



## CREDIT UNION DEPARTMENT

John J. Kolhoff  
Commissioner

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Deputy Commissioner

### 2021 CREDIT UNION DEPARTMENT SATISFACTION QUESTIONNAIRE

In March, the Department announced its twenty-fifth annual customer satisfaction questionnaire. This is the tenth time state-chartered credit unions were asked to provide their opinions electronically.

Each Texas-chartered credit union received a link to the online annual questionnaire. The questionnaire gathered information from credit unions regarding the quality of service delivered by the Department as required by Chapter 2114 of the Government Code.

Completion of the electronic survey was voluntary and anonymous. Out of the **176** credit unions provided the opportunity to complete the survey, **80** completed the online questionnaire for a response rate of **45 percent**. This compares to a **46 percent** response rate in **2020** and a **46 percent** response rate in **2019**.

In the following pages, the results of the survey are detailed. Charts are provided to show how credit unions as a whole responded to each question. Tables are also provided to break out those responses by credit union asset size.

**CREDIT UNION DEPARTMENT  
STATE CHARTERED CREDIT UNION SATISFACTION SURVEY  
CURRENT VS. PREVIOUS RESULTS**

	<u>2021</u>	<u>2020</u>	<u>2019</u>
Number of Survey Questionnaires Mailed	176	179	181
Number of Responses Completed	80	82	83
Percentage of Credit Unions Completing Survey	45%	46%	46%
Number of Credit Unions Providing Written Comments	0	0	25
Percentage of CUs that Believe the Department Provides Quality Service	93%	96%	96%

## CUSTOMER SERVICE SURVEY BREAKDOWN

### Satisfaction with Agency's Facilities

#### Customer Responses

Very Unsatisfied	2
Unsatisfied	1
Neutral	4
Satisfied	9
Very Satisfied	21
Not Applicable	43

### Satisfaction with Agency's Staff

#### Customer Responses

Very Unsatisfied	3
Unsatisfied	0
Neutral	1
Satisfied	13
Very Satisfied	49
Not Applicable	14

### Satisfaction with Agency's Communications

#### Customer Responses

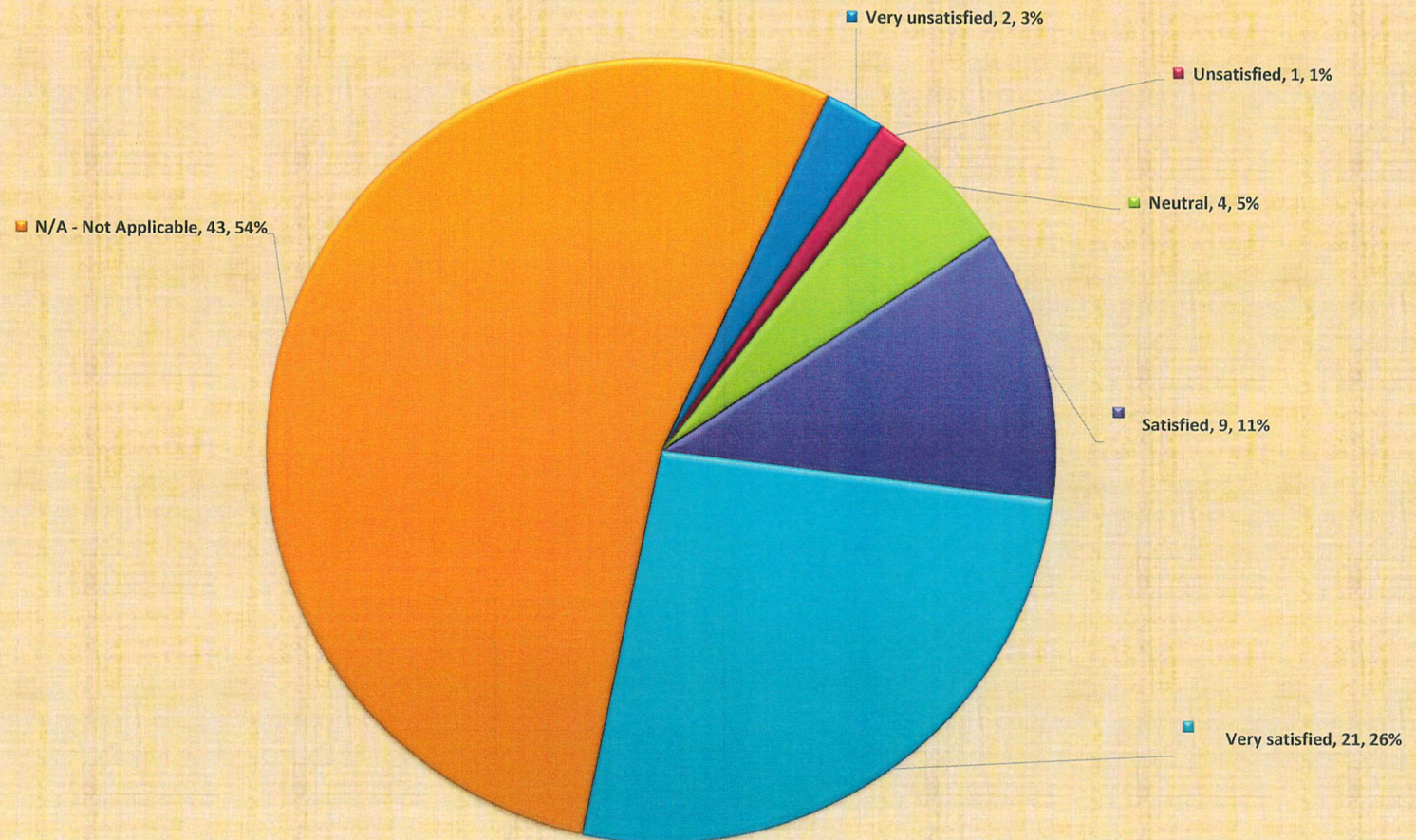
Very Unsatisfied	4
Unsatisfied	0
Neutral	1
Satisfied	11
Very Satisfied	60
Not Applicable	4

