



TEXAS STATE BOARD OF PHARMACY REPORT ON CUSTOMER SERVICE (FY2006)

BACKGROUND

In 1999, the 76th Texas Legislature passed S.B. 1563, which required state agencies to identify their external customers and to gather information from them, no less frequently than every other year, regarding the quality of service delivered by the agency. The bill set forth specific service quality elements that agencies were required to gather in a survey or an alternative approach to assess customer satisfaction (e.g., focus groups).

INVENTORY OF EXTERNAL CUSTOMERS

TSBP identified the following categories of external customers who are direct recipients of agency services. These categories are listed below:

(1) Category #1 = termed "Licensees" and includes the following:

- pharmacists/preceptors
- pharmacist-interns
- pharmacy owners/employers
- pharmacy technicians
- applicants for pharmacist licenses
- applicants for pharmacy licenses
- applicants for intern registrations
- applicants for preceptor certificates
- applicants for technician registrations

(2) Category #2 = termed "Non-Licensees" and includes the following:

- general public
- complainants
- legislators
- media
- attorneys
- professional associations
- consumer associations
- colleges of pharmacy
- businesses who conduct license verifications for employers
- nursing homes/nursing home administrators
- governmental regulatory agencies or law enforcement agencies at the federal, state, or local levels
- manufacturers of automated dispensing devices and other technological devices used by pharmacies
- representatives of drug manufacturers and wholesalers

With regard to Category #1 ("licensees"), TSBP provides the following direct services: (1) information; (2) licensing or registration; and (3) enforcement. These three types of services cut across both strategies listed in the 2006-07 General Appropriations Act (i.e., licensing and enforcement).

With regard to Category #2 ("Non-licensees"), TSBP provides the following direct services: (1) information about licensing (e.g., verification and status of license); (2) information regarding regulatory actions (e.g., information regarding compliance inspections of pharmacies, complaints, and disciplinary orders); (3) information about pharmacy practice and laws/rules governing the practice of pharmacy; (4) information regarding TSBP policies and procedures; (5) information regarding Board meetings (e.g., items for discussion); and (6) resolution of complaints that may involve adjudication (disciplinary action against a licensee).

These services are provided through the following mechanisms:

- telephone;
- e-mail;
- website;
- letters;
- on-site visits/meetings at TSBP office;
- TSBP Newsletter;
- direct mail-outs (e.g., mailings regarding proposed and final rules);
- consumer brochure;
- generic/complaint sign (furnished at no extra charge to pharmacies);
- presentations/exhibits at professional meetings;
- compliance inspections of pharmacies;
- investigation/adjudication of complaints;
- resolution of complaints filed by a licensee; and
- licensing services [includes the issuance of new licenses and renewal of licenses (pharmacists and pharmacies), registrations (interns and pharmacy technicians), and certifications (preceptors)].

INFORMATION-GATHERING METHODS

The Texas State Board of Pharmacy (TSBP) conducted its first customer service satisfaction survey in the fall of 1999 (FY2000). This is TSBP's fourth customer service survey report.

In FY2005 TSBP determined to contract with the University of Texas Organizational Excellence Group (UT) for an online customer satisfaction survey (survey). TSBP staff worked with UT staff and on May 24, 2005, the TSBP survey was accessible to all TSBP customers via a link on TSBP's web site.

See Attachment #1 for a copy of the online TSBP Customer Service Survey, which became available online on from May 24, 2005.

See Attachment #2 for a copy of the survey report generated by the online survey for the period May 24, 2005, through December 31, 2005.

A. Collection Time Frame

TSBP discontinued mailing paper surveys to customers in 2005. Beginning on May 24, 2005, the survey was available via a link on the TSBP web site. Concurrent with the availability of the survey online, notices concerning the survey were included with the mailing of each new license and registration, and each renewal. In addition, notices were included with the following: (1) letters to complainants, advising them about the disposition of their complaints; (2) letters to the general public who were requesting copies of public records; and (3) copies of disciplinary orders mailed to attorneys who had represented licensees during the disciplinary process. See Attachment #3 for a copy of the survey notice that was included with mailings to TSBP customers. For the purposes of this survey "Customers Surveyed" is defined as the number of individuals who received written notice that the survey was available online (Attachment #3).

B. Data Limitations – Data limitations are set forth below:

- (1) TSBP had no control over the number of customers who wanted TSBP services (e.g., number of persons who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).
- (2) TSBP had no control over the number of TSBP customers who completed the survey online.
- (3) TSBP had no control over the number of TSBP customers who had access to the Internet.

C. Number of Customers Surveyed

For the FY06 survey (May 24, 2005 – December 31, 2005), the survey was available online to all TSBP customers as well as the general public. The following chart identifies TSBP customer groups who received written notice that the survey was available online from May 24, 2005 – December 31, 2005.

