TEXAS STATE BOARD OF PHARMACY
REPORT ON CUSTOMER SERVICE

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).

The Texas State Board of Pharmacy (TSBP) conducted its first customer service satisfaction survey in the fall of 1999 (FY2000). This is TSBP's eighth 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" 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 2014-2016 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 brochures;
- 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 of September 1, 2011, through August 31, 2013.

A. Collection Time Frame

TSBP Customer Service Survey (survey) responses were collected via a link on the TSBP website for the period September 1, 2011, through August 31, 2013. 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 license and all individual license renewals. Notices were also included with the following: (1) letters to complainants, advising them about the dispositions 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 mailing 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 person 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 FY2012-2013 survey (September 1, 2011 – August 31, 2013), the survey was available online to all TSBP customers as well as the general public. The follow chart identifies TSBP customer groups who received written notice that the survey was available online from September 1, 2011 – August 31, 2013.

Licensees		
	Pharmacists	34,717
	Pharmacy Owners	7,617
	Pharmacy Technicians	58,349
Non-Licensees		
	Complainants & Other (general public)	1,110
	Requestors for Agency Records	2,313
	Total Surveys	104,106

D. Response Rate

A total of 2022 respondents completed the online survey between September 1, 2011, and August 31, 2013. See page 3 of Attachment #2 for a listing of respondents.

The number of responses received over the two year period represents a decrease, as compared to the prior two year survey period (FY 2009-2011). There were 2221 responses in FY2010-2011, compared to 2022 responses in FY2012-2013.

E. Confidence Intervals/Levels – See Attachment #2

F. Customer Groups Excluded

The only group excluded from the survey were 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 2-22, 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 73% of TSBP's customers were satisfied (i.e., of the 1999 respondents who responded to this statement 1,455 said they strongly agreed or agreed that they were satisfied with TSBP services, overall). When comparing this data to the prior survey period (FY2010-2011), there was a 1% decrease in overall customer satisfaction. This decrease in satisfaction was attributed to the implementation of a new licensing software program during in the summer of 2011. The overall customer satisfaction for FY2012 was 65%, with a significant increase in FY2013 to 80%, as TSBP customers became familiar with the licensing software program.

OVERALL SATISFACTION COMPARISON			
	FY2010-2011	FY2012-2013	% Change
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	74%	73%	-1%

The data also shows that during this period there was a decrease in customer satisfaction 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 services surveys.

The area receiving the lowest scores involved the complaint process. However, there was not a single question that received an overall score of less the 3.37 (best score = 4.07), which means that, on average, customers felt more positive than negative about the agency's services.

The TSBP survey asked customers to comment on any issue that would help the agency serve the customer better. Approximate 896 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 896 comments, 114 were suggestions, and 40 could only be categorized as "other." The survey results were shared with Board Members at their regular scheduled meeting held on May 6, 2014. 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 measure for the survey period (September 1, 2011 – August 31, 2013) 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 concerns regarding our services. We appreciate and seek customer input to make informed decisions on policies, programs, and rules.

Attachment #1

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

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

Your comments are appreciated.

Submit

Survey Results for

Customer Service Survey

for

515 - Texas State Board of Pharmacy

September 01, 2011
Through
August 31, 2013

Survey Respondents

Total Number of Respondents: 2022

Survey Respondents who Made Entry in Comments Section

Compliments	Complaints	Suggestions	Requests for Information	Other
380	348	114	14	40

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

Number of Respondents: 1751

Item Response	Count	Pct.
Once	826	47.17%
2 to 5	677	38.66%
5+	248	14.16%

Frequency Distribution

Once	**47.17%**
2 to 5	**38.66%**
5+	**14.16%**

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

Number of Respondents: 2022

Item Response	Count	Pct.
Application for Pharmacist License	172	8.51%
Application for Pharmacy License	83	4.10%
Application for Intern Registration	68	3.36%
Application for Preceptor Registration	32	1.58%
Application for Pharmacy Technician Registration	384	18.99%
Pharmacy Law Question	186	9.20%
Renewal of Pharmacist License	575	28.44%
Renewal of Pharmacy License	128	6.33%
Renewal of Pharmacy Technician Registration	253	12.51%
Continuing Education	104	5.14%
Compliance Inspection	40	1.98%
Name/Address Change	146	7.22%
Filed a Complaint	64	3.17%
Requesting Information	235	11.62%
Subject of a Complaint	19	0.94%
Subject of a Disciplinary Action	24	1.19%
Other (please specify)	142	7.02%

