



## TEXAS STATE BOARD OF PHARMACY REPORT ON CUSTOMER SERVICE (FY2008)

### **BACKGROUND**

In 1999, the 76<sup>th</sup> 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).

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

### **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/pharmacy technician trainees
- applicants for pharmacist licenses
- applicants for pharmacy licenses
- applicants for intern registrations
- applicants for preceptor certificates
- applicants for pharmacy technician/pharmacy technician trainee 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 2008-09 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;
- email;
- 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, pharmacy technicians, and pharmacy technician trainees), and certifications (preceptors)].

### **INFORMATION-GATHERING METHODS**

TSBP contracts with the University of Texas Organizational Excellence Group (UT) for an online customer satisfaction survey (survey). The TSBP survey was accessible to all TSBP customers via a link on TSBP’s website.

See Attachment #1 for a copy of the online TSBP Customer Service Survey.

See Attachment #2 for a copy of the survey report generated by the online survey for the period January 1, 2007, through December 31, 2007.

A. Collection Time Frame

TSBP Customer Service Survey (survey) responses were collected via a link on the TSBP website for the period January 1, 2007, through December 31, 2007. In addition to a link to the survey located prominently on the opening page of the TSBP website, notices concerning the survey were included with the mailing of each new pharmacist and pharmacy renewal. Notices were also 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 FY08 survey (January 1, 2007 – December 31, 2007), 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 January 31, 2007 – December 31, 2007.

Licensees		13,392
	Pharmacists & Pharmacist Applicants	12,120
	Pharmacy Owners	475
	Interns	797
Non-Licensees		1,584
	Complainants & Other (general public)	984
	Requesters for Agency Records	600
Total Surveys		14,976

D. Response Rate

A total of 887 respondents completed the online survey between January 1, 2007, and December 31, 2007. See page 3 of Attachment #2 for a listing of respondents.

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 887 responses were received between January 1, 2007, and December 31, 2007.

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 2-26, 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., 746 of the 868 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 (FY2006), the overall satisfaction remained the same (86% in both FY2006 and FY2008).

<b>OVERALL SATISFACTION COMPARISON</b>				
		<b>FY2008</b>	<b>FY2006</b>	<b>% Change</b>
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received		86%	86%	No Change
	Licenseses	88%	88%	No Change
	Non-Licenseses	68%	70%	-2%

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

The areas receiving the lowest scores involved the complaint process and the clarity of TSBP laws and rules. However, even in those areas, there was not a single question that received an overall score of less than 3.54 (best score = 5.0), which means that, on average, customers felt more positive than negative about the agency's service.

The TSBP survey asked the customer to comment on any issue that would help the agency serve the customer better. Approximately 278 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 278 comments, 44 were suggestions, and 26 could only be categorized as "other." The survey results were shared with Board Members at their regularly scheduled meeting held on May 6-7, 2008. 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 agency would like to see an increase in the number of respondents. As an additional reminder to customers that TSBP would like to have their feedback concerning TSBP services, TSBP is considering adding links to the survey to all on-line receipt pages for TSBP licenses/registrations.

### **CUSTOMER SERVICE STANDARDS AND PERFORMANCE MEASURES**

See Attachment #5 for TSBP's performance regarding the standard performance measures for the survey period (January 1, 2007 – December 31, 2007) 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 customers' 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:**

000000

**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
- Renewal of Pharmacy Technician Registration
- Continuing Education
- Compliance Inspection
- Name/Address Change

- Filed a Complaint
- Requesting Information
- Subject of a Complaint
- Subject of a Disciplinary Action
- Other (please specify)

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

- Telephone
- Letter
- Email
- Internet
- In Person

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

- Yes    No

Next

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

Your comments are appreciated.

