



## **TEXAS STATE BOARD OF PHARMACY REPORT ON CUSTOMER SERVICE**

### **BACKGROUND**

In 1999, the 76<sup>th</sup> 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 tenth 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 pharmacist 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 2018-2019 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 regarding 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) information regarding the resolution of complaints that may involve adjudication (disciplinary action against a licensee).

These services are provided through the following mechanisms:

- telephone;
- email;
- website;
- Facebook, Twitter and YouTube;
- letters;
- on-site visits/meetings at TSBP office;
- TSBP Newsletter;
- direct mail-outs (e.g., mailings regarding proposed and final rules);
- consumer brochures;
- 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, 2015, through August 31, 2017.

### A. Collection Time Frame

TSBP Customer Service Survey (survey) responses were collected via a link on the TSBP website for the period September 1, 2015, through August 31, 2017. 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) responses 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 FY2016-2017 survey (September 1, 2015 – August 31, 2017), 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, 2015 – August 31, 2017.

Licensees		
	Pharmacists	34,582
	Pharmacy Owners	8,655
	Pharmacy Technicians	67,269
Non-Licensees		
	Complainants & Other (general public)	590
	Requestors for Agency Records	4,976
Total Surveys		116,072

### D. Response Rate

A total of 1703 respondents completed the online survey between September 1, 2015, and August 31, 2017. See page three 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 (FY2014-2015). There were 1730 responses in FY2014-2015, compared to 1703 responses in FY2016-2017.

### 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 82% of TSBP’s customers were satisfied (i.e., of the 1643 respondents who responded to this statement 1,350 said they strongly agreed or agreed that they were satisfied with TSBP services, overall). When comparing this data to the prior survey period (FY2014-2015), there was a 1% increase in overall customer satisfaction.

OVERALL SATISFACTION COMPARISON			
	FY2014-2015	FY2016-2017	% Change
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	81%	82%	+1%

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.

## **TSBP Report on Customer Service**

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The area receiving the lowest scores involved the complaint process with a score of 3.82. However, all other scores were above 4.10, with the highest score of 4.35 for *Online Renewal Process for Registration and/or Licensure is Efficient*, 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 637 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 637 comments, 64 were suggestions, and 49 could only be categorized as "other." The survey results were shared with Board Members at their regular scheduled meeting held on February 6, 2018. 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 quarterly reminder and direct link to the survey on the TSBP Facebook and Twitter accounts.

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

See Attachment #5 for TSBP's performance regarding the standard performance measure for the survey period (September 1, 2015 – August 31, 2017) 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, 2015  
Through  
August 31, 2017**

Survey Respondents

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**Total Number of Respondents: 1703**

### Survey Respondents Who Made Entry in Comments Section

Compliments	Complaints	Suggestions	Requests for Information	Other
343	173	64	8	49



## ATTACHMENT #2

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




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Number of Respondents: 1439

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Item Response	Count	Pct.
Once	756	52.54%
2 to 5	578	40.17%
5+	105	7.30%

### Frequency Distribution

Once	 52.54%
2 to 5	 40.17%
5+	 7.3%

## ATTACHMENT #2

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


















**Number of Respondents:**

1703

Item Response	Count	Pct.
Application for Pharmacist License	166	9.75%
Application for Pharmacy License	73	4.29%
Application for Intern Registration	58	3.41%
Application for Preceptor Registration	25	1.47%
Application for Pharmacy Technician Registration	289	16.97%
Pharmacy Law Question	139	8.16%
Renewal of Pharmacist License	442	25.95%
Renewal of Pharmacy License	145	8.51%
Renewal of Pharmacy Technician Registration	175	10.28%
Continuing Education	118	6.93%
Compliance Inspection	54	3.17%
Name/Address Change	97	5.70%
Filed a Complaint	40	2.35%
Requesting Information	160	9.40%
Subject of a Complaint	5	0.29%
Subject of a Disciplinary Action	7	0.41%
Other (please specify)	133	7.81%