Licensees		21,350
	Pharmacists & Pharmacist Applicants	8769
	Pharmacy Owners	2092
	Interns	578
	Pharmacy Technicians	9911
Non-Licensees		630
	Complainants & Other (general public)	319
	Requesters for Agency Records	311
Total Surveys		21,980

D. Response Rate

A total of 563 respondents completed the online survey between May 24, 2005, and December 31, 2005. See page 3 of Attachment #2 for a listing of respondents.

TSBP implemented the online survey on May 24, 2005. Although online availability of the survey made the survey readily available to TSBP customers, at no cost to the customers (i.e., return postage), only 563 responses were received between May 24, 2005, and December 31, 2005.

E. Confidence Intervals/Levels — See Attachment #2.

F. Customer Groups Excluded

The only group excluded from the survey was individuals without Internet access, and TSBP has no way of determining the number of individuals in this group.

LEVELS OF SERVICE QUALITY

Attachment #2, pages 2-27, contains charts that report the demographic data and the responses to each of the 15 questions for all respondents. See Attachment #4 for a chart summarizing responses to survey questions as they correspond to the seven customer service quality elements (staff members, communications, timeliness, Internet, complaint process, facility, and online and printed information) and overall satisfaction.

ANALYSIS OF FINDINGS

The final item in the survey is the statement that “Overall, I am satisfied with my experience.” TSBP considers a “satisfied customer” as one who responded “strongly agree” or “agree.” Using this guideline, approximately 86% of TSBP’s customers were satisfied (i.e., 467 of the 544 respondents who responded to this statement said they strongly agreed or agreed that they were satisfied with TSBP services, overall). When comparing this data to the prior survey period (FY2004), there was a slight decrease in overall satisfaction from 90% in FY2004 to 86% in FY2006.

OVERALL SATISFACTION COMPARISON				
		FY2006	FY2004	% Change
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received		86%	90%	-4%
	Licensees	88%	92%	- 5%
	Non-Licensees	70%	77%	-7%

The data also shows that during this period the agency's customers were especially satisfied with TSBP’s implementation of online registration and licensure application. TSBP continued to maintain high scores for staff members, communications, and web page — which were the areas of greatest satisfaction in the prior customer service surveys.

The areas receiving the lowest scores involved the complaint process and online and printed information. However, even in those areas, there was not a single question that received an overall score of less than 3.63 (best score = 5.0), which means that, on average, customers felt more positive than negative about the agency's service.

TSBP publishes a quarterly agency *Newsletter*. Historically, a paper copy of the *Newsletter* was mailed to all TSBP licensees. Due to budget constraints in FY2005, three issues of the *Newsletter* were published on the TSBP web page and one issue was printed and mailed only to pharmacies.

The TSBP survey asked the customer to comment on any issue that would help the agency serve the customer better. Approximately 188 respondents entered comments on the electronic survey. The TSBP Executive Director reviewed all comments. Many of these comments were statements, either positive, negative, or neutral (e.g., complainant restated complaint allegations), rather than "suggestions." Of the 188 comments, 31 were suggestions. The suggestions were shared with Board Members at their regularly scheduled meeting held on May 9-10, 2006. In addition, the TSBP Executive Director shared positive comments with agency staff at a quarterly staff meeting. If a customer identified an agency employee by name with a compliment, the TSBP Executive Director recognized and rewarded the employee. Positive and negative comments on specific employees were also provided to employee supervisors.

FUTURE PLANS TO IMPROVE THE SURVEY PROCESS

While TSBP is pleased with the electronic survey, the number of survey respondents decreased during the initial start-up of the electronic survey. As an additional reminder to customers that TSBP would like to have their feedback concerning TSBP services, TSBP is considering adding a link to the survey to staff emails to customers.

CUSTOMER SERVICE STANDARDS AND PERFORMANCE MEASURES

See Attachment #5 for TSBP's performance regarding the standard performance measures for the survey period (May 24, 2005 – December 31, 2005) relating to customer service standards and customer satisfaction. See Attachment #6 for the definitions of the standard customer service-related performance measures. TSBP has no additional agency-specific performance measures related to customer service standards and customer satisfaction.

The mission of TSBP is to promote, preserve, and protect the public health, safety, and welfare by fostering the provision of quality pharmaceutical care to the citizens of Texas, through the regulation of the practice of pharmacy, the operation of pharmacies, and the distribution of prescription drugs in the public interest. In carrying out our mission, we will continue to strive to provide excellent customer service. Our customer service standards include: (1) being courteous, professional, flexible, honest and helpful in all dealings with our customers; (2) providing our customers with clear, easy to understand, and accurate information about services; and (3) actively listening so we can better anticipate the needs of our customers and be fully responsive to customer's concerns regarding our services. We appreciate and seek customer input to make informed decisions on policies, programs, and rules.