Submit



Survey Results for

# **Customer Service Survey**

for

**515 - Texas State Board of Pharmacy**

**January 01, 2007  
Through  
December 31, 2007**

## Survey Items

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515 - Texas State Board of Pharmacy

Survey Respondents

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**Total Number of Respondents: 887**

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### Survey Respondents Who Made Entry in Comments Section

Compliments	Complaints	Suggestions	Requests for Information	Other
133	75	44	6	20

## Survey Items

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515 - Texas State Board of Pharmacy

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

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**Number of Respondents:** 792

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Item Response	Count	Pct.
Once	387	48.86%
2-5	351	44.32%
5+	54	6.82%

### Frequency Distribution

Once	 <b>48.86%</b>
2-5	 <b>44.32%</b>
5+	 <b>6.82%</b>

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## Survey Items

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515 - Texas State Board of Pharmacy

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

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**Number of Respondents:** 887

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Item Response	Count	Pct.
Application for Pharmacist License	115	12.97%
Application for Pharmacy License	19	2.14%
Application for Intern Registration	26	2.93%
Application for Preceptor Registration	39	4.40%
Application for Pharmacy Technician Registration	20	2.25%
Pharmacy Law Question	141	15.90%
Renewal of Pharmacist License	472	53.21%
Renewal of Pharmacy License	52	5.86%
Renewal of Pharmacy Technician Registration	17	1.92%
Continuing Education	39	4.40%
Compliance Inspection	30	3.38%
Name/Address Change	97	10.94%
Filed a Complaint	42	4.74%
Requesting Information	146	16.46%
Subject of a Complaint	10	1.13%
Subject of a Disciplinary Action	7	0.79%
Other (please specify)	77	8.68%

## Survey Items

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515 - Texas State Board of Pharmacy

### Frequency Distribution

Application for Pharmacist License	12.97%
Application for Pharmacy License	2.14%
Application for Intern Registration	2.93%
Application for Preceptor Registration	4.4%
Application for Pharmacy Technician Registration	2.25%
Pharmacy Law Question	15.9%
Renewal of Pharmacist License	53.21%
Renewal of Pharmacy License	5.86%
Renewal of Pharmacy Technician Registration	1.92%
Continuing Education	4.4%
Compliance Inspection	3.38%
Name/Address Change	10.94%
Filed a Complaint	4.74%
Requesting Information	16.46%
Subject of a Complaint	1.13%
Subject of a Disciplinary Action	0.79%
Other (please specify)	8.68%

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## Survey Items

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515 - Texas State Board of Pharmacy

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

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**Verbatim Responses:**

81

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- report robbery
  - Needed a refund, had filled out wrong online application
  - license verification
  - VERIFICATON OF LICENSE
  - addres change
  - ce hours
  - License transfer
  - regarding RPh license of deceased family member
  - Letter to Board re: Sterile Preparation regulations
  - license verification
  - renewal license
  - verify licensure of techs and pharmacists
  - look up classmates
  - check on technician renewal for employee
  - Changing license to active from inactive
  - Renewal letter
  - letter of good standing for out of state pharmacy license
  - Rx license verification
  - updating information to our pharmacy on TSBP website
  - pharmacist verification
  - reply to your findings
  - website security, lack https
  - Verify Pharmacist and TEchnician Liscenses
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## Survey Items

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515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.)	81
<ul style="list-style-type: none"><li>• TPC, JCIP, and other business</li><li>• TSBP visit</li><li>• intern hours verification</li><li>• change of employment</li><li>• change of ownership</li><li>• pharmacy retirement note</li><li>• Info on Disciplinary Actions</li><li>• Info on Disciplinary Actions</li><li>• Activate inactive license</li><li>• employment change</li><li>• Attend Board Meetings/Task Forces</li><li>• To comment on your service</li><li>• information change</li><li>• retiring-inactive role</li><li>• applied for pharmacist technician trainee</li><li>• status chg from full to part time</li><li>• technician transfer</li><li>• Renewal of Preceptor Registration</li><li>• pharmacist license renewal</li><li>• dps problems</li><li>• employment change</li><li>• Informal Hearing</li><li>• Preceptor certification</li><li>• License verification</li><li>• change employment</li><li>• license verification</li><li>• validation of pharmacist/pharmacy technician licenses &amp; current employment; checking on PIC status</li></ul>	