### Satisfaction with Agency's Internet

#### Customer Responses

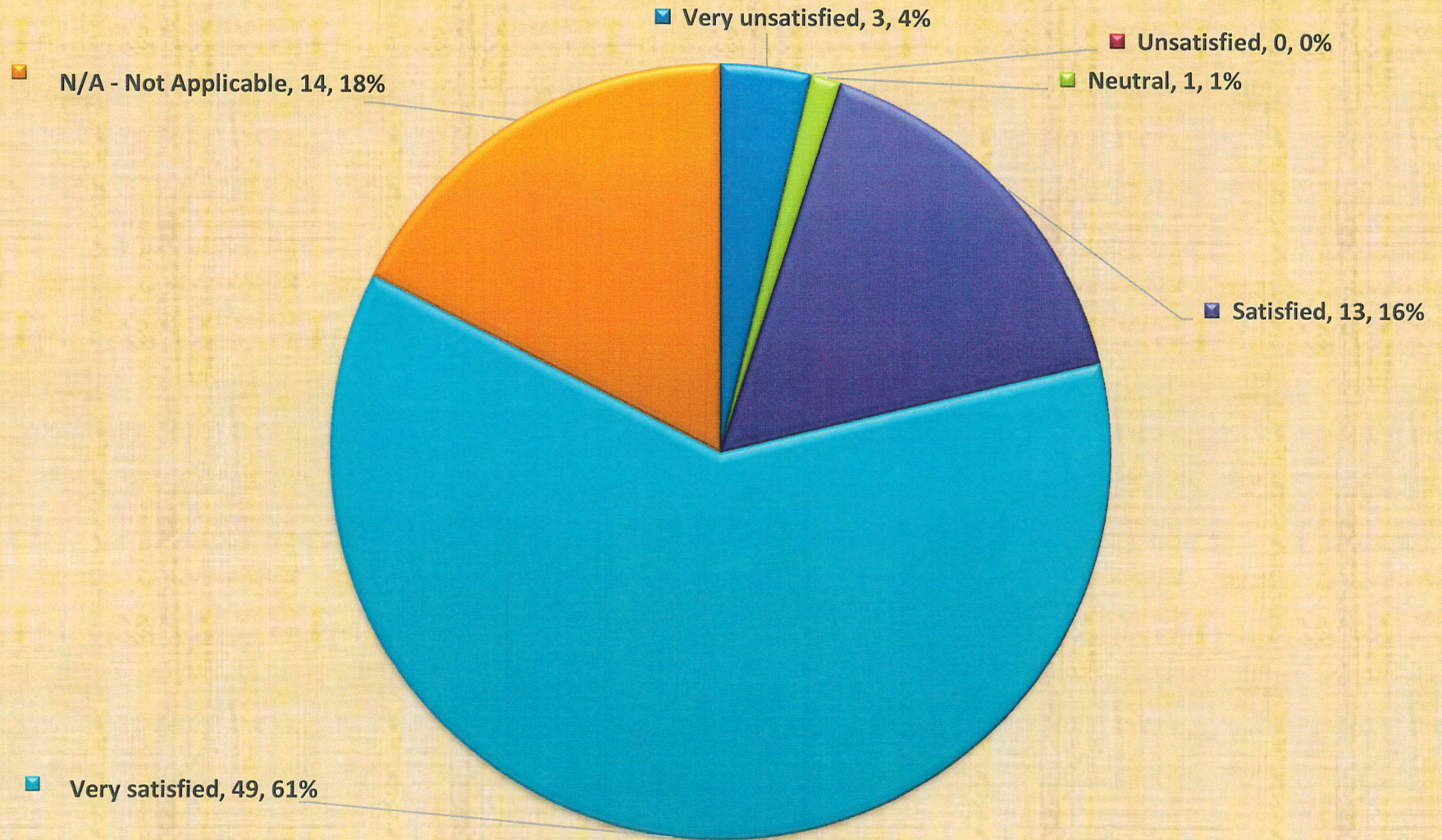
Very Unsatisfied	3
Unsatisfied	0
Neutral	6
Satisfied	23
Very Satisfied	47
Not Applicable	1

