

DSHS 2025 Annual Laboratory Customer Service Survey Result Summary

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Introduction

Every year, the DSHS Austin Laboratory invites our customers to take a survey and give feedback on our services. The aim is to give our customers a way to let us know what we are doing well and what they would like for us to improve. Besides providing a platform for our customers to engage with the DSHS Laboratory, the laboratory must solicit feedback from our customers at least annually to fulfill multiple regulatory requirements. The results in this poster reflect the responses received from the 2025 Annual Laboratory Customer Service Survey.

Frequency: Annual

Purpose:

- Provide a platform for customers to engage with the DSHS Laboratory to give feedback on the Austin Laboratory's services.
- Provide a means for the laboratory to fulfill multiple regulatory requirements.

When and how long were responses collected?

The survey was open for thirty days: 07/01/2025 through 07/31/2025

How were customers notified?

Subscribers to various email distribution lists were notified via GovDelivery notifications.

Which survey platform was used?

The survey was created and issued using Microsoft Forms.

What made our customers happy (main themes)

- Results obtained on time
- Accurate and timely solutions
- Online access to the results is easy
- DSHS Austin Laboratory addresses requests in a timely manner
- Resources are very helpful and easy to navigate

Comparisons: Year to Year (2023 through 2025)

Overall satisfaction with the services, information, staff courtesy and professionalism, timeliness, and ease in requesting or accessing services and/or information has remained relatively consistent from the previous year's survey results.

Comparison: Year to Year

Satisfaction Measure	2023 (N=172)	2024 (N=135)	2025 (N=126)
Expressed satisfaction with the quality of service or information DSHS provided	95%	97%	97%
Expressed satisfaction with DSHS staff courtesy	97%	100%	97%
Expressed satisfaction with the timeliness of services or information DSHS provided	96%	96%	95%
Expressed satisfaction with the ease in requesting or accessing services or information	92%	94%	95%

Take away:

- Customer satisfaction with DSHS Staff courtesy has decreased to 97%.
- Customer satisfaction with timeliness, ease of requesting/accessing services or information has remained relatively consistent.

What our customers would like for us to do better (main themes)

- A quicker response to online requests
- Website looks very outdated, hard to navigate, and find results
- Staff increase their knowledge about policies

Laboratory Actions in Response to Survey Feedback

- The PHLD reviewed the results of the 2025 Customer Service Survey. The laboratory's goal is to continually look for ways to improve processes and tasks to serve our citizens better. This year is no different. The laboratory will continue to monitor and evaluate current practices, looking for ways to improve.