## ATTACHMENT #2

### Frequency Distribution

Application for Pharmacist License	 9.75%
Application for Pharmacy License	 4.29%
Application for Intern Registration	 3.41%
Application for Preceptor Registration	 1.47%
Application for Pharmacy Technician Registration	 16.97%
Pharmacy Law Question	 8.16%
Renewal of Pharmacist License	 25.95%
Renewal of Pharmacy License	 8.51%
Renewal of Pharmacy Technician Registration	 10.28%
Continuing Education	 6.93%
Compliance Inspection	 3.17%
Name/Address Change	 5.7%
Filed a Complaint	 2.35%
Requesting Information	 9.4%
Subject of a Complaint	 0.29%
Subject of a Disciplinary Action	 0.41%
Other (please specify)	 7.81%






## ATTACHMENT #2

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

Number of Respondents: 1703

Item Response	Count	Pct.
Telephone	543	31.88%
Letter	259	15.21%
Email	521	30.59%
Internet	757	44.45%
In Person	70	4.11%

### Frequency Distribution



Telephone	 31.88%
Letter	 15.21%
Email	 30.59%
Internet	 44.45%
In Person	 4.11%

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

Number of Respondents: 1500

Item Response	Count	Pct.
Yes	1355	90.33%
No	145	9.67%

### Frequency Distribution

Yes	 90.33%
No	 9.67%

## ATTACHMENT #2

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


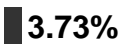



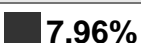
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<b>Score:</b>	4.33
<b>Std. Dev.:</b>	1.012
<b>Number of Respondents:</b>	1369

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Item Response	Count	Pct.
Strongly Disagree	51	3.73%
Disagree	51	3.73%
Neutral	46	3.36%
Agree	391	28.56%
Strongly Agree	721	52.67%
Not Applicable	109	7.96%

### Frequency Distribution

Strongly Disagree	 <b>3.73%</b>
Disagree	 <b>3.73%</b>
Neutral	 <b>3.36%</b>
Agree	 <b>28.56%</b>
Strongly Agree	 <b>52.67%</b>
Not Applicable	 <b>7.96%</b>

## ATTACHMENT #2

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







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<b>Score:</b>	4.35
<b>Std. Dev.:</b>	1.047
<b>Number of Respondents:</b>	1352

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Item Response	Count	Pct.
Strongly Disagree	52	3.85%
Disagree	36	2.66%
Neutral	67	4.96%
Agree	283	20.93%
Strongly Agree	683	50.52%
Not Applicable	231	17.09%

### Frequency Distribution

Strongly Disagree	 <b>3.85%</b>
Disagree	 <b>2.66%</b>
Neutral	 <b>4.96%</b>
Agree	 <b>20.93%</b>
Strongly Agree	 <b>50.52%</b>
Not Applicable	 <b>17.09%</b>

## ATTACHMENT #2

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







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<b>Score:</b>	4.12
<b>Std. Dev.:</b>	1.032
<b>Number of Respondents:</b>	1356

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Item Response	Count	Pct.
Strongly Disagree	49	3.61%
Disagree	66	4.87%
Neutral	140	10.32%
Agree	488	35.99%
Strongly Agree	574	42.33%
Not Applicable	39	2.88%

### Frequency Distribution

Strongly Disagree	 <b>3.61%</b>
Disagree	 <b>4.87%</b>
Neutral	 <b>10.32%</b>
Agree	 <b>35.99%</b>
Strongly Agree	 <b>42.33%</b>
Not Applicable	 <b>2.88%</b>

## ATTACHMENT #2

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>	4.20
<b>Std. Dev.:</b>	0.978
<b>Number of Respondents:</b>	1340

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Item Response	Count	Pct.
Strongly Disagree	41	3.06%
Disagree	47	3.51%
Neutral	124	9.25%
Agree	474	35.37%
Strongly Agree	602	44.93%
Not Applicable	52	3.88%

### Frequency Distribution

Strongly Disagree	 3.06%
Disagree	 3.51%
Neutral	 9.25%
Agree	 35.37%
Strongly Agree	 44.93%
Not Applicable	 3.88%



## ATTACHMENT #2

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







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<b>Score:</b>	4.28
<b>Std. Dev.:</b>	1.082
<b>Number of Respondents:</b>	1636