**Texas State Board of Pharmacy (TSBP)
wants to serve you better & appreciates your
taking the time to complete this survey.**

- ◆ To insure impartiality, this survey is conducted by the University of Texas at Austin.
- ◆ For each of the following statements, select the one which most clearly reflects your answer. You may skip items that do not apply.
- ◆ This survey is anonymous and we do not collect information which allows for identification of individuals.

Enter the control number here:

If you received an email invitation to this survey, enter the Control Number in the above box. If you were not provided with a Control Number, leave it blank. This number is not associated with you, but is used to insure a valid response.

Please answer the following items:

Number of times in contact with TSBP in the last 12 months:

- Once 2-5 5+

Purpose of your contact(s) (Check all that apply):

- Application for Pharmacist License
- Application for Pharmacy License
- Application for Intern Registration
- Application for Preceptor Registration
- Application for Pharmacy Technician Registration
- Pharmacy Law Question
- Renewal of Pharmacist License
- Renewal of Pharmacy License
- Continuing Education
- Compliance Inspection
- Name/Address Change
- Filed a Complaint

Related to your experience dealing with TSBP:

Please answer the following items.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
------------------------------------	-------------------	----------	---------	-------	----------------	----------------

The staff members were knowledgeable (able to answer my questions).	<input type="radio"/>					
The staff members were helpful (demonstrated a willingness to assist me).	<input type="radio"/>					
I received the information or service I needed.	<input type="radio"/>					
My telephone call, email, or letter was routed to the proper person.	<input type="radio"/>					
Material available online or in printed form provided thorough and accurate information.	<input type="radio"/>					
My inquiry was answered in a reasonable amount of time.	<input type="radio"/>					
If I filed a complaint, my complaint was addressed in a reasonable manner.	<input type="radio"/>					
The TSBP web site was easy to use and well organized.	<input type="radio"/>					
The TSBP web site contained clear and accurate information.	<input type="radio"/>					
If I visited the TSBP office, it was clean and orderly.	<input type="radio"/>					
Overall, I am satisfied with my experience.	<input type="radio"/>					

Your comments are appreciated.

Submit



Survey Results for

Customer Service Survey

for

515 - Texas State Board of Pharmacy

**May 24, 2005
Through
December 31, 2005**

Survey Items

515 – Texas State Board of Pharmacy

Total Number of Respondents: 563

**Survey Respondents Who Made
Entry in Comments Section**

Positive Comments	Negative comments	Suggestions	Entry that was not a Comment	No Comments
97	45	31	15	375

Survey Items

515 - Texas State Board of Pharmacy

Number of times in contact with TSBP in the last 12 months:

Number of Respondents: 500

Item Response	Count	Pct.
Once	217	43.40%
2-5	245	49.00%
5+	38	7.60%

Frequency Distribution

Once	43.4%
2-5	49%
5+	7.6%

Survey Items

515 - Texas State Board of Pharmacy

Purpose of your contact(s) (Check all that apply):

Number of Respondents: 563

Item Response	Count	Pct.
Application for Pharmacist License	62	11.01%
Application for Pharmacy License	13	2.31%
Application for Intern Registration	22	3.91%
Application for Preceptor Registration	16	2.84%
Application for Pharmacy Technician Registration	95	16.87%
Pharmacy Law Question	87	15.45%
Renewal of Pharmacist License	238	42.27%
Renewal of Pharmacy License	42	7.46%
Continuing Education	34	6.04%
Compliance Inspection	17	3.02%
Name/Address Change	77	13.68%
Filed a Complaint	12	2.13%
Requesting Information	101	17.94%
Subject of a Complaint	6	1.07%
Subject of a Disciplinary Action	9	1.60%
Other (please specify)	46	8.17%

Survey Items

515 - Texas State Board of Pharmacy

Frequency Distribution

Application for Pharmacist License	11.01%
Application for Pharmacy License	2.31%
Application for Intern Registration	3.91%
Application for Preceptor Registration	2.84%
Application for Pharmacy Technician Registration	16.87%
Pharmacy Law Question	15.45%
Renewal of Pharmacist License	42.27%
Renewal of Pharmacy License	7.46%
Continuing Education	6.04%
Compliance Inspection	3.02%
Name/Address Change	13.68%
Filed a Complaint	2.13%
Requesting Information	17.94%
Subject of a Complaint	1.07%
Subject of a Disciplinary Action	1.6%
Other (please specify)	8.17%

Survey Items

515 - Texas State Board of Pharmacy

Purpose of your contact(s) (Check all that apply):

Verbatim Responses:

50

- RPh w/ BS to get PharmD:#s
- Preceptor Renewal
- audit
- Renewal of Pharmacy Technician License
- change of employment
- verify rph license
- Renewal of Tech Registration
- reciprocate to Hawaii
- survey
- change of employment
- request speaker from TSBP for our annual seminar
- Renewal of CPHT license
- delivery status
- renewal technician license
- Exam score
- renew pharmacy tech license
- address if WALMART 567 475 HWY 36 NO CALDWELL, TX mailing
adress change only
- Transfer NAPLEX scores
- Renewal of Pharmacy Technician Registration, web support
- CHANGE INCORRECT SS#
- license verification
- clarification of law
- Reactivation of pharmacist license
- volunteer for disaster in LA

Survey Items

515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.) 50

- request pharmacy tech registration
 - change of employment
 - change PIC
 - complaint
 - to obtain wall certifate copy
 - license status change
 - address change (done by fax)
 - certificate not received
 - renewal of Pharmacy Tech
 - renewal of pharmacy tech license
 - renewal of pharmacy technician registration
 - verification of licensure
 - I have not contacted the Board within the last 12 months
 - new law for ce hours
 - change of employment
 - tempory work address addition to cover a disability
 - ordered a new pharmacist license
 - Renewal of Pharmacy Technician Registration
 - prices
 - name change on license
 - Attorney for Pharmacist
 - renewal of cpht
 - renewal pharmacy technician
 - response to survey request
 - Renewal of Pharmacy Technician Registration
-

Survey Items

515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.)	50
<ul style="list-style-type: none">• Renewal of Pharmacy Technician Registration	

Survey Items

515 - Texas State Board of Pharmacy

Your contacts with TSBP were by (Check all that apply):

Number of Respondents: 563

Item Response	Count	Pct.
Telephone	213	37.83%
Letter	135	23.98%
Email	118	20.96%
Internet	263	46.71%
In Person	22	3.91%

Frequency Distribution

Telephone	37.83%
Letter	23.98%
Email	20.96%
Internet	46.71%
In Person	3.91%

Survey Items

515 - Texas State Board of Pharmacy

Do you hold a license or registration issued by TSBP
(E.g. pharmacist, pharmacy owner, intern, pharmacy
technician)?

Number of Respondents: 505

Item Response	Count	Pct.
Yes	476	94.26%
No	29	5.74%

Frequency Distribution

Yes	94.26%
No	5.74%

Survey Items

515 - Texas State Board of Pharmacy

Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	4.53	0.869
The online renewal process for registration and/or licensure is efficient.	4.59	0.830
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	3.84	1.070
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	3.95	0.960
The staff members were knowledgeable (able to answer my questions).	4.27	0.912
The staff members were helpful (demonstrated a willingness to assist me).	4.30	0.955
I received the information or service I needed.	4.37	0.909
My telephone call, email, or letter was routed to the proper person.	4.38	0.879
Material available online or in printed form provided thorough and accurate information.	4.31	0.903
My inquiry was answered in a reasonable amount of time.	4.25	1.043
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.58	1.122
The TSBP web site was easy to use and well organized.	4.31	0.867
The TSBP web site contained clear and accurate information.	4.32	0.853
If I visited the TSBP office, it was clean and orderly.	3.95	1.012
Overall, I am satisfied with my experience.	4.33	0.942

Survey Items

515 - Texas State Board of Pharmacy

The online registration and/or licensure application was clear and easy to use.

Score: 4.53
Std. Dev.: 0.869
Number of Respondents: 471

Item Response	Count	Pct.
Strongly Disagree	10	2.12%
Disagree	10	2.12%
Neutral	12	2.55%
Agree	95	20.17%
Strongly Agree	278	59.02%
Not Applicable	66	14.01%

Frequency Distribution

Strongly Disagree	2.12%
Disagree	2.12%
Neutral	2.55%
Agree	20.17%
Strongly Agree	59.02%
Not Applicable	14.01%

Survey Items

515 - Texas State Board of Pharmacy

The online renewal process for registration and/or licensure is efficient.

Score: 4.59
Std. Dev.: 0.830
Number of Respondents: 468

Item Response	Count	Pct.
Strongly Disagree	9	1.92%
Disagree	6	1.28%
Neutral	15	3.21%
Agree	74	15.81%
Strongly Agree	286	61.11%
Not Applicable	78	16.67%

Frequency Distribution

Strongly Disagree	1.92%
Disagree	1.28%
Neutral	3.21%
Agree	15.81%
Strongly Agree	61.11%
Not Applicable	16.67%

Survey Items

515 - Texas State Board of Pharmacy

Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.

Score: 3.84
Std. Dev.: 1.070
Number of Respondents: 471

Item Response	Count	Pct.
Strongly Disagree	20	4.25%
Disagree	37	7.86%
Neutral	69	14.65%
Agree	195	41.40%
Strongly Agree	131	27.81%
Not Applicable	19	4.03%

Frequency Distribution

Strongly Disagree	4.25%
Disagree	7.86%
Neutral	14.65%
Agree	41.4%
Strongly Agree	27.81%
Not Applicable	4.03%

Survey Items

515 - Texas State Board of Pharmacy

TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.