## Survey Items

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515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.)	81
<ul style="list-style-type: none"><li>• change of employment</li><li>• Checking Schedule status of Fioricet.</li><li>• newsletter</li><li>• license transfer</li><li>• change of employment</li><li>• employer change</li><li>• No need to contact tsbp</li><li>• verify registration of technician</li><li>• change of job location</li><li>• license verification</li><li>• 50 year license request</li><li>• inquiry about fee schedules</li><li>• Reactivation of pharmacist license</li><li>• name &amp; address given to headhunters/agencies</li><li>• check with compliance pertaining to rx</li><li>• license verification</li><li>• Renewal of Preceptor Certificate</li><li>• controlled substance loss</li><li>• employee was subject of disciplinary investigation from previous job</li><li>• Change of PICC issue</li><li>• duplicate copy of renewal certificates</li><li>• change of employment locATION</li><li>• prescription drugs sold over the internet</li><li>• update work location</li><li>• license verification</li></ul>	

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## Survey Items

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515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.)	81
<ul style="list-style-type: none"><li>• license change (no scale)</li><li>• License Verification</li><li>• inquire about impaired pharmacist program</li><li>• Application for NABP/MPJE</li><li>• visit by robert epron in alpine</li><li>• Reciprocity</li></ul>	

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## Survey Items

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515 - Texas State Board of Pharmacy

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

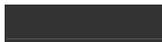
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**Number of Respondents:** 887

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Item Response	Count	Pct.
Telephone	309	34.84%
Letter	238	26.83%
Email	159	17.93%
Internet	404	45.55%
In Person	37	4.17%

### Frequency Distribution

Telephone	 <b>34.84%</b>
Letter	 <b>26.83%</b>
Email	 <b>17.93%</b>
Internet	 <b>45.55%</b>
In Person	 <b>4.17%</b>

## Survey Items

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515 - Texas State Board of Pharmacy

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

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**Number of Respondents:** 803

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Item Response	Count	Pct.
Yes	736	91.66%
No	67	8.34%

### Frequency Distribution

Yes	 <b>91.66%</b>
No	 <b>8.34%</b>

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## Survey Items

515 - Texas State Board of Pharmacy

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

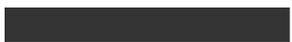
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<b>Score:</b>	4.59
<b>Std. Dev.:</b>	0.790
<b>Number of Respondents:</b>	724

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Item Response	Count	Pct.
Strongly Disagree	14	1.93%
Disagree	6	0.83%
Neutral	17	2.35%
Agree	146	20.17%
Strongly Agree	441	60.91%
Not Applicable	100	13.81%

## Frequency Distribution

Strongly Disagree	 <b>1.93%</b>
Disagree	 <b>0.83%</b>
Neutral	 <b>2.35%</b>
Agree	 <b>20.17%</b>
Strongly Agree	 <b>60.91%</b>
Not Applicable	 <b>13.81%</b>

## Survey Items

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

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<b>Score:</b>	4.64
<b>Std. Dev.:</b>	0.802
<b>Number of Respondents:</b>	728

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Item Response	Count	Pct.
Strongly Disagree	17	2.34%
Disagree	4	0.55%
Neutral	16	2.20%
Agree	119	16.35%
Strongly Agree	478	65.66%
Not Applicable	94	12.91%

### Frequency Distribution

Strongly Disagree	 <b>2.34%</b>
Disagree	 <b>0.55%</b>
Neutral	 <b>2.2%</b>
Agree	 <b>16.35%</b>
Strongly Agree	 <b>65.66%</b>
Not Applicable	 <b>12.91%</b>

## Survey Items

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

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<b>Score:</b>	3.87
<b>Std. Dev.:</b>	1.048
<b>Number of Respondents:</b>	735

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Item Response	Count	Pct.
Strongly Disagree	24	3.27%
Disagree	62	8.44%
Neutral	108	14.69%
Agree	298	40.54%
Strongly Agree	211	28.71%
Not Applicable	32	4.35%

### Frequency Distribution

Strongly Disagree	 <b>3.27%</b>
Disagree	 <b>8.44%</b>
Neutral	 <b>14.69%</b>
Agree	 <b>40.54%</b>
Strongly Agree	 <b>28.71%</b>
Not Applicable	 <b>4.35%</b>

## Survey Items

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

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<b>Score:</b>	4.03
<b>Std. Dev.:</b>	0.963
<b>Number of Respondents:</b>	732

