

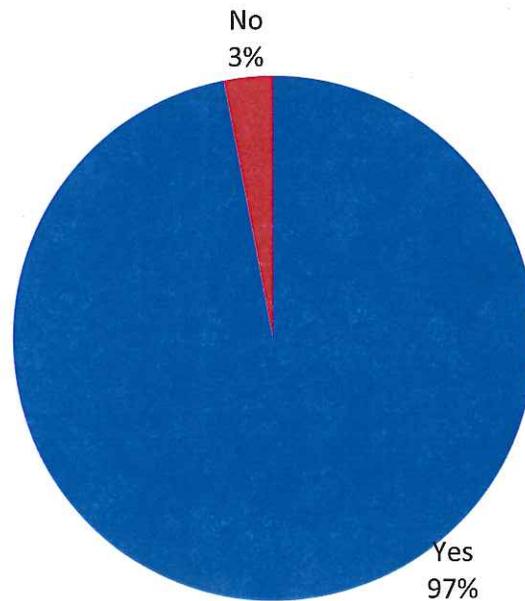
**CIVIL SERVICE COMMISSION  
CUSTOMER SERVICE SURVEY**

**SUMMARY OF RESULTS**

**7/1/15 – 12/31/15**

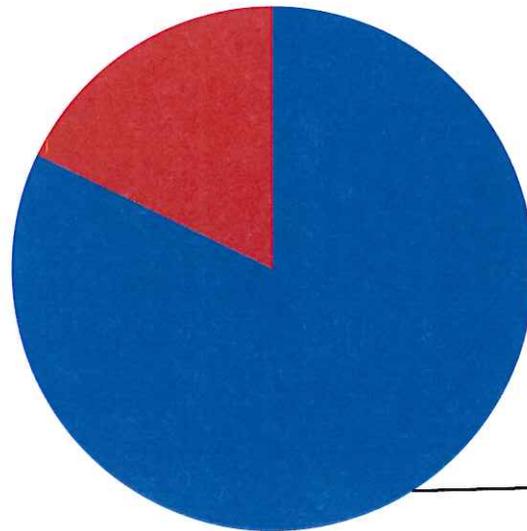
- Launched on July 1, 2015.
- Survey is sent to parties who go through the entire appeals process (i.e. – pre-hearing and full hearing), which represents about 50% of all appeals filed with the Commission.
- Parties receive an email one week after Commission decision is issued, asking them to click on a link to complete a 20-question (plus comment section) online survey created using Survey Monkey.
- Questions were developed after reviewing surveys from: another state’s Civil Service Commission; the SJC’s Judicial Evaluation forms; and private sector surveys.
- 92 surveys have been sent to the parties since July 1, 2015. 34 responses have been received for a response rate of 37%.
- 60% of the survey responses were from individuals whose appeal was resolved in their favor; 40% of the survey responses were from individuals whose appeal was not resolved in their favor.
- Average time to complete survey: 3-5 minutes.

**After the appeal was filed, did you receive a notice to attend a pre-hearing in a timely manner?**



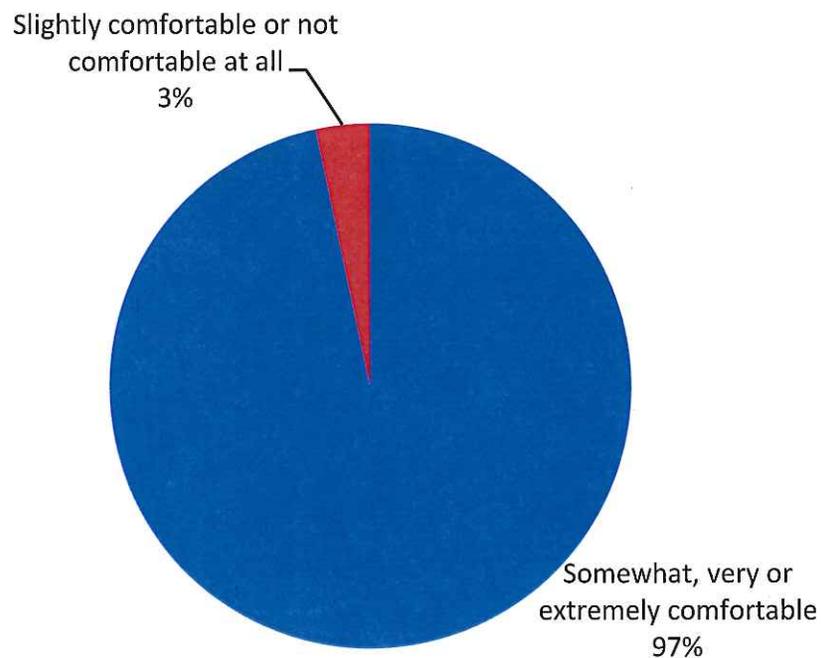
## How informative was the pre-hearing conference?