Score: 3.95
Std. Dev.: 0.960
Number of Respondents: 470

Item Response	Count	Pct.
Strongly Disagree	15	3.19%
Disagree	20	4.26%
Neutral	67	14.26%
Agree	215	45.74%
Strongly Agree	130	27.66%
Not Applicable	23	4.89%

Frequency Distribution

Strongly Disagree	3.19%
Disagree	4.26%
Neutral	14.26%
Agree	45.74%
Strongly Agree	27.66%
Not Applicable	4.89%

Survey Items

515 - Texas State Board of Pharmacy

The staff members were knowledgeable (able to answer my questions).

Score:	4.27
Std. Dev.:	0.912
Number of Respondents:	541

Item Response	Count	Pct.
Strongly Disagree	9	1.66%
Disagree	10	1.85%
Neutral	32	5.91%
Agree	138	25.51%
Strongly Agree	177	32.72%
Not Applicable	175	32.35%

Frequency Distribution

Strongly Disagree	1.66%
Disagree	1.85%
Neutral	5.91%
Agree	25.51%
Strongly Agree	32.72%
Not Applicable	32.35%

Survey Items

515 - Texas State Board of Pharmacy

The staff members were helpful (demonstrated a willingness to assist me).

Score: 4.30
Std. Dev.: 0.955
Number of Respondents: 542

Item Response	Count	Pct.
Strongly Disagree	10	1.85%
Disagree	12	2.21%
Neutral	33	6.09%
Agree	116	21.40%
Strongly Agree	198	36.53%
Not Applicable	173	31.92%

Frequency Distribution

Strongly Disagree	1.85%
Disagree	2.21%
Neutral	6.09%
Agree	21.4%
Strongly Agree	36.53%
Not Applicable	31.92%

Survey Items

515 - Texas State Board of Pharmacy

I received the information or service I needed.

Score: 4.37
Std. Dev.: 0.909
Number of Respondents: 548

Item Response	Count	Pct.
Strongly Disagree	15	2.74%
Disagree	11	2.01%
Neutral	22	4.01%
Agree	172	31.39%
Strongly Agree	271	49.45%
Not Applicable	57	10.40%

Frequency Distribution

Strongly Disagree	2.74%
Disagree	2.01%
Neutral	4.01%
Agree	31.39%
Strongly Agree	49.45%
Not Applicable	10.4%

Survey Items

515 - Texas State Board of Pharmacy

My telephone call, email, or letter was routed to the proper person.

Score: 4.38
Std. Dev.: 0.879
Number of Respondents: 543

Item Response	Count	Pct.
Strongly Disagree	11	2.03%
Disagree	6	1.10%
Neutral	28	5.16%
Agree	142	26.15%
Strongly Agree	231	42.54%
Not Applicable	125	23.02%

Frequency Distribution

Strongly Disagree	2.03%
Disagree	1.1%
Neutral	5.16%
Agree	26.15%
Strongly Agree	42.54%
Not Applicable	23.02%

Survey Items

515 - Texas State Board of Pharmacy

Material available online or in printed form provided thorough and accurate information.

Score: 4.31
Std. Dev.: 0.903
Number of Respondents: 546

Item Response	Count	Pct.
Strongly Disagree	14	2.56%
Disagree	8	1.47%
Neutral	40	7.33%
Agree	179	32.78%
Strongly Agree	253	46.34%
Not Applicable	52	9.52%

Frequency Distribution

Strongly Disagree	2.56%
Disagree	1.47%
Neutral	7.33%
Agree	32.78%
Strongly Agree	46.34%
Not Applicable	9.52%

Survey Items

515 - Texas State Board of Pharmacy

My inquiry was answered in a reasonable amount of time.

Score: 4.25
Std. Dev.: 1.043
Number of Respondents: 545

Item Response	Count	Pct.
Strongly Disagree	19	3.49%
Disagree	19	3.49%
Neutral	26	4.77%
Agree	143	26.24%
Strongly Agree	232	42.57%
Not Applicable	106	19.45%

Frequency Distribution

Strongly Disagree	3.49%
Disagree	3.49%
Neutral	4.77%
Agree	26.24%
Strongly Agree	42.57%
Not Applicable	19.45%

Survey Items

515 - Texas State Board of Pharmacy

If I filed a complaint, my complaint was addressed in a reasonable manner.

Score: 3.58
Std. Dev.: 1.122
Number of Respondents: 519

Item Response	Count	Pct.
Strongly Disagree	5	0.96%
Disagree	7	1.35%
Neutral	30	5.78%
Agree	24	4.62%
Strongly Agree	22	4.24%
Not Applicable	431	83.04%

Frequency Distribution

Strongly Disagree	0.96%
Disagree	1.35%
Neutral	5.78%
Agree	4.62%
Strongly Agree	4.24%
Not Applicable	83.04%

Survey Items

515 - Texas State Board of Pharmacy

The TSBP web site was easy to use and well organized.

