a response rate of 9.6%.

## Performance Measures Related to Customer Service Standards

### **Outcome Measures**

- 89% of customers surveyed expressed overall satisfaction with the services received from TBPG
- 26% of customers surveyed offered comments or otherwise identified ways to improve TBPG service delivery

### **Efficiency Measures**

- Costs related to the initial development of the Customer Service Survey were incurred in 2005. These costs were related to development of the survey and making the survey accessible to customers from the agency's website. The survey was minimally revised in 2015 to include additional areas of service; it was revised again in 2017, and a new survey tool was employed at that time. No additional costs have been incurred.

### **Explanatory Measures**

- Number of Customers Identified: 6,148
- Number of Customer Groups Inventoried: 4

## Tabulation

Survey Question	Response Numbers*					Total Responses	Response Percentages				
	Excellent	Good	Neutral	Fair	Poor		Excellent	Good	Neutral	Fair	Poor
Telephone assistance	191	70	42	6	7	<b>316</b>	60%	22%	13%	2%	2%
Quality of written materials	242	127	48	3	5	<b>425</b>	57%	30%	11%	1%	1%
Accuracy of written materials	249	108	46	3	4	<b>410</b>	61%	26%	11%	1%	1%
Response time to e-mail	186	74	45	7	4	<b>316</b>	58%	23%	14%	2%	1%
Response accuracy to e-mail	181	67	44	5	4	<b>301</b>	60%	22%	15%	2%	1%
Waiting time by letter	126	131	50	4	6	<b>317</b>	40%	41%	16%	1%	2%
Quarterly newsletters	291	131	57	8	7	<b>494</b>	59%	27%	12%	2%	1%
Ease of filing a complaint	58	20	53	3	9	<b>143</b>	41%	14%	37%	2%	9%
Timeliness of response to complaint	54	22	49	3	10	<b>138</b>	39%	16%	36%	2%	7%
Documentation accuracy	55	20	53	3	7	<b>138</b>	40%	14%	38%	2%	5%
Options for filing a complaint	7	3	49	22	59	<b>140</b>	37%	23%	33%	7%	0%
Would address complaints in reasonable manner	55	22	45	4	7	<b>133</b>	41%	17%	34%	3%	5%
Website is user friendly	224	213	85	23	8	<b>553</b>	41%	39%	15%	4%	1%
Accuracy of information on website	307	152	44	5	6	<b>514</b>	60%	30%	9%	1%	1%
Information on website is helpful	273	170	58	14	5	<b>520</b>	53%	33%	11%	3%	1%
Online public license search	257	121	51	9	5	<b>443</b>	58%	27%	12%	2%	1%
Updated Ethics Video	258	126	51	25	13	<b>473</b>	55%	27%	10%	5%	3%
Staff knowledgeable	252	126	51	25	13	<b>467</b>	54%	27%	19%	5%	3%
Staff accessible	235	66	45	4	6	<b>356</b>	66%	19%	13%	1%	1%

Staff courteous	<b>269</b>	<b>57</b>	<b>32</b>	<b>2</b>	<b>4</b>	<b>328</b>	<b>82%</b>	<b>17%</b>	<b>10%</b>	<b>0.5%</b>	<b>1%</b>
Staff identifiable	237	51	33	2	5	<b>328</b>	72%	16%	10%	0.5%	1%
Responsiveness of contact person	233	55	31	5	7	<b>331</b>	70%	17%	9%	2%	2%
Overall customer service	279	62	36	3	3	<b>383</b>	73%	16%	9%	1%	1%
Office facility accessible	70	22	53	2	7	<b>138</b>	51%	16%	38%	1%	5%
Office location convenient	53	22	53	2	7	<b>137</b>	39%	16%	39%	1%	5%
Signs at office facility	53	17	57	2	6	<b>135</b>	39%	13%	42%	1%	4%
Examination sites accessible	57	24	59	8	5	<b>153</b>	37%	16%	39%	5%	3%
Examination locations	53	26	59	7	7	<b>152</b>	35%	17%	39%	4%	4%
Examination frequency	50	27	60	7	7	<b>151</b>	33%	18%	40%	4.5%	4.5%
Online renewal process	363	134	35	18	12	<b>562</b>	65%	24%	6%	3%	2%
Licensee profile page	275	132	49	16	9	<b>481</b>	57%	27%	10%	3%	2%
Ability to specify practice area	256	123	51	9	7	<b>446</b>	57%	28%	11%	2%	2%
Display of disciplinary actions	171	79	54	7	6	<b>317</b>	54%	25%	17%	2%	2%
Online continuing education activity log	206	106	57	25	17	<b>411</b>	50%	26%	14%	6%	4%

\*Total Responses excludes those that did not answer the question.

