



TEXAS STATE BOARD OF PHARMACY REPORT ON CUSTOMER SERVICE

BACKGROUND

In 1999, the 76th Texas Legislature passed Senate Bill 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 ninth 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 2016-2017 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;
- facebook and twitter;
- 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, 2013, through August 31, 2015.

A. Collection Time Frame

TSBP Customer Service Survey (survey) responses were collected via a link on the TSBP website for the period September 1, 2013, through August 31, 2015. 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; and (2) letters to the general public who were requesting copies of public records. 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 FY2014-2015 survey (September 1, 2013 – August 31, 2015), 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 September 1, 2013 – August 31, 2015.

Licensees		
	Pharmacists	31,675
	Pharmacy Owners	9,540
	Pharmacy Technicians	62,485
Non-Licensees		
	Complainants & Other (general public)	436
	Requestors for Agency Records	4,232
Total Surveys		108,368

D. Response Rate

A total of 1730 respondents completed the online survey between September 1, 2013, and August 31, 2015. 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 (FY2012-2013). There were 2022 responses in FY2012-2013, compared to 1730 responses in FY2014-2015.

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 81% of TSBP’s customers were satisfied (i.e., of the 1683 respondents who responded to this statement 1,365 said they strongly agreed or agreed that they were satisfied with TSBP services, overall). When comparing this data to the prior survey period (FY2012-2013), there was an 8% increase in overall customer satisfaction.

OVERALL SATISFACTION COMPARISON			
	FY2012-2013	FY2014-2015	% Change
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	73%	81%	+8%

The data also shows that during this period there was an increase in customer satisfaction on all 15 questions on the survey. 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 with a score of 3.75. However, all other scores were above 4.10, with the highest score of 4.27 for Staff Helpful, which means that, on average, customers felt more positive than negative about the agency's services and staff.

The TSBP survey asked customers to comment on any issue that would help the agency serve the customer better. Approximate 626 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 626 comments, 65 were suggestions, and 36 could only be categorized as "other." The survey results were shared with Board Members at their regular scheduled meeting held on May 3, 2016. 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 will provide a direct link to the survey in upcoming issues of the Board of Pharmacy *Newsletter*.

CUSTOMER SERVICE STANDARDS AND PERFORMANCE MEASURES

See Attachment #5 for TSBP's performance regarding the standard performance measure for the survey period (September 1, 2013 – August 31, 2015) 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.



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

Your comments are appreciated.



Survey Results for

Customer Service Survey

for

515 - Texas State Board of Pharmacy

**September 01, 2013
Through
August 31, 2015**

Survey Respondents

Total Number of Respondents: 1730

Survey Respondents Who Made Entry in Comments Section

Compliments	Complaints	Suggestions	Requests for Information	Other
327	187	65	11	36

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

Number of Respondents: 1514

Item Response	Count	Pct.
Once	745	49.21%
2 to 5	598	39.50%
5+	171	11.29%

Frequency Distribution

Once	49.21%
2 to 5	39.5%
5+	11.29%


















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

Number of Respondents:

1730

Item Response	Count	Pct.
Application for Pharmacist License	151	8.73%
Application for Pharmacy License	105	6.07%
Application for Intern Registration	51	2.95%
Application for Preceptor Registration	33	1.91%
Application for Pharmacy Technician Registration	301	17.40%
Pharmacy Law Question	168	9.71%
Renewal of Pharmacist License	449	25.95%
Renewal of Pharmacy License	143	8.27%
Renewal of Pharmacy Technician Registration	239	13.82%
Continuing Education	140	8.09%
Compliance Inspection	51	2.95%
Name/Address Change	119	6.88%
Filed a Complaint	29	1.68%
Requesting Information	181	10.46%
Subject of a Complaint	11	0.64%
Subject of a Disciplinary Action	13	0.75%
Other (please specify)	140	8.09%

Frequency Distribution






Application for Pharmacist License	 8.73%
Application for Pharmacy License	 6.07%
Application for Intern Registration	 2.95%
Application for Preceptor Registration	 1.91%
Application for Pharmacy Technician Registration	 17.4%
Pharmacy Law Question	 9.71%
Renewal of Pharmacist License	 25.95%
Renewal of Pharmacy License	 8.27%
Renewal of Pharmacy Technician Registration	 13.82%
Continuing Education	 8.09%
Compliance Inspection	 2.95%
Name/Address Change	 6.88%
Filed a Complaint	 1.68%
Requesting Information	 10.46%
Subject of a Complaint	 0.64%
Subject of a Disciplinary Action	 0.75%
Other (please specify)	 8.09%