Score: 4.31
Std. Dev.: 0.867
Number of Respondents: 544

Item Response	Count	Pct.
Strongly Disagree	11	2.02%
Disagree	11	2.02%
Neutral	36	6.62%
Agree	199	36.58%
Strongly Agree	245	45.04%
Not Applicable	42	7.72%

Frequency Distribution

Strongly Disagree	2.02%
Disagree	2.02%
Neutral	6.62%
Agree	36.58%
Strongly Agree	45.04%
Not Applicable	7.72%

Survey Items

515 - Texas State Board of Pharmacy

The TSBP web site contained clear and accurate information.

Score:	4.32
Std. Dev.:	0.853
Number of Respondents:	545

Item Response	Count	Pct.
Strongly Disagree	10	1.83%
Disagree	11	2.02%
Neutral	35	6.42%
Agree	198	36.33%
Strongly Agree	250	45.87%
Not Applicable	41	7.52%

Frequency Distribution

Strongly Disagree	1.83%
Disagree	2.02%
Neutral	6.42%
Agree	36.33%
Strongly Agree	45.87%
Not Applicable	7.52%

Survey Items

515 - Texas State Board of Pharmacy

If I visited the TSBP office, it was clean and orderly.

Score: 3.95
Std. Dev.: 1.012
Number of Respondents: 516

Item Response	Count	Pct.
Strongly Disagree	2	0.39%
Disagree	2	0.39%
Neutral	23	4.46%
Agree	21	4.07%
Strongly Agree	29	5.62%
Not Applicable	439	85.08%

Frequency Distribution

Strongly Disagree	0.39%
Disagree	0.39%
Neutral	4.46%
Agree	4.07%
Strongly Agree	5.62%
Not Applicable	85.08%

Survey Items

515 - Texas State Board of Pharmacy

Overall, I am satisfied with my experience.

Score: 4.33
Std. Dev.: 0.942
Number of Respondents: 544

Item Response	Count	Pct.
Strongly Disagree	18	3.31%
Disagree	12	2.21%
Neutral	32	5.88%
Agree	183	33.64%
Strongly Agree	284	52.21%
Not Applicable	15	2.76%

Frequency Distribution

Strongly Disagree	3.31%
Disagree	2.21%
Neutral	5.88%
Agree	33.64%
Strongly Agree	52.21%
Not Applicable	2.76%

Survey Item by Category: License Holders

515 - Texas State Board of Pharmacy

Overall, I am satisfied with my experience.

Score: 4.37
Std. Dev.: 0.899
Number of Respondents: 463

Item Response	Count	Pct.
Strongly Disagree	14	3.02%
Disagree	7	1.51%
Neutral	25	5.40%
Agree	160	34.56%
Strongly Agree	246	53.13%
Not Applicable	11	2.38%

Frequency Distribution

Strongly Disagree	3.02%
Disagree	1.51%
Neutral	5.4%
Agree	34.56%
Strongly Agree	53.13%
Not Applicable	2.38%

Survey Item by Category: Non-License Holders

515 - Texas State Board of Pharmacy

Overall, I am satisfied with my experience.

Score: 3.92
Std. Dev.: 1.294
Number of Respondents: 27

Item Response	Count	Pct.
Strongly Disagree	3	11.11%
Disagree	0	0.00%
Neutral	4	14.81%
Agree	8	29.63%
Strongly Agree	11	40.74%
Not Applicable	1	3.70%

Frequency Distribution

Strongly Disagree	 11.11%
Disagree	0%
Neutral	 14.81%
Agree	 29.63%
Strongly Agree	 40.74%
Not Applicable	 3.7%

WE WANT TO HEAR FROM YOU!

The Texas State Board of Pharmacy is committed to providing exceptional customer service for all of our customers. As the director of the agency, I ask you to let me know how we are doing. Please take a moment and complete our customer survey by following the instructions below. Thank you in advance for your time and opinion.