## Survey Results

2020 Survey Results*	Excellent or Good	Fair or Poor
<b>Staff and Communication</b>		
Telephone assistance (rated as Excellent or Good)	82%	4%
Quality of written materials (rated as Excellent or Good)	87%	2%
Accuracy of written materials (rated as Excellent or Good)	87%	2%
Response time to e-mails (rated as Excellent or Good)	81%	3%
Response accuracy to e-mails (rated as Excellent or Good)	82%	3%
Waiting time by letter (rated as Excellent or Good)	81%	3%
Quarterly newsletters (rated as Excellent or Good)	86%	3%
<b>Complaint Handling Process</b>		
Ease of filing a complaint (rated as Excellent or Good)	55%	11%
Timeliness of response to complaint (rated Excellent or Good)	55%	9%
Documentation accuracy (rated as Excellent or Good)	54%	7%
Options for filing a complaint regarding services at TBPG	60%	7%
Would address complaint in a reasonable manner	58%	8%
<b>TBPG Website</b>		
Website user-friendly (rated as Excellent or Good)	80%	5%
Accuracy of information on website (rated Excellent or Good)	90%	2%
Information on website is helpful (rated Excellent or Good)	86%	4%
Online public license search feature (rated Excellent or Good)	85%	3%
Ethics video (rated Excellent or Good)	82%	8%

Survey Results, *continued*

2020 Survey Results*	Excellent or Good	Fair or Poor
<b>Staff</b>		
TBPG staff are knowledgeable (rated as Excellent or Good)	81%	8%
Staff are accessible (rated as Excellent or Good)	85%	2%
Staff are courteous (rated as Excellent or Good)	98.5%	1.5%
Staff are identifiable (rated as Excellent or Good)	88%	1.5%
Responsiveness of contact person (rated as Excellent or Good)	87%	4%
Overall customer service (rated as Excellent or Good)	89%	2%
<b>Office Facility</b>		
Office facility is accessible (rated as Excellent or Good)	67%	6%
Office location is convenient (rated as Excellent or Good)	55%	6%
Office signs (rated as Excellent or Good)	51%	9%
<b>Examination Sites</b>		
Examination sites are accessible (rated as Excellent or Good)	53%	8%
Examination location (rated as Excellent or Good)	52%	8%
Examination frequency (rated as Excellent or Good)	49%	12%
<b>TBPG Online Account</b>		
Online renewal process (rated Excellent or Good)	89%	5%
Licensee profile page (rated Excellent or Good)	84%	5%
Ability to specify practice areas online (rated Excellent or Good)	85%	4%
Display of disciplinary actions online (rated Excellent or Good)	79%	4%
Online CE Activity log (rated Excellent or Good)	76%	10%

\*Percentage totals here include responses of "Excellent," "Good," "Fair," and "Poor," but not ratings of "Neutral"



## Assessment

**Analysis of Findings:** In evaluating the results of the survey, it can be noted that positive results were noted in several areas of customer service, including the following:

- 98.5% rated TBPG staff as courteous
- 89% viewed positively the overall customer service
- 87% rated TBPG staff as responsive
- 81% viewed TBPG staff as knowledgeable
- 89% viewed positively the online license renewal process
- 87% rated favorably the accuracy of written materials
- 90% viewed the information on the website as accurate
- 89% rated favorably the online public license feature

The positive results in these areas illustrate TBPG's ongoing commitment to customer service excellence. Agency staff have streamlined agency functions and processes in recent years. TBPG has improved its online license renewal functionality with continuous improvements and refinements to its state of the art regulatory database. Refinements to the agency website have facilitated the accessibility of online information for the benefit of TBPG licensees and the general public. Additionally, TBPG has been sending out quarterly newsletters by e-mail in order to communicate to all interested individuals regarding TBPG meetings and Board activities. This is an effort to keep the licensees and the general public informed regarding Board activities and other pertinent information. TBPG is proud of its accomplishments in providing prompt, effective, and consistent customer service to individuals and entities it regulates, and is proud of the service it provides to the State of Texas and its citizens.