## Satisfaction with Agency's Facilities



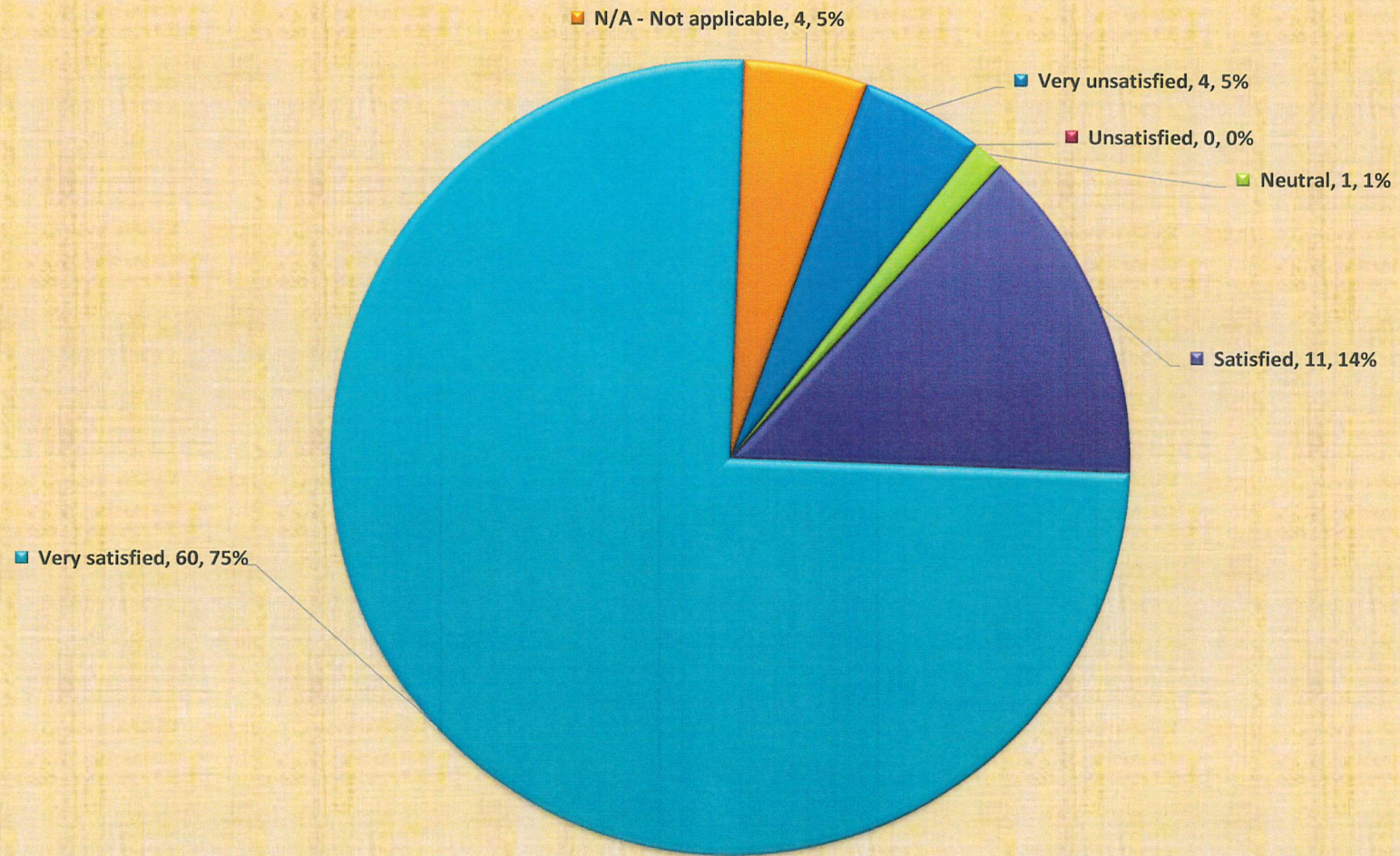


## Satisfaction with Agency Staff



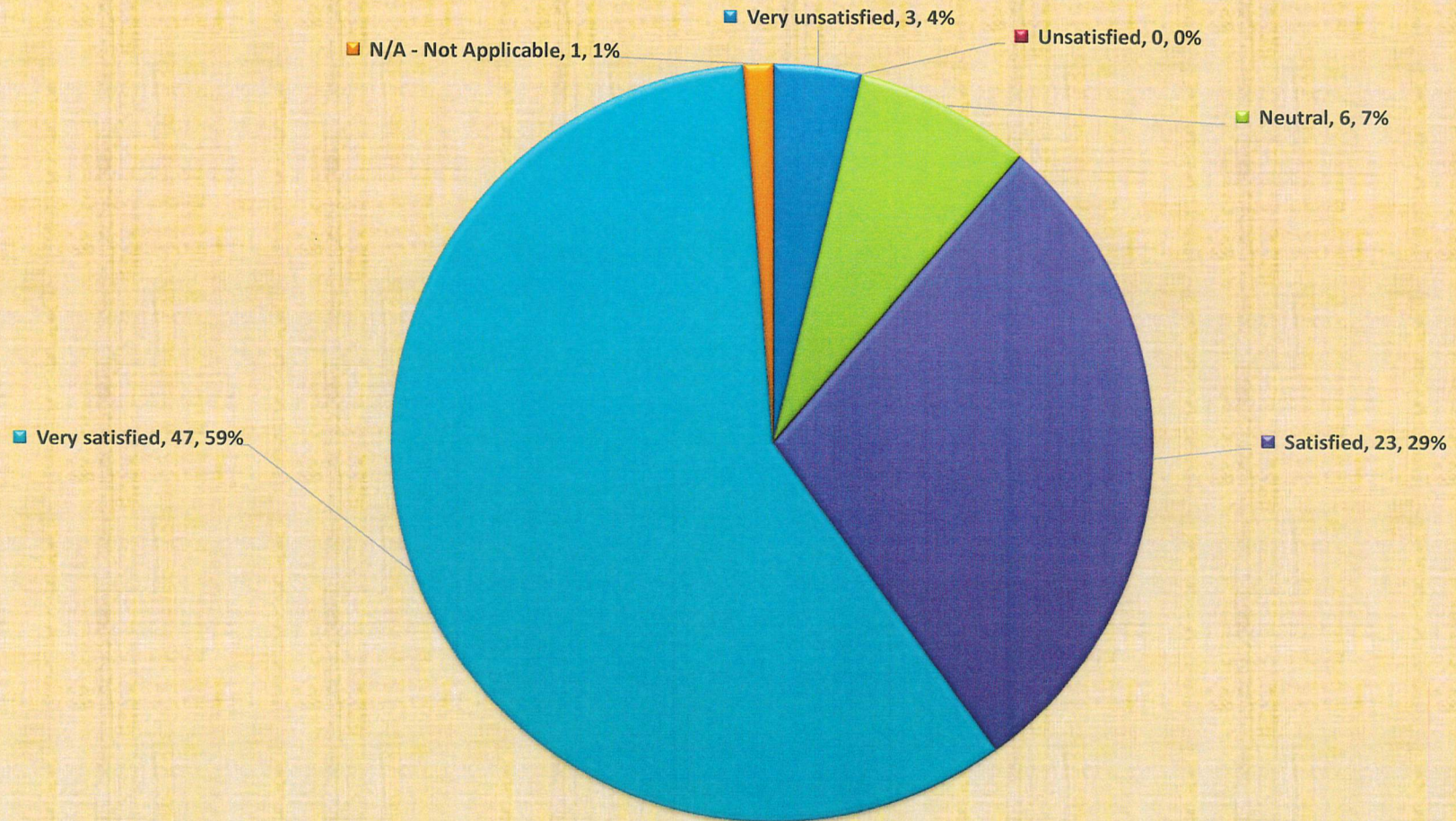


## Satisfaction with Agency's Communications





## Satisfaction with Agency's Internet







# CUSTOMER SERVICE SURVEY