Frequency Distribution

Application for Pharmacist License	8.51%
Application for Pharmacy License	4.1%
Application for Intern Registration	3.36%
Application for Preceptor Registration	1.58%
Application for Pharmacy Technician Registration	18.99%
Pharmacy Law Question	9.2%
Renewal of Pharmacist License	28.44%
Renewal of Pharmacy License	6.33%
Renewal of Pharmacy Technician Registration	12.51%
Continuing Education	5.14%
Compliance Inspection	1.98%
Name/Address Change	7.22%
Filed a Complaint	3.17%
Requesting Information	11.62%
Subject of a Complaint	0.94%
Subject of a Disciplinary Action	1.19%
Other (please specify)	7.02%

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

Number of Respondents: 2022

Item Response	Count	Pct.
Telephone	799	39.52%
Letter	356	17.61%
Email	565	27.94%
Internet	914	45.20%
In Person	92	4.55%

Frequency Distribution

Telephone	39.52%
Letter	17.61%
Email	27.94%
Internet	45.2%
In Person	4.55%

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

Number of Respondents: 1787

Item Response	Count	Pct.
Yes	1625	90.93%
No	162	9.07%

Frequency Distribution

Yes	90.93%
No	9.07%

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

Score:	3.97
Std. Dev.:	1.248
Number of Respondents:	1649

Item Response	Count	Pct.
Strongly Disagree	107	6.49%
Disagree	155	9.40%
Neutral	89	5.40%
Agree	478	28.99%
Strongly Agree	682	41.36%
Not Applicable	138	8.37%

Frequency Distribution

Strongly Disagree	**6.49%**
Disagree	**9.4%**
Neutral	**5.4%**
Agree	**28.99%**
Strongly Agree	**41.36%**
Not Applicable	**8.37%**

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

Score:	3.96
Std. Dev.:	1.297
Number of Respondents:	1634

Item Response	Count	Pct.
Strongly Disagree	120	7.34%
Disagree	113	6.92%
Neutral	98	6.00%
Agree	384	23.50%
Strongly Agree	627	38.37%
Not Applicable	292	17.87%

Frequency Distribution

Strongly Disagree	**7.34%**
Disagree	**6.92%**
Neutral	**6%**
Agree	**23.5%**
Strongly Agree	**38.37%**
Not Applicable	**17.87%**

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

Score:	3.99
Std. Dev.:	1.011
Number of Respondents:	1644

Item Response	Count	Pct.
Strongly Disagree	53	3.22%
Disagree	97	5.90%
Neutral	213	12.96%
Agree	682	41.48%
Strongly Agree	546	33.21%
Not Applicable	53	3.22%

Frequency Distribution

Strongly Disagree	**3.22%**
Disagree	**5.9%**
Neutral	**12.96%**
Agree	**41.48%**
Strongly Agree	**33.21%**
Not Applicable	**3.22%**

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

Score:	4.02
Std. Dev.:	1.006
Number of Respondents:	1637

Item Response	Count	Pct.
Strongly Disagree	55	3.36%
Disagree	84	5.13%
Neutral	203	12.40%
Agree	672	41.05%
Strongly Agree	566	34.58%
Not Applicable	57	3.48%

Frequency Distribution

Strongly Disagree	**3.36%**
Disagree	**5.13%**
Neutral	**12.4%**
Agree	**41.05%**
Strongly Agree	**34.58%**
Not Applicable	**3.48%**

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

Score:	3.99
Std. Dev.:	1.234
Number of Respondents:	1974

Item Response	Count	Pct.
Strongly Disagree	113	5.72%
Disagree	68	3.44%
Neutral	133	6.74%
Agree	417	21.12%
Strongly Agree	596	30.19%
Not Applicable	647	32.78%

Frequency Distribution

Strongly Disagree	5.72%
Disagree	3.44%
Neutral	6.74%
Agree	21.12%
Strongly Agree	30.19%
Not Applicable	32.78%

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

Score:	3.96
Std. Dev.:	1.323
Number of Respondents:	1969

Item Response	Count	Pct.
Strongly Disagree	141	7.16%
Disagree	75	3.81%
Neutral	124	6.30%
Agree	352	17.88%
Strongly Agree	639	32.45%
Not Applicable	638	32.40%

Frequency Distribution

Strongly Disagree	**7.16%**
Disagree	**3.81%**
Neutral	**6.3%**
Agree	**17.88%**
Strongly Agree	**32.45%**
Not Applicable	**32.4%**

I received the information or service I needed.