TBPG has noted a need for improvement in the following areas:

- Seventy-six percent (76%) rated positively the online continuing education activity log. Fourteen percent (14%) of respondents rated the online log as "neutral," and ten percent (10%) of respondents rated it as either "fair" or "poor." Improvements to the online continuing education activity log could be made in order to increase its functionality. TBPG will also provide instructions for using the online licensing system to increase ease of use for licensees.

### *Assessment, continued*

- It is noted that actual response rate related to knowledge about TBPG's complaint handling process is low. Only 143 individuals out of the 564 respondents (approximately 25%) answered questions related to how they view TBPG's handling of complaints. TBPG is not surprised by this response rate. In general, licensees are not very interested in the complaint process unless the licensee has an interest in filing a complaint or a complaint has been filed against the licensee.
- Low response rates and low ratings were noted related to TBPG's office facility (accessibility, convenience, and use of signs). TBPG is assigned office space by the Texas Facilities Commission. The assigned office space is suitable, but it is in downtown Austin. TBPG is scheduled to move to a new state office building in 2021/2022.
- Low response rates were also received related to TBPG's examination sites (accessibility, convenience of location, and frequency). With regard to the ASBOG® licensing examination, this is a national exam proctored twice per year. In Texas, it is administered by TBPG staff on specific dates set by ASBOG®. TBPG is unable to change the frequency of the administration of this exam. TBPG does, however, make every effort to identify cost effective examination sites that are convenient, accessible, and that provide a good testing environment (i.e., low noise level, good lighting, adequate work space, etc.). Staff will continue to explore options to provide the best examination locations and environments possible.

TBPG staff will continue to consider the 2020 Report on Customer Service, and will seek ways to improve services to TBPG customers. Staff will also review the specific customer feedback in the submitted survey comments in order to seek clarification on ways to improve TBPG services.

Additionally, TBPG's Appointed Board has reviewed this report and will work with staff to implement improvements to its customer service.

# Appendix A

## Survey Questions

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### I. Licensing

#### I am currently licensed under:

- Geology
- Geophysics
- Soil Science
- Firm
- Geoscientist-in-Training
- I am not licensed

### II. Staff and Communication

#### Communication, Timeliness, Printed Materials

(Rating scale: 1 = Poor, 2 = Fair, 3 = Neutral, 4 = Good, and 5 = Excellent)

Please answer only those questions that apply to your experience with TBPG.

No response means "not applicable."

#### Telephone assistance (e.g., time on hold, accuracy of response)

	1	2	3	4	5
Quality of written materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of written materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response time to e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response accuracy to e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting time by letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quarterly newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Complaint Handling Process

	1	2	3	4	5
Ease of filing complaint regarding TBPG services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of response to complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Options for filing a complaint regarding TBPG services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TBPG would address complaints in a reasonable manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**TBPG Website**

	1	2	3	4	5
Website is user friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of information on website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on website is helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online public license search feature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TBPG ethics video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Staff**

	1	2	3	4	5
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifiable (e.g. identify themselves on the phone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness of contact person(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Office Facility**

	1	2	3	4	5
Office is accessible during reasonable hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office location is convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Examination Sites**

	1	2	3	4	5
Exam locations are accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of exams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exam frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**III. TBPG Online Account**

	1	2	3	4	5
Online License Renewal process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licensee online profile page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to specify practice area(s) online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display of disciplinary actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Continuing Education Activity log	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IV.** Please comment on any other issues that would help us serve you better. Include an e-mail address if you would like to be contacted.

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*For more information, please contact:*

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