BREAKDOWN

## Satisfaction with Agency's Handling of Complaints

### Customer Responses

Very Unsatisfied	3
Unsatisfied	0
Neutral	4
Satisfied	21
Very Satisfied	35
Not Applicable	17

## Satisfaction with Agency's Ability to Timely Serve You

### Customer Responses

Very Unsatisfied	2
Unsatisfied	0
Neutral	2
Satisfied	16
Very Satisfied	45
Not Applicable	15

## Satisfaction with Agency's Brochures or Other Printed Information

### Customer Responses

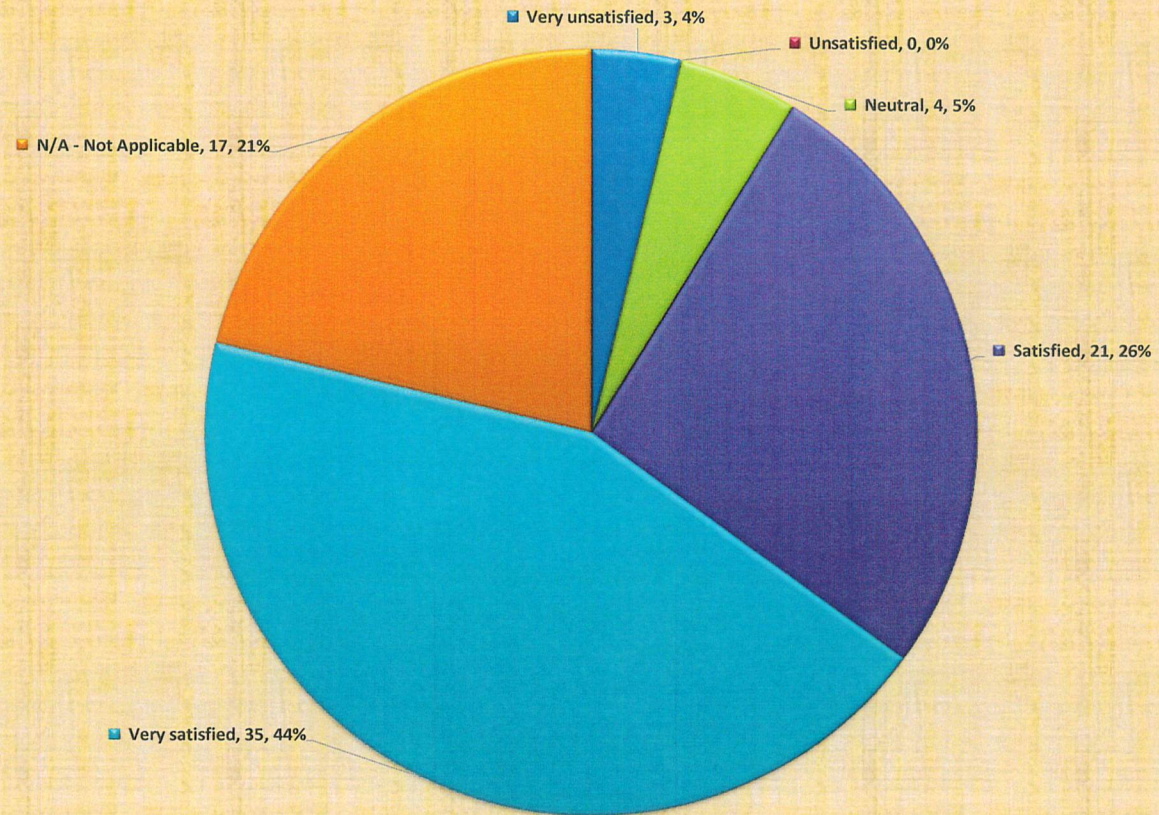
Very Unsatisfied	1
Unsatisfied	1
Neutral	6
Satisfied	18
Very Satisfied	41
Not Applicable	13