Gay Dodson, R.Ph. - Executive Director

TO ACCESS THE INTERNET SURVEY:

Please enter the following address:

www.survey.utexas.edu/tsbp

and use this code: 529,942

Texas State Board of Pharmacy

**FY2005 Texas State Board of Pharmacy Customer Service Survey
Survey Response Data – Combined Responses**

	Strongly Agree	% of Total	Agree	% of Total	Neutral	% of Total	Disagree	% of Total	Strongly Disagree	% of Total	N/A	% of Total	Average Score
STAFF MEMBERS													
1. Staff Knowledgeable	177	32.72%	138	25.51%	32	5.91%	10	1.85%	9	1.66%	175	32.35%	4.27
2. Staff Helpful	198	36.53%	116	21.40%	33	6.09%	12	2.21%	10	1.85%	173	31.92%	4.30
COMMUNICATIONS													
1. Provides Information and Enforcement	130	27.66%	215	45.74%	67	14.26%	20	4.26%	15	3.19%	23	4.89%	3.95
2. Routed to Proper Person	231	42.54%	142	26.15%	28	5.16%	6	1.10%	11	2.03%	125	23.02%	4.38
3. Received Service Needed	271	49.45%	172	31.39%	22	4.01%	11	2.01%	15	2.74%	57	10.40%	4.37
TIMELINESS													
1. Inquiry Answered in Reasonable Time	232	42.57%	143	26.24%	26	4.77%	19	3.49%	19	3.49%	106	19.45%	4.25
INTERNET													
1. Web Site was Easy to Use	245	45.04%	199	36.58%	36	6.62%	11	2.02%	11	2.02%	42	7.72%	4.31
2. Clear and Accurate Information	250	45.87%	198	36.33%	35	6.42%	11	2.02%	10	1.83%	41	7.52%	4.32
COMPLAINT PROCESS													
1. Addressed in a Reasonable Manner	22	4.24%	24	4.62%	30	5.78%	7	1.35%	5	0.96%	431	83.04%	3.58
FACILITY													
1. Office Clean and Orderly	29	5.62%	21	4.07%	23	4.46%	2	0.39%	2	0.39%	439	85.08%	3.95
ONLINE AND PRINTED INFORMATION													
1. Online Registration/licensure Easy to Use	278	59.02%	95	20.17%	12	2.55%	10	2.12%	10	2.12%	66	14.01%	4.53
2. Online Renewal Efficient	286	61.11%	74	15.81%	15	3.21%	6	1.28%	9	1.92%	78	16.67%	4.59
3. Information was Thorough and Accurate	253	46.34%	179	32.78%	40	7.33%	8	1.47%	14	2.56%	52	9.52%	4.31
4. Rules and Laws Easily Understood	131	27.81%	195	41.40%	69	14.65%	37	7.86%	20	4.25%	19	4.03%	3.84
OVERALL													
1. Satisfied with Experience	284	52.21%	183	33.64%	32	5.88%	12	2.21%	18	3.31%	15	2.76%	4.33

See Attachment #2 for standard deviations.

Key for Average Score
5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree
Not equal to 100% due to rounding.

**TEXAS STATE BOARD OF PHARMACY
FY2006 CUSTOMER SERVICE SURVEY**

**FY2006 Performance Measures
Related to Customer Service Standards
And Customer Satisfaction**

	FY06 Survey Performance
Outcome Measures	
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	86%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	6%
Output Measures	
Number of Customers Surveyed	21,980
Number of Customers Served	58,558
Efficiency Measures	
Cost Per Customer Surveyed	\$0.12
Explanatory Measures	
Number of Customers Identified	58,558
Number of Customer Groups Inventoried	2

06/01/06

**TSBP FY2006 PERFORMANCE MEASURES
RELATING TO CUSTOMER SERVICE STANDARDS AND CUSTOMER SATISFACTION**

OUTCOME MEASURES

- (1) *Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received*

Short Definition

Total number of surveyed customer respondents who expressed an overall satisfaction with TSBP services, divided by the total number of surveyed customer respondents (during a specific reporting period).

Purpose/Importance

This measure is one mechanism to determine the percentage of TSBP customers who are satisfied with the agency's customer service.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's web site. Customers may or may not complete the survey. The University of Texas Organizational Excellence Group (UT) and TSBP tabulate the data through computerized and/or manual means.

Method of Calculation

NUMERATOR — Total number of surveys that are completed by satisfied TSBP customers. A satisfied customer is one who responded "strongly agree" or "agree" to the statement on the survey that reads: "Overall, I am satisfied with my experience."

DENOMINATOR — Total number of customers who completed a survey and responded to the statement on the survey that reads: "Overall, I am satisfied with my experience."

This performance measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

Data Limitation

The agency has no control over how many TSBP customers will complete the survey. In addition, the term "overall satisfaction" is very subjective. It is the agency's intention to conduct a biennial survey of customer service; therefore this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continued with change.

Desired Performance Higher than Target.

(2) ***Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery***

Short Definition

Total number of surveyed customer respondents who have written a statement or comment on the survey that could be interpreted as a suggestion for improving service delivery, divided by the total number of surveyed customer respondents (during the specific reporting period).

Purpose/Importance

This measure is one mechanism to identify possible improvements to the agency's service delivery.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's web site. Customers may or may not complete the survey. The survey will ask the customer to make "additional comments" or identify ways to improve service delivery.