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Item Response	Count	Pct.
Strongly Disagree	59	3.61%
Disagree	31	1.89%
Neutral	71	4.34%
Agree	298	18.22%
Strongly Agree	613	37.47%
Not Applicable	564	34.47%

### Frequency Distribution

Strongly Disagree	 3.61%
Disagree	 1.89%
Neutral	 4.34%
Agree	 18.22%
Strongly Agree	 37.47%
Not Applicable	 34.47%

## ATTACHMENT #2

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







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<b>Score:</b>	4.27
<b>Std. Dev.:</b>	1.146
<b>Number of Respondents:</b>	1632

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Item Response	Count	Pct.
Strongly Disagree	69	4.23%
Disagree	39	2.39%
Neutral	68	4.17%
Agree	259	15.87%
Strongly Agree	638	39.09%
Not Applicable	559	34.25%

### Frequency Distribution

Strongly Disagree	 <b>4.23%</b>
Disagree	 <b>2.39%</b>
Neutral	 <b>4.17%</b>
Agree	 <b>15.87%</b>
Strongly Agree	 <b>39.09%</b>
Not Applicable	 <b>34.25%</b>

## ATTACHMENT #2

I received the information or service I needed.







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<b>Score:</b>	4.31
<b>Std. Dev.:</b>	1.130
<b>Number of Respondents:</b>	1642

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Item Response	Count	Pct.
Strongly Disagree	97	5.91%
Disagree	44	2.68%
Neutral	55	3.35%
Agree	368	22.41%
Strongly Agree	886	53.96%
Not Applicable	192	11.69%

### Frequency Distribution

Strongly Disagree	 5.91%
Disagree	 2.68%
Neutral	 3.35%
Agree	 22.41%
Strongly Agree	 53.96%
Not Applicable	 11.69%

## ATTACHMENT #2

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







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<b>Score:</b>	4.32
<b>Std. Dev.:</b>	1.057
<b>Number of Respondents:</b>	1630

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Item Response	Count	Pct.
Strongly Disagree	63	3.87%
Disagree	26	1.60%
Neutral	66	4.05%
Agree	325	19.94%
Strongly Agree	685	42.02%
Not Applicable	465	28.53%

### Frequency Distribution

Strongly Disagree	 <b>3.87%</b>
Disagree	 <b>1.6%</b>
Neutral	 <b>4.05%</b>
Agree	 <b>19.94%</b>
Strongly Agree	 <b>42.02%</b>
Not Applicable	 <b>28.53%</b>

## ATTACHMENT #2

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







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<b>Score:</b>	4.27
<b>Std. Dev.:</b>	1.064
<b>Number of Respondents:</b>	1640

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Item Response	Count	Pct.
Strongly Disagree	74	4.51%
Disagree	49	2.99%
Neutral	97	5.91%
Agree	436	26.59%
Strongly Agree	818	49.88%
Not Applicable	166	10.12%

### Frequency Distribution

Strongly Disagree	 <b>4.51%</b>
Disagree	 <b>2.99%</b>
Neutral	 <b>5.91%</b>
Agree	 <b>26.59%</b>
Strongly Agree	 <b>49.88%</b>
Not Applicable	 <b>10.12%</b>

## ATTACHMENT #2

My inquiry was answered in a reasonable amount of time.







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<b>Score:</b>	4.15
<b>Std. Dev.:</b>	1.257
<b>Number of Respondents:</b>	1642

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Item Response	Count	Pct.
Strongly Disagree	108	6.58%
Disagree	57	3.47%
Neutral	66	4.02%
Agree	305	18.57%
Strongly Agree	681	41.47%
Not Applicable	425	25.88%

### Frequency Distribution

Strongly Disagree	 <b>6.58%</b>
Disagree	 <b>3.47%</b>
Neutral	 <b>4.02%</b>
Agree	 <b>18.57%</b>
Strongly Agree	 <b>41.47%</b>
Not Applicable	 <b>25.88%</b>

## ATTACHMENT #2

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

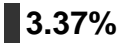
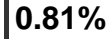
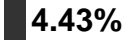
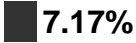
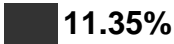