## Overall Satisfaction with the Agency

### Customer Responses

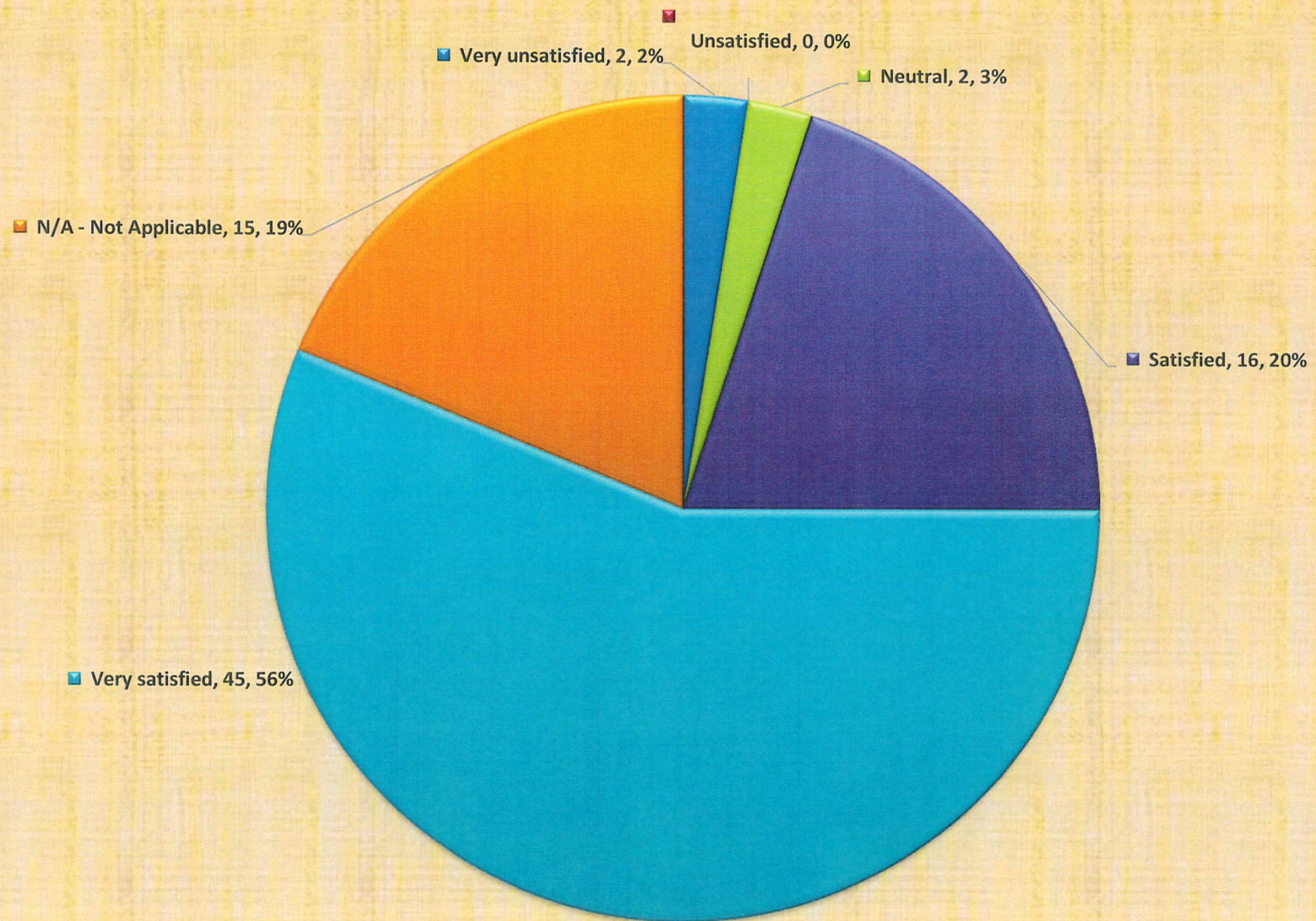
Very Unsatisfied	3
Unsatisfied	0
Neutral	3
Satisfied	18
Very Satisfied	56
Not Applicable	0