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Item Response	Count	Pct.
Strongly Disagree	18	2.46%
Disagree	31	4.23%
Neutral	113	15.44%
Agree	288	39.34%
Strongly Agree	248	33.88%
Not Applicable	34	4.64%

### Frequency Distribution

Strongly Disagree	 <b>2.46%</b>
Disagree	 <b>4.23%</b>
Neutral	 <b>15.44%</b>
Agree	 <b>39.34%</b>
Strongly Agree	 <b>33.88%</b>
Not Applicable	 <b>4.64%</b>

## Survey Items

515 - Texas State Board of Pharmacy

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

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<b>Score:</b>	4.25
<b>Std. Dev.:</b>	1.010
<b>Number of Respondents:</b>	861

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Item Response	Count	Pct.
Strongly Disagree	20	2.32%
Disagree	17	1.97%
Neutral	50	5.81%
Agree	169	19.63%
Strongly Agree	275	31.94%
Not Applicable	330	38.33%

## Frequency Distribution

Strongly Disagree	2.32%
Disagree	1.97%
Neutral	5.81%
Agree	19.63%
Strongly Agree	31.94%
Not Applicable	38.33%

## Survey Items

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

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<b>Score:</b>	4.27
<b>Std. Dev.:</b>	1.050
<b>Number of Respondents:</b>	862

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Item Response	Count	Pct.
Strongly Disagree	25	2.90%
Disagree	16	1.86%
Neutral	43	4.99%
Agree	156	18.10%
Strongly Agree	294	34.11%
Not Applicable	328	38.05%

### Frequency Distribution

Strongly Disagree	<b>2.9%</b>
Disagree	<b>1.86%</b>
Neutral	<b>4.99%</b>
Agree	<b>18.1%</b>
Strongly Agree	<b>34.11%</b>
Not Applicable	<b>38.05%</b>

## Survey Items

I received the information or service I needed.

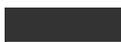
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<b>Score:</b>	4.35
<b>Std. Dev.:</b>	1.018
<b>Number of Respondents:</b>	866

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Item Response	Count	Pct.
Strongly Disagree	35	4.04%
Disagree	21	2.42%
Neutral	33	3.81%
Agree	226	26.10%
Strongly Agree	442	51.04%
Not Applicable	109	12.59%

### Frequency Distribution

Strongly Disagree	 <b>4.04%</b>
Disagree	 <b>2.42%</b>
Neutral	 <b>3.81%</b>
Agree	 <b>26.1%</b>
Strongly Agree	 <b>51.04%</b>
Not Applicable	 <b>12.59%</b>

## Survey Items

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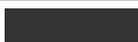
My telephone call, email, or letter was routed to the proper person.

<b>Score:</b>	4.35	
<b>Std. Dev.:</b>	0.933	
<b>Number of Respondents:</b>	863	

Item Response	Count	Pct.
Strongly Disagree	20	2.32%
Disagree	10	1.16%
Neutral	46	5.33%
Agree	194	22.48%
Strongly Agree	343	39.75%
Not Applicable	250	28.97%

### Frequency Distribution

Strongly Disagree	 <b>2.32%</b>
Disagree	 <b>1.16%</b>
Neutral	 <b>5.33%</b>
Agree	 <b>22.48%</b>
Strongly Agree	 <b>39.75%</b>
Not Applicable	 <b>28.97%</b>

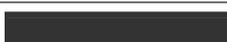
## Survey Items

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

<b>Score:</b>	4.32
<b>Std. Dev.:</b>	0.970

<b>Number of Respondents:</b>		865
<hr/>		
<b>Item Response</b>	<b>Count</b>	<b>Pct.</b>
Strongly Disagree	27	3.12%
Disagree	21	2.43%
Neutral	50	5.78%
Agree	245	28.32%
Strongly Agree	420	48.55%
Not Applicable	102	11.79%

**Frequency Distribution**

Strongly Disagree	 <b>3.12%</b>
Disagree	 <b>2.43%</b>
Neutral	 <b>5.78%</b>
Agree	 <b>28.32%</b>
Strongly Agree	 <b>48.55%</b>
Not Applicable	 <b>11.79%</b>