Score:	4.07
Std. Dev.:	1.265
Number of Respondents:	1980

Item Response	Count	Pct.
Strongly Disagree	161	8.13%
Disagree	98	4.95%
Neutral	94	4.75%
Agree	511	25.81%
Strongly Agree	904	45.66%
Not Applicable	212	10.71%

Frequency Distribution

Strongly Disagree	**8.13%**
Disagree	**4.95%**
Neutral	**4.75%**
Agree	**25.81%**
Strongly Agree	**45.66%**
Not Applicable	**10.71%**

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

Score:	4.03
Std. Dev.:	1.267
Number of Respondents:	1970

Item Response	Count	Pct.
Strongly Disagree	134	6.80%
Disagree	75	3.81%
Neutral	118	5.99%
Agree	416	21.12%
Strongly Agree	712	36.14%
Not Applicable	515	26.14%

Frequency Distribution

Strongly Disagree	**6.8%**
Disagree	**3.81%**
Neutral	**5.99%**
Agree	**21.12%**
Strongly Agree	**36.14%**
Not Applicable	**26.14%**

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

Score:	4.07
Std. Dev.:	1.164
Number of Respondents:	1971

Item Response	Count	Pct.
Strongly Disagree	112	5.68%
Disagree	105	5.33%
Neutral	159	8.07%
Agree	576	29.22%
Strongly Agree	822	41.70%
Not Applicable	197	9.99%

Frequency Distribution

Strongly Disagree	**5.68%**
Disagree	**5.33%**
Neutral	**8.07%**
Agree	**29.22%**
Strongly Agree	**41.7%**
Not Applicable	**9.99%**

My inquiry was answered in a reasonable amount of time.

Score:	3.81
Std. Dev.:	1.433
Number of Respondents:	1976

Item Response	Count	Pct.
Strongly Disagree	223	11.29%
Disagree	103	5.21%
Neutral	99	5.01%
Agree	425	21.51%
Strongly Agree	680	34.41%
Not Applicable	446	22.57%

Frequency Distribution

Strongly Disagree	**11.29%**
Disagree	**5.21%**
Neutral	**5.01%**
Agree	**21.51%**
Strongly Agree	**34.41%**
Not Applicable	**22.57%**

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

Score:	3.37
Std. Dev.:	1.420
Number of Respondents:	1933

Item Response	Count	Pct.
Strongly Disagree	88	4.55%
Disagree	32	1.66%
Neutral	117	6.05%
Agree	113	5.85%
Strongly Agree	138	7.14%
Not Applicable	1445	74.75%

Frequency Distribution

Strongly Disagree	**4.55%**
Disagree	**1.66%**
Neutral	**6.05%**
Agree	**5.85%**
Strongly Agree	**7.14%**
Not Applicable	**74.75%**

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

Score:	3.91
Std. Dev.:	1.181
Number of Respondents:	1978

Item Response	Count	Pct.
Strongly Disagree	119	6.02%
Disagree	157	7.94%
Neutral	206	10.41%
Agree	673	34.02%
Strongly Agree	716	36.20%
Not Applicable	107	5.41%

Frequency Distribution

Strongly Disagree	**6.02%**
Disagree	**7.94%**
Neutral	**10.41%**
Agree	**34.02%**
Strongly Agree	**36.2%**
Not Applicable	**5.41%**

The TSBP web site contained clear and accurate information.

Score:	4.00
Std. Dev.:	1.131
Number of Respondents:	1983

Item Response	Count	Pct.
Strongly Disagree	105	5.30%
Disagree	117	5.90%
Neutral	222	11.20%
Agree	668	33.69%
Strongly Agree	763	38.48%
Not Applicable	108	5.45%

Frequency Distribution

Strongly Disagree	**5.3%**
Disagree	**5.9%**
Neutral	**11.2%**
Agree	**33.69%**
Strongly Agree	**38.48%**
Not Applicable	**5.45%**

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

Score:	3.87
Std. Dev.:	1.152
Number of Respondents:	1933

Item Response	Count	Pct.
Strongly Disagree	30	1.55%
Disagree	10	0.52%
Neutral	107	5.54%
Agree	123	6.36%
Strongly Agree	162	8.38%
Not Applicable	1501	77.65%

Frequency Distribution

Strongly Disagree	**1.55%**
Disagree	**0.52%**
Neutral	**5.54%**
Agree	**6.36%**
Strongly Agree	**8.38%**
Not Applicable	**77.65%**

Overall, I am satisfied with my experience.

Score:	3.93
Std. Dev.:	1.334
Number of Respondents:	1999

Item Response	Count	Pct.
Strongly Disagree	205	10.26%
Disagree	145	7.25%
Neutral	146	7.30%
Agree	547	27.36%
Strongly Agree	908	45.42%
Not Applicable	48	2.40%

Frequency Distribution

Strongly Disagree	**10.26%**
Disagree	**7.25%**
Neutral	**7.3%**
Agree	**27.36%**
Strongly Agree	**45.42%**
Not Applicable	**2.4%**

Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	3.97	1.248
The online renewal process for registration and/or licensure is efficient.	3.96	1.297
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	3.99	1.011
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	4.02	1.006
The staff members were knowledgeable (able to answer my questions).	3.99	1.234
The staff members were helpful (demonstrated a willingness to assist me).	3.96	1.323
I received the information or service I needed.	4.07	1.265
My telephone call, email, or letter was routed to the proper person.	4.03	1.267
Material available online or in printed form provided thorough and accurate information.	4.07	1.164
My inquiry was answered in a reasonable amount of time.	3.81	1.433
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.37	1.420
The TSBP web site was easy to use and well organized.	3.91	1.181
The TSBP web site contained clear and accurate information.	4.00	1.131
If I visited the TSBP office, it was clean and orderly.	3.87	1.152
Overall, I am satisfied with my experience.	3.93	1.334

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: 555988

Texas State Board of Pharmacy

Attachment #4

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	596	30.19%	417	21.12%	133	6.74%	68	3.44%	113	5.72%	647	32.78%	3.99
2. Staff Helpful	639	32.45%	352	17.88%	124	6.30%	75	3.81%	141	7.16%	638	32.40%	3.96
COMMUNICATIONS													
1. Provides Information and Enforcement	566	34.58%	672	41.05%	203	12.40%	84	5.13%	55	3.36%	57	3.48%	4.02
2. Routed to Proper Person	712	36.14%	416	21.12%	118	5.99%	75	3.81%	134	6.80%	515	26.14%	4.03
3. Received Service Needed	904	45.66%	511	25.81%	94	4.75%	98	4.95%	161	8.13%	212	10.71%	4.07
TIMELINESS													
1. Inquiry Answered in Reasonable Time	680	34.41%	425	21.51%	99	5.01%	103	5.21%	223	11.29%	446	22.57%	3.81
INTERNET													
1. Web Site was Easy to Use	716	36.20%	673	34.02%	206	10.41%	157	7.94%	119	6.02%	107	5.41%	3.91
2. Clear and Accurate Information	763	38.48%	668	33.69%	222	11.20%	117	5.90%	105	5.30%	108	5.45%	4.00
COMPLAINT PROCESS													
1. Addressed in a Reasonable manner	138	7.14%	113	5.85%	117	6.05%	32	1.66%	88	4.55%	1445	74.75%	3.37
FACILITY													
1. Office Clean and Orderly	162	8.38%	123	6.36%	107	5.54%	10	0.52%	30	1.55%	1501	77.65%	3.87
ONLINE AND PRINTED INFORMATION													
1. Online Registration/licensure Easy to Use	682	41.36%	478	28.99%	89	5.40%	155	9.40%	107	6.49%	138	8.37%	3.97
2. Online Renewal Efficient	627	38.37%	384	23.50%	98	6.00%	113	6.92%	120	7.34%	292	17.87%	3.96
3. Information was Through and Accurate	822	41.70%	576	29.22%	159	8.07%	105	5.33%	112	5.68%	197	9.99%	4.07
4. Rules and Law Easily Understood	546	33.21%	682	41.48%	213	12.96%	97	5.90%	53	3.22%	53	3.22%	3.99
OVERALL													
1. Satisfied with Experience	908	45.42%	547	27.36%	146	7.30%	145	7.25%	205	10.26%	48	2.40%	3.93

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

ATTACHMENT #5

TEXAS STATE BOARD OF PHARMACY
FY2012-2013 CUSTOMER SERVICE SURVEY

FY2012-2013 Performance Measures
Related to Customer Service Standards
And Customer Satisfaction

	FY2012-2013 Survey Performance	**FY2014-2015 Projected Performance**
Outcome Measures		
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	74%	74%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	6%	6%
Output Measures		
Number of Customers Surveyed	104,106	104,106
Number of Customers Served	108,232	108,232
Efficiency Measures		
Cost Per Customer Surveyed	$.03	$.03
Explanatory Measures		
Number of Customers Identified	108,232	108,232
Number of Customer Groups Inventoried	2	2

ATTACHMENT #6

TSBP FY2012-2013 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 report 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 multiply 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 implements due to agency's budget limitations (e.g., install an 800# for customers to use).

It is the agency' 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.

FY2012-2013 Standard Customer Service-Related Performance Measures

OUTPUT MEASURES

(1) Number of Customers Surveyed

Short Definition

Total number of TSBP customers surveyed in a report 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 for the 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 pharmacists 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.

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.

FY2012-2013 Standard Customer Service-Related Performance Measures

(2) Number of Customers Served

Short Definition

Total number of TSBP customers identified in a report 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 Limitations

TSBP had no control over the number of customers who wanted TSBP services (e.g., number of person 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 customer to serve.

FY2012-2013 Standard Customer Service-Related Performance Measures

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 had no control over the number of customers who wanted TSBP services (e.g., number of person 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 Lower than Target

FY2012-2013 Standard Customer Service-Related Performance Measures

EXPLANTORY 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 report period.

Purpose/Importance

This measure reflects the diversity of the agency's 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 populations") 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.