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<b>Score:</b>	3.82
<b>Std. Dev.:</b>	1.338
<b>Number of Respondents:</b>	1604

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Item Response	Count	Pct.
Strongly Disagree	54	3.37%
Disagree	13	0.81%
Neutral	71	4.43%
Agree	115	7.17%
Strongly Agree	182	11.35%
Not Applicable	1169	72.88%

### Frequency Distribution

Strongly Disagree	 3.37%
Disagree	 0.81%
Neutral	 4.43%
Agree	 7.17%
Strongly Agree	 11.35%
Not Applicable	 72.88%

## ATTACHMENT #2

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







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<b>Score:</b>	4.15
<b>Std. Dev.:</b>	1.100
<b>Number of Respondents:</b>	1641

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Item Response	Count	Pct.
Strongly Disagree	79	4.81%
Disagree	77	4.69%
Neutral	138	8.41%
Agree	501	30.53%
Strongly Agree	767	46.74%
Not Applicable	79	4.81%

### Frequency Distribution

Strongly Disagree	 <b>4.81%</b>
Disagree	 <b>4.69%</b>
Neutral	 <b>8.41%</b>
Agree	 <b>30.53%</b>
Strongly Agree	 <b>46.74%</b>
Not Applicable	 <b>4.81%</b>



## ATTACHMENT #2

The TSBP web site contained clear and accurate information.







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<b>Score:</b>	4.22
<b>Std. Dev.:</b>	1.055
<b>Number of Respondents:</b>	1630

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Item Response	Count	Pct.
Strongly Disagree	73	4.48%
Disagree	58	3.56%
Neutral	117	7.18%
Agree	512	31.41%
Strongly Agree	789	48.40%
Not Applicable	81	4.97%

### Frequency Distribution

Strongly Disagree	 <b>4.48%</b>
Disagree	 <b>3.56%</b>
Neutral	 <b>7.18%</b>
Agree	 <b>31.41%</b>
Strongly Agree	 <b>48.4%</b>
Not Applicable	 <b>4.97%</b>

## ATTACHMENT #2

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

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<b>Score:</b>	4.09
<b>Std. Dev.:</b>	1.146
<b>Number of Respondents:</b>	1602

---

Item Response	Count	Pct.
Strongly Disagree	28	1.75%
Disagree	4	0.25%
Neutral	70	4.37%
Agree	107	6.68%
Strongly Agree	198	12.36%
Not Applicable	1195	74.59%

### Frequency Distribution

Strongly Disagree	1.75%
Disagree	0.25%
Neutral	4.37%
Agree	6.68%
Strongly Agree	12.36%
Not Applicable	74.59%

## ATTACHMENT #2

Overall, I am satisfied with my experience.







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<b>Score:</b>	4.27
<b>Std. Dev.:</b>	1.145
<b>Number of Respondents:</b>	1643

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Item Response	Count	Pct.
Strongly Disagree	103	6.27%
Disagree	64	3.90%
Neutral	81	4.93%
Agree	407	24.77%
Strongly Agree	943	57.40%
Not Applicable	45	2.74%

### Frequency Distribution

Strongly Disagree	 6.27%
Disagree	 3.9%
Neutral	 4.93%
Agree	 24.77%
Strongly Agree	 57.4%
Not Applicable	 2.74%

## Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	4.33	1.012
The online renewal process for registration and/or licensure is efficient.	4.35	1.047
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	4.12	1.032
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	4.20	0.978
The staff members were knowledgeable (able to answer my questions).	4.28	1.082
The staff members were helpful (demonstrated a willingness to assist me).	4.27	1.146
I received the information or service I needed.	4.31	1.130
My telephone call, email, or letter was routed to the proper person.	4.32	1.057
Material available online or in printed form provided thorough and accurate information.	4.27	1.064
My inquiry was answered in a reasonable amount of time.	4.15	1.257
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.82	1.338
The TSBP web site was easy to use and well organized.	4.15	1.100
The TSBP web site contained clear and accurate information.	4.22	1.055
If I visited the TSBP office, it was clean and orderly.	4.09	1.146
Overall, I am satisfied with my experience.	4.27	1.145