**Survey Items**

---

<b>My inquiry was answered in a reasonable amount of time.</b>	
<hr/>	
<b>Score:</b>	4.27
<b>Std. Dev.:</b>	1.121
<b>Number of Respondents:</b>	865
<hr/>	

Item Response	Count	Pct.
Strongly Disagree	36	4.16%
Disagree	29	3.35%
Neutral	38	4.39%
Agree	166	19.19%
Strongly Agree	375	43.35%
Not Applicable	221	25.55%

### Frequency Distribution

Strongly Disagree	4.16%
Disagree	3.35%
Neutral	4.39%
Agree	19.19%
Strongly Agree	43.35%
Not Applicable	25.55%

## Survey Items

---

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

---

**Score:** 3.54  
**Std. Dev.:** 1.307  
**Number of Respondents:** 839

---

Item Response	Count	Pct.
Strongly Disagree	21	2.50%

Disagree	6	0.72%
Neutral	46	5.48%
Agree	40	4.77%
Strongly Agree	47	5.60%
Not Applicable	679	80.93%

### Frequency Distribution

Strongly Disagree	<b>2.5%</b>
Disagree	<b>0.72%</b>
Neutral	<b>5.48%</b>
Agree	<b>4.77%</b>
Strongly Agree	<b>5.6%</b>
Not Applicable	<b>80.93%</b>

## Survey Items

---

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

---

**Score:** 4.29  
**Std. Dev.:** 0.893  
**Number of Respondents:** 861

---

Item Response	Count	Pct.
Strongly Disagree	19	2.21%
Disagree	18	2.09%
Neutral	68	7.90%

Agree	303	35.19%
Strongly Agree	388	45.06%
Not Applicable	65	7.55%

### Frequency Distribution

Strongly Disagree	2.21%
Disagree	2.09%
Neutral	7.9%
Agree	35.19%
Strongly Agree	45.06%
Not Applicable	7.55%

## Survey Items

---

The TSBP web site contained clear and accurate information.	
<hr/>	
<b>Score:</b>	4.31
<b>Std. Dev.:</b>	0.893
<b>Number of Respondents:</b>	864
<hr/>	

Item Response	Count	Pct.
Strongly Disagree	22	2.55%
Disagree	13	1.50%
Neutral	61	7.06%
Agree	299	34.61%
Strongly Agree	402	46.53%
Not Applicable	67	7.75%

### Frequency Distribution

Strongly Disagree	 <b>2.55%</b>
Disagree	 <b>1.5%</b>
Neutral	 <b>7.06%</b>
Agree	 <b>34.61%</b>
Strongly Agree	 <b>46.53%</b>
Not Applicable	 <b>7.75%</b>

## Survey Items

---

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

---

**Score:** 4.11  
**Std. Dev.:** 0.921  
**Number of Respondents:** 833

---

Item Response	Count	Pct.
Strongly Disagree	2	0.24%
Disagree	1	0.12%
Neutral	36	4.32%

Agree	39	4.68%
Strongly Agree	59	7.08%
Not Applicable	696	83.55%

### Frequency Distribution

Strongly Disagree	0.24%
Disagree	0.12%
Neutral	4.32%
Agree	4.68%
Strongly Agree	7.08%
Not Applicable	83.55%

## Survey Items

<b>Overall, I am satisfied with my experience.</b>		
<hr/>		
<b>Score:</b>	4.34	
<b>Std. Dev.:</b>	0.998	
<b>Number of Respondents:</b>	868	
<hr/>		
<b>Item Response</b>	<b>Count</b>	<b>Pct.</b>
Strongly Disagree	36	4.15%
Disagree	23	2.65%
Neutral	41	4.72%
Agree	265	30.53%
Strongly Agree	481	55.41%

Not Applicable	22	2.53%
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### Frequency Distribution

Strongly Disagree	4.15%
Disagree	2.65%
Neutral	4.72%
Agree	30.53%
Strongly Agree	55.41%
Not Applicable	2.53%

## Survey Items

---

### Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	4.59	0.790
The online renewal process for registration and/or licensure is efficient.	4.64	0.802
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	3.87	1.048
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	4.03	0.963
The staff members were knowledgeable (able to answer my questions).	4.25	1.010
The staff members were helpful (demonstrated a willingness to assist me).	4.27	1.050
I received the information or service I needed.	4.35	1.018