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

Number of Respondents: 1730

Item Response	Count	Pct.
Telephone	622	35.95%
Letter	298	17.23%
Email	517	29.88%
Internet	837	48.38%
In Person	75	4.34%

Frequency Distribution


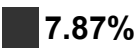
Telephone	 35.95%
Letter	 17.23%
Email	 29.88%
Internet	 48.38%
In Person	 4.34%

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

Number of Respondents: 1550

Item Response	Count	Pct.
Yes	1428	92.13%
No	122	7.87%

Frequency Distribution







Yes	 92.13%
No	 7.87%

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

Score:	4.18
Std. Dev.:	1.109
Number of Respondents:	1444

Item Response	Count	Pct.
Strongly Disagree	62	4.29%
Disagree	88	6.09%
Neutral	72	4.99%
Agree	417	28.88%
Strongly Agree	673	46.61%
Not Applicable	132	9.14%

Frequency Distribution

Strongly Disagree	 4.29%
Disagree	 6.09%
Neutral	 4.99%
Agree	 28.88%
Strongly Agree	 46.61%
Not Applicable	 9.14%

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

Score:	4.19
Std. Dev.:	1.122
Number of Respondents:	1434

Item Response	Count	Pct.
Strongly Disagree	64	4.46%
Disagree	59	4.11%
Neutral	77	5.37%
Agree	347	24.20%
Strongly Agree	613	42.75%
Not Applicable	274	19.11%

Frequency Distribution







Strongly Disagree	4.46%
Disagree	4.11%
Neutral	5.37%
Agree	24.2%
Strongly Agree	42.75%
Not Applicable	19.11%

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

Score:	4.04
Std. Dev.:	1.024
Number of Respondents:	1436

Item Response	Count	Pct.
Strongly Disagree	49	3.41%
Disagree	78	5.43%
Neutral	170	11.84%
Agree	559	38.93%
Strongly Agree	523	36.42%
Not Applicable	57	3.97%

Frequency Distribution

Strongly Disagree	 3.41%
Disagree	 5.43%
Neutral	 11.84%
Agree	 38.93%
Strongly Agree	 36.42%
Not Applicable	 3.97%

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

Score:	4.10
Std. Dev.:	0.987
Number of Respondents:	1426

Item Response	Count	Pct.
Strongly Disagree	48	3.37%
Disagree	50	3.51%
Neutral	168	11.78%
Agree	557	39.06%
Strongly Agree	546	38.29%
Not Applicable	57	4.00%

Frequency Distribution







Strongly Disagree	3.37%
Disagree	3.51%
Neutral	11.78%
Agree	39.06%
Strongly Agree	38.29%
Not Applicable	4%

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

Score:	4.25
Std. Dev.:	1.071
Number of Respondents:	1685

Item Response	Count	Pct.
Strongly Disagree	57	3.38%
Disagree	41	2.43%
Neutral	85	5.04%
Agree	341	20.24%
Strongly Agree	624	37.03%
Not Applicable	537	31.87%

Frequency Distribution







Strongly Disagree	 3.38%
Disagree	 2.43%
Neutral	 5.04%
Agree	 20.24%
Strongly Agree	 37.03%
Not Applicable	 31.87%

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

Score:	4.27
Std. Dev.:	1.115
Number of Respondents:	1685

Item Response	Count	Pct.
Strongly Disagree	69	4.09%
Disagree	37	2.20%
Neutral	79	4.69%
Agree	302	17.92%
Strongly Agree	666	39.53%
Not Applicable	532	31.57%

Frequency Distribution







Strongly Disagree	 4.09%
Disagree	 2.2%
Neutral	 4.69%
Agree	 17.92%
Strongly Agree	 39.53%
Not Applicable	 31.57%

I received the information or service I needed.