## Satisfaction with Agency's Handling of Complaints



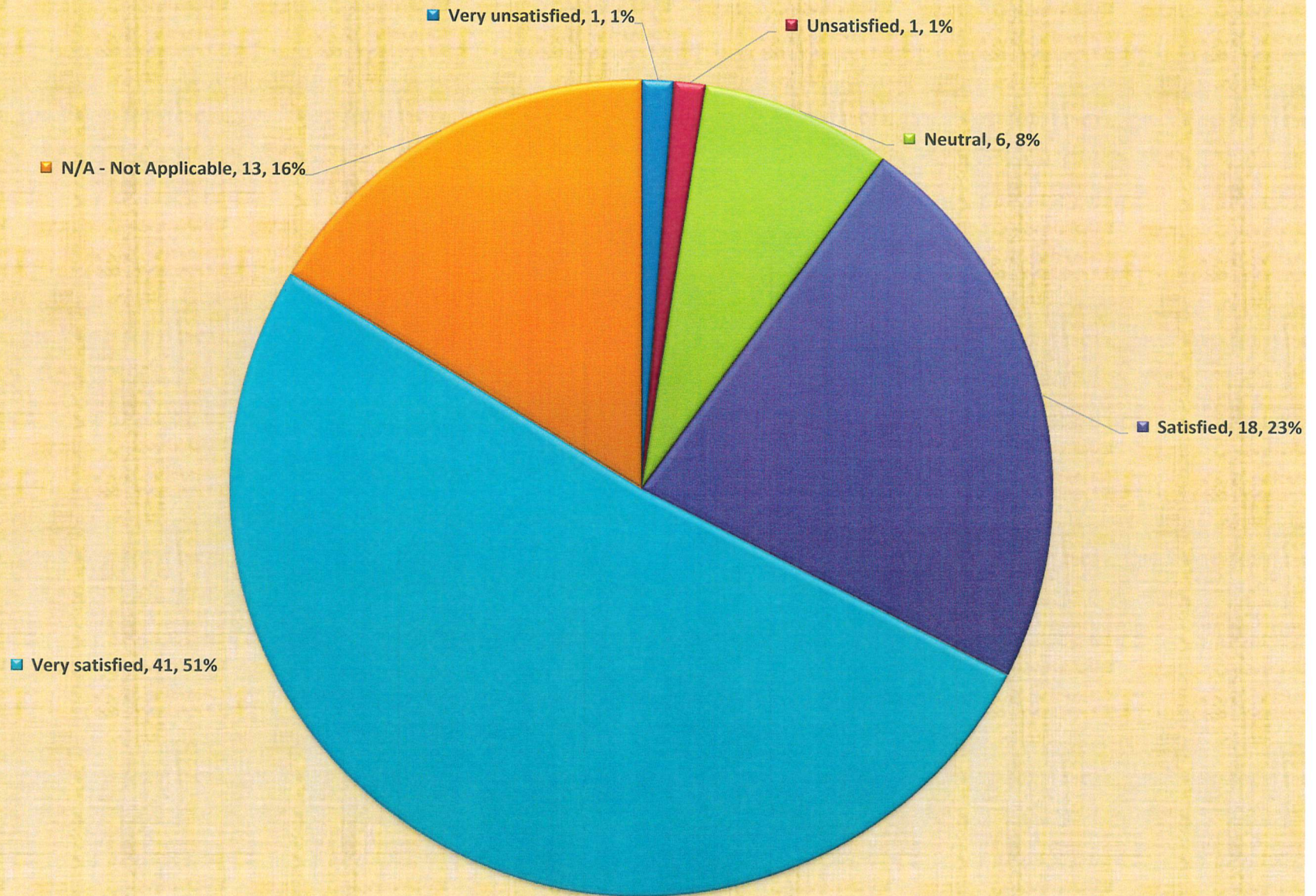


### Satisfaction with Agency's Ability to Timely Serve You





### Satisfaction with Agency's Brochures or Other Printed Information





## Overall Satisfaction with the Agency