## Attachment #2

My telephone call, email, or letter was routed to the proper person.	4.35	0.933
Material available online or in printed form provided thorough and accurate information.	4.32	0.970
My inquiry was answered in a reasonable amount of time.	4.27	1.121
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.54	1.307
The TSBP web site was easy to use and well organized.	4.29	0.893
The TSBP web site contained clear and accurate information.	4.31	0.893
If I visited the TSBP office, it was clean and orderly.	4.11	0.921
Overall, I am satisfied with my experience.	4.34	0.998

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## 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](http://www.survey.utexas.edu/tsbp)

and use this code: 529.942

Texas State Board of Pharmacy

**FY2008 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
<b>STAFF MEMBERS</b>													
1. Staff Knowledgeable	275	31.94%	169	19.63%	50	5.81%	17	1.97%	20	2.32%	330	38.33%	4.25
2. Staff Helpful	294	34.11%	156	18.10%	43	4.99%	16	1.86%	25	2.90%	328	38.05%	4.27
<b>COMMUNICATIONS</b>													
1. Provides Information and Enforcement	248	33.88%	288	39.34%	113	15.44%	31	4.23%	18	2.46%	34	4.64%	4.03
2. Routed to Proper Person	343	39.75%	194	22.48%	46	5.33%	10	1.16%	20	2.32%	250	28.97%	4.35
3. Received Service Needed	442	51.04%	226	26.10%	33	3.81%	21	2.42%	35	4.04%	109	12.59%	4.35
<b>TIMELINESS</b>													
1. Inquiry Answered in Reasonable Time	375	43.35%	166	19.19%	38	4.39%	29	3.35%	36	4.16%	221	25.55%	4.27
<b>INTERNET</b>													
1. Web Site was Easy to Use	388	45.06%	303	35.19%	68	7.90%	18	2.09%	19	2.212%	65	7.55%	4.29
2. Clear and Accurate Information	402	46.53%	299	34.61%	61	7.06%	13	1.50%	22	2.55%	67	7.75%	4.31
<b>COMPLAINT PROCESS</b>													
1. Addressed in a Reasonable Manner	47	5.60%	40	4.77%	46	5.48%	6	0.72%	21	2.50%	679	80.93%	3.54
<b>FACILITY</b>													
1. Office Clean and Orderly	59	7.08%	39	4.68%	36	4.32%	1	0.12%	2	0.24%	696	83.55%	4.11
<b>ONLINE AND PRINTED INFORMATION</b>													
1. Online Registration/licensure Easy to Use	441	60.91%	146	20.17%	17	2.35%	6	0.83%	14	1.93%	100	13.81%	4.59
2. Online Renewal Efficient	478	65.66%	119	16.35%	16	2.20%	4	0.55%	17	2.34%	94	12.91%	4.64
3. Information was Thorough and Accurate	420	48.55%	245	28.32%	50	5.78%	21	2.43%	27	3.12%	102	11.79	4.32
4. Rules and Laws Easily Understood	211	28.71%	298	40.54%	108	14.69%	62	8.44%	24	3.27%	32	4.35%	3.87
<b>OVERALL</b>													
1. Satisfied with Experience	481	55.41%	265	30.53%	41	4.72%	23	2.65%	36	4.15%	22	2.53%	4.34

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  
FY2008 CUSTOMER SERVICE SURVEY**

**FY2008 Performance Measures  
Related to Customer Service Standards  
And Customer Satisfaction**

	FY08 Survey Performance
<b>Outcome Measures</b>	
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	86%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	5%
<b>Output Measures</b>	
Number of Customers Surveyed	14,976
Number of Customers Served	77,284
<b>Efficiency Measures</b>	
Cost Per Customer Surveyed	\$0.11
<b>Explanatory Measures</b>	
Number of Customers Identified	77,284
Number of Customer Groups Inventoried	2

06/02/08

**TSBP FY2008 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 website. 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 website. 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.

## FY2008 Standard Customer Service-Related Performance Measures

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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, pharmacy technician trainees). 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*** C 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.