Score:	4.32
Std. Dev.:	1.095
Number of Respondents:	1680

Item Response	Count	Pct.
Strongly Disagree	89	5.30%
Disagree	51	3.04%
Neutral	61	3.63%
Agree	407	24.23%
Strongly Agree	919	54.70%
Not Applicable	153	9.11%

Frequency Distribution







Strongly Disagree	 5.3%
Disagree	 3.04%
Neutral	 3.63%
Agree	 24.23%
Strongly Agree	 54.7%
Not Applicable	 9.11%

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

Score:	4.30
Std. Dev.:	1.052
Number of Respondents:	1678

Item Response	Count	Pct.
Strongly Disagree	60	3.58%
Disagree	38	2.26%
Neutral	90	5.36%
Agree	346	20.62%
Strongly Agree	726	43.27%
Not Applicable	418	24.91%

Frequency Distribution







Strongly Disagree	 3.58%
Disagree	 2.26%
Neutral	 5.36%
Agree	 20.62%
Strongly Agree	 43.27%
Not Applicable	 24.91%

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

Score:	4.24
Std. Dev.:	1.043
Number of Respondents:	1689

Item Response	Count	Pct.
Strongly Disagree	64	3.79%
Disagree	63	3.73%
Neutral	119	7.05%
Agree	480	28.42%
Strongly Agree	804	47.60%
Not Applicable	159	9.41%

Frequency Distribution







Strongly Disagree	 3.79%
Disagree	 3.73%
Neutral	 7.05%
Agree	 28.42%
Strongly Agree	 47.6%
Not Applicable	 9.41%

My inquiry was answered in a reasonable amount of time.

Score:	4.11
Std. Dev.:	1.245
Number of Respondents:	1676

Item Response	Count	Pct.
Strongly Disagree	113	6.74%
Disagree	60	3.58%
Neutral	82	4.89%
Agree	354	21.12%
Strongly Agree	688	41.05%
Not Applicable	379	22.61%

Frequency Distribution







Strongly Disagree	 6.74%
Disagree	 3.58%
Neutral	 4.89%
Agree	 21.12%
Strongly Agree	 41.05%
Not Applicable	 22.61%

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

Score:	3.75
Std. Dev.:	1.279
Number of Respondents:	1640

Item Response	Count	Pct.
Strongly Disagree	44	2.68%
Disagree	19	1.16%
Neutral	88	5.37%
Agree	117	7.13%
Strongly Agree	152	9.27%
Not Applicable	1220	74.39%

Frequency Distribution







Strongly Disagree	 2.68%
Disagree	 1.16%
Neutral	 5.37%
Agree	 7.13%
Strongly Agree	 9.27%
Not Applicable	 74.39%

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

Score:	4.10
Std. Dev.:	1.107
Number of Respondents:	1685

Item Response	Count	Pct.
Strongly Disagree	75	4.45%
Disagree	102	6.05%
Neutral	154	9.14%
Agree	528	31.34%
Strongly Agree	744	44.15%
Not Applicable	82	4.87%

Frequency Distribution







Strongly Disagree	 4.45%
Disagree	 6.05%
Neutral	 9.14%
Agree	 31.34%
Strongly Agree	 44.15%
Not Applicable	 4.87%

The TSBP web site contained clear and accurate information.

Score:	4.19
Std. Dev.:	1.021
Number of Respondents:	1671

Item Response	Count	Pct.
Strongly Disagree	64	3.83%
Disagree	59	3.53%
Neutral	140	8.38%
Agree	563	33.69%
Strongly Agree	754	45.12%
Not Applicable	91	5.45%

Frequency Distribution

Strongly Disagree	 3.83%
Disagree	 3.53%
Neutral	 8.38%
Agree	 33.69%
Strongly Agree	 45.12%
Not Applicable	 5.45%

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

Score:	4.09
Std. Dev.:	1.056
Number of Respondents:	1636

Item Response	Count	Pct.
Strongly Disagree	17	1.04%
Disagree	7	0.43%
Neutral	85	5.20%
Agree	109	6.66%
Strongly Agree	185	11.31%
Not Applicable	1233	75.37%

Frequency Distribution







Strongly Disagree	1.04%
Disagree	0.43%
Neutral	5.2%
Agree	6.66%
Strongly Agree	11.31%
Not Applicable	75.37%

Overall, I am satisfied with my experience.

Score:	4.20
Std. Dev.:	1.158
Number of Respondents:	1683

Item Response	Count	Pct.
Strongly Disagree	111	6.60%
Disagree	69	4.10%
Neutral	95	5.64%
Agree	470	27.93%
Strongly Agree	895	53.18%
Not Applicable	43	2.55%

Frequency Distribution

Strongly Disagree	 6.6%
Disagree	 4.1%
Neutral	 5.64%
Agree	 27.93%
Strongly Agree	 53.18%
Not Applicable	 2.55%

Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	4.18	1.109
The online renewal process for registration and/or licensure is efficient.	4.19	1.122
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	4.04	1.024
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	4.10	0.987
The staff members were knowledgeable (able to answer my questions).	4.25	1.071
The staff members were helpful (demonstrated a willingness to assist me).	4.27	1.115
I received the information or service I needed.	4.32	1.095
My telephone call, email, or letter was routed to the proper person.	4.30	1.052
Material available online or in printed form provided thorough and accurate information.	4.24	1.043
My inquiry was answered in a reasonable amount of time.	4.11	1.245
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.75	1.279
The TSBP web site was easy to use and well organized.	4.10	1.107
The TSBP web site contained clear and accurate information.	4.19	1.021
If I visited the TSBP office, it was clean and orderly.	4.09	1.056
Overall, I am satisfied with my experience.	4.20	1.158

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

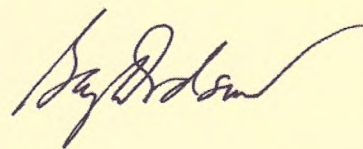
TO ACCESS THE INTERNET SURVEY:

Please enter the following address:

www.survey.utexas.edu/tsbp

and use this code: **803292**

Texas State Board of Pharmacy



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	624	37.03%	341	20.24%	85	5.04%	41	2.43%	57	3.38%	537	31.87%	4.25
2. Staff Helpful	666	39.53%	302	17.92%	79	4.69%	37	2.20%	69	4.09%	532	31.57%	4.27
COMMUNICATIONS													
1. Provides Information and Enforcement	546	38.29%	557	39.06%	168	11.78%	50	3.51%	48	3.37%	57	4.00%	4.10
2. Routed to Proper Person	726	43.27%	346	20.62%	90	5.36%	38	2.26%	60	3.58%	418	24.91%	4.30
3. Received Service Needed	919	54.70%	407	24.23%	61	3.63%	51	3.04%	89	5.30%	153	9.11%	4.32
TIMELINESS													
1. Inquiry Answered in Reasonable Time	688	41.05%	354	21.12%	82	4.89%	60	3.58%	113	6.74%	379	22.61%	4.11
INTERNET													
1. Website was Easy to Use	744	44.15%	528	31.34%	154	9.14%	102	6.05%	75	4.45%	82	4.87%	4.10
2. Clear and Accurate Information	754	45.12%	563	33.69%	140	8.38%	59	3.53%	64	3.83%	91	5.45%	4.19
COMPLAINT PROCESS													
1. Addressed in a Reasonable Manner	152	9.27%	117	7.13%	88	5.37%	19	1.16%	44	2.68%	1220	74.39%	3.75
FACILITY													
1. Office Clean and Orderly	185	11.31%	109	6.66%	85	5.20%	7	0.43%	17	1.04%	1233	75.37%	4.09
ONLINE AND PRINTED INFORMATION													
1. Online Registration/licensure Easy to Use	673	46.61%	417	28.88%	72	4.99%	88	6.09%	62	4.29%	132	9.14%	4.18
2. Online Renewal Efficient	613	42.75%	347	24.20%	77	5.37%	59	4.11%	64	4.46%	274	19.11%	4.19
3. Information was Thorough and Accurate	804	47.60%	480	28.42%	119	7.05%	63	3.73%	64	3.79%	159	9.41%	4.24
4. Rules and Law Easily Understood	523	36.42%	559	38.93%	170	11.84%	78	5.43%	49	3.41%	57	3.97%	4.04
OVERALL													
1. Satisfied with Experience	895	53.18%	470	27.93%	95	5.64%	69	4.10%	111	6.60%	43	2.55%	4.20

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
FY2014-2015 CUSTOMER SERVICE SURVEY

FY2014-2015 Performance Measures
Related to Customer Service Standards
And Customer Satisfaction

	FY2014-2015 Survey Performance	FY2016-2017 Projected Performance
Outcome Measures		
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	81%	81%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	4%	4%
Output Measures		
Number of Customers Surveyed	108,368	108,368
Number of Customers Served	116,316	116,316
Efficiency Measures		
Cost Per Customer Surveyed	\$.03	\$.03
Explanatory Measures		
Number of Customers Identified	116,316	116,316
Number of Customer Groups Inventoried	2	2

**TSBP FY2014-2015 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.

<u>Calculation Type</u>	Non-cumulative
<u>New Measure</u>	Continued with change.
<u>Desired Performance</u>	Higher than Target.

FY2014-2015 Standard Customer Service-Related Performance Measures**(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 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.

FY2014-2015 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 does not have the names and address of every customer served, and thereby, not every customer was surveyed.
- (4) 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.

FY2014-2015 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 customers to serve.

FY2014-2015 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

FY2014-2015 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.