Slightly Informative or Not  
Informative at all  
18%



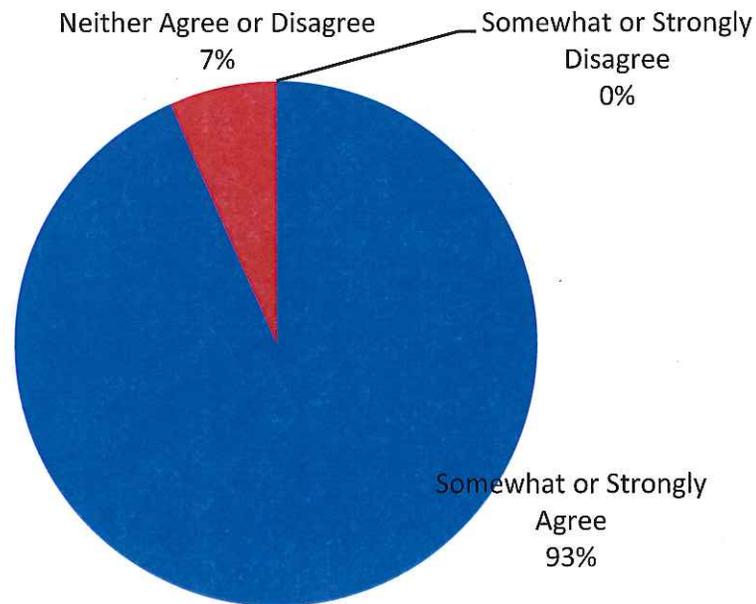
Somewhat, Very or  
Extremely Informative  
82%

## How would you describe the physical office space where the hearing took place?

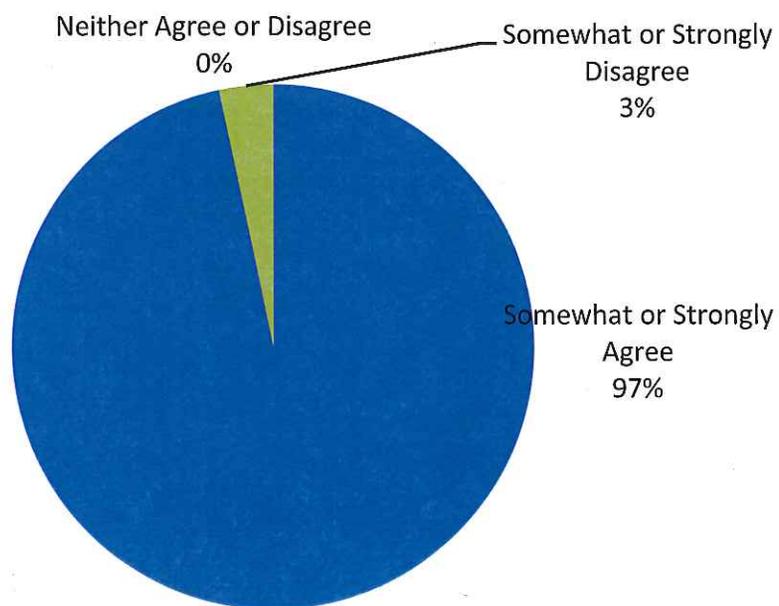


Total Responses to This Question: 30

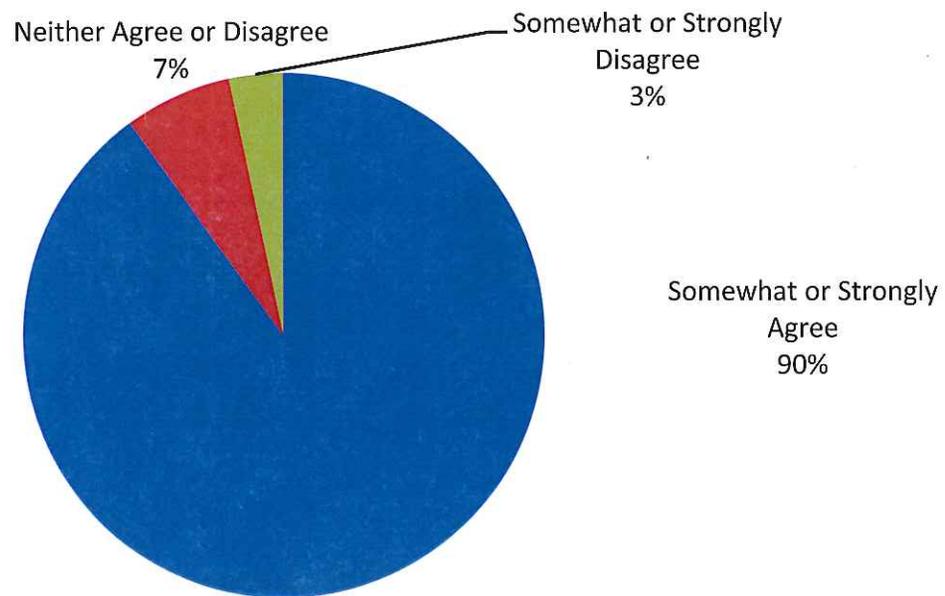
## The hearing officer explained the hearing process and procedures