Method of Calculation

NUMERATOR — Total number of TSBP customers who make a recommendation of some type to improve service delivery, from the customer's perspective. This number will be calculated manually, by reading the comments on the summary generated by UT and evaluating these comments to determine if the comments could be interpreted as suggestions for improving service, from the customer's perspective.

DENOMINATOR — Total number of surveys that are completed by TSBP customers.

This performance measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

Data Limitation

The agency has no control over how many TSBP customers will complete the survey. In addition, the definition of "improvement" is unclear — one customer's suggestion to improve services (e.g., "Don't have voice mail") may not be perceived to be an improvement by another customer (e.g., a customer who wants the agency to have voice mail). Another example: suggestions for improvements that cannot be implemented due to the agency's budget limitations (e.g., install an 800# for customers to use).

It is the agency's intention to conduct a biennial survey of customer service; therefore this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Based upon the assumption that more suggestions indicate poorer customer service, actual performance that is lower than targeted performance is desirable. However, since this assumption may or may not be true, it is unclear as to whether achieving a smaller percentage is better.

OUTPUT MEASURES

(1) *Number of Customers Surveyed*

Short Definition

Total number of TSBP customers surveyed in a reporting period.

Purpose/Importance

This measure is an indication of the agency's efforts to collect information from the public about the agency's customer service.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's web site. Customers may or may not complete the survey. Notification that the survey is available online is mailed to customers throughout a calendar year. For the purposes of this survey "Customers Surveyed" is defined as the number of individuals who received written notice that the survey was available online.

Method of Calculation

TSBP maintains the number of notices mailed during the reporting period.

Data Limitation

There were several data limitations, as set forth below:

- (1) TSBP had no control over the number of customers who wanted TSBP services (e.g., number of persons who wanted to obtain a pharmacist or pharmacy license, who wanted to obtain information, or who wanted to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).
- (2) TSBP had no control over how many TSBP customers completed surveys.
- (3) TSBP did not have name and address of every customer served, and thereby, not every customer was surveyed.
- (4) TSBP's biennial renewal of pharmacist and pharmacy licenses results in 50% of the total population not being included in the survey process.
- (5) TSBP had no control over how many customers had access to the Internet.

FY2006 Standard Customer Service-Related Performance Measures

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance Higher than Target.

(2) ***Number of Customers Served***

Short Definition

Total number of TSBP customers identified in a reporting period.

Purpose/Importance

This measure is an indication of the agency's workload (i.e., the greater number of customers, the greater the agency's workload).

Source/Collection of Data

The number of customers served is the actual number of board customers in each of two identified major groups. Group 1 includes licensees (pharmacists, pharmacy owners, pharmacist-interns, pharmacy technicians). Group 2 includes non-licensees (complainants, attorneys, members of the general public who request public records, pharmacy associations, and pharmacy schools).

Method of Calculation

TSBP manually calculates the approximate number of customers served during a reporting period.

Data Limitation

TSBP has no control over the number of customers who will want TSBP services (e.g., number of people who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Actual performance that is higher than targeted performance is desirable, provided the agency has sufficient staff to handle the increased workload that results from having additional customers to serve.

EFFICIENCY MEASURES

(1) *Cost Per Customer Surveyed*

Short Definition

Total funds expended (including those encumbered) for the cost to survey the agency's customers, including costs of maintaining the survey online and costs of personnel time to develop the TSBP Customer Service Survey and evaluate the data collected. This total cost is divided by the number of customers surveyed. Denominator is the same number as the result of the performance entitled *Number of Customers Surveyed*.

Purpose/Importance

This measure reflects the cost to the agency to conduct a customer service survey.

Source/Collection of Data

Funds expended would include all direct costs attributable to the TSBP Customer Service Survey. These direct costs are identified in the agency's operating budget and, where applicable, will include: percent of exempt and classified salaries according to estimated time spent in this function, consumable supplies, computer expenses, training and education, capitalized equipment, and other operating expenses.

Method of Calculation

TSBP Accountant will keep manual record of costs.

Data Limitation

TSBP has no control over the number of customers who will want TSBP services (e.g., number of people who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). In addition, the types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance Lower than Target.

EXPLANATORY MEASURES

(1) ***Number of Customers Identified*** — this explanatory measure is the same as the Output entitled "Number of Customers Served."

(2) ***Number of Customer Groups Inventoried***

Short Definition

Total number of customer groups identified in a reporting period.

Purpose/Importance

This measure reflects the diversity of agency customers and gives an indication of the agency's workload.

Source/Collection of Data

The number of customer groups is determined by reviewing the external customer groups that might exist within each budget strategy listed in the agency Strategic Plan.

Method of Calculation

TSBP keeps an inventory (manual list) of its customer groups.

Data Limitation

The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Actual performance that is higher than targeted performance is desirable, provided the agency has sufficient staff to handle the increased workload that results from having additional groups of customers to serve.