## 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

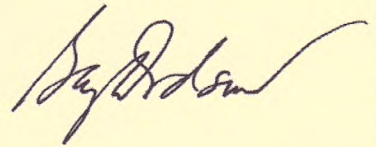
### TO ACCESS THE INTERNET SURVEY:

Please enter the following address:

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

and use this code: **803292**

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
<b>STAFF MEMBERS</b>													
1. Staff Knowledgeable	613	37.47%	298	18.22%	71	4.34%	31	1.89%	59	3.61%	564	34.47%	4.28
2. Staff Helpful	638	39.09%	259	15.87%	68	4.17%	39	2.39%	69	4.23%	559	34.25%	4.27
<b>COMMUNICATIONS</b>													
1. Provides Information and Enforcement	602	44.93%	474	35.37%	124	9.25%	47	3.51%	41	3.06%	52	3.88%	4.20
2. Routed to Proper Person	685	42.02%	325	19.94%	66	4.05%	26	1.60%	63	3.87%	465	28.53%	4.32
3. Received Service Needed	886	53.96%	368	22.41%	55	3.35%	44	2.68%	97	5.91%	192	11.69%	4.31
<b>TIMELINESS</b>													
1. Inquiry Answered in Reasonable Time	681	41.47%	305	18.57%	66	4.02%	57	3.47%	108	6.58%	425	25.88%	4.15
<b>INTERNET</b>													
1. Website was Easy to Use	767	46.74%	501	30.53%	138	8.41%	77	4.69%	79	4.81%	79	4.81%	4.15
2. Clear and Accurate Information	789	48.40%	512	31.41%	117	7.18%	58	3.56%	73	4.48%	81	4.97%	4.22
<b>COMPLAINT PROCESS</b>													
1. Addressed in a Reasonable Manner	182	11.35%	115	7.17%	71	4.43%	13	0.81%	54	3.37%	1169	72.88%	3.82
<b>FACILITY</b>													
1. Office Clean and Orderly	198	12.36%	107	6.68%	70	4.37%	4	0.25%	28	1.75%	1195	74.59%	4.09
<b>ONLINE AND PRINTED INFORMATION</b>													
1. Online Registration/licensure Easy to Use	721	52.67%	391	28.56%	46	3.36%	51	3.73%	51	3.73%	109	7.96%	4.33
2. Online Renewal Efficient	683	50.52%	283	20.93%	67	4.96%	36	2.66%	52	3.85%	231	17.09%	4.35
3. Information was Thorough and Accurate	818	49.88%	436	26.59%	97	5.91%	49	2.99%	74	4.51%	166	10.12%	4.27
4. Rules and Law Easily Understood	574	42.33%	488	35.99%	140	10.32%	66	4.87%	49	3.61%	39	2.88%	4.12
<b>OVERALL</b>													
1. Satisfied with Experience	943	57.40%	407	24.77%	81	4.93%	64	3.90%	103	6.27%	45	2.74%	4.27

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 FY2016-2017 CUSTOMER SERVICE SURVEY

FY2016-2017 Performance Measures  
Related to Customer Service Standards  
And Customer Satisfaction

	FY2016-2017 Survey Performance	FY2018-2019 Projected Performance
<b>Outcome Measures</b>		
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	82%	82%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	3%	3%
<b>Output Measures</b>		
Number of Customers Surveyed	116,072	116,072
Number of Customers Served	124,680	124,680
<b>Efficiency Measures</b>		
Cost Per Customer Surveyed	\$.05	\$.05
<b>Explanatory Measures</b>		
Number of Customers Identified	124,680	124,680
Number of Customer Groups Inventoried	2	2

**TSBP FY2016-2017 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.



FY2016-2017 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.

FY2016-2017 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.

FY2016-2017 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 the 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, and 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.

FY2016-2017 Standard Customer Service-Related Performance MeasuresEFFICIENCY 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

FY2016-2017 Standard Customer Service-Related Performance Measures

**EXPLANATORY MEASURES**

- (1) **Number of Customers Identified** – this explanatory measure is the same as the Output entitled “Number of Customers Served.”

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

Short Definition

Total number of customer groups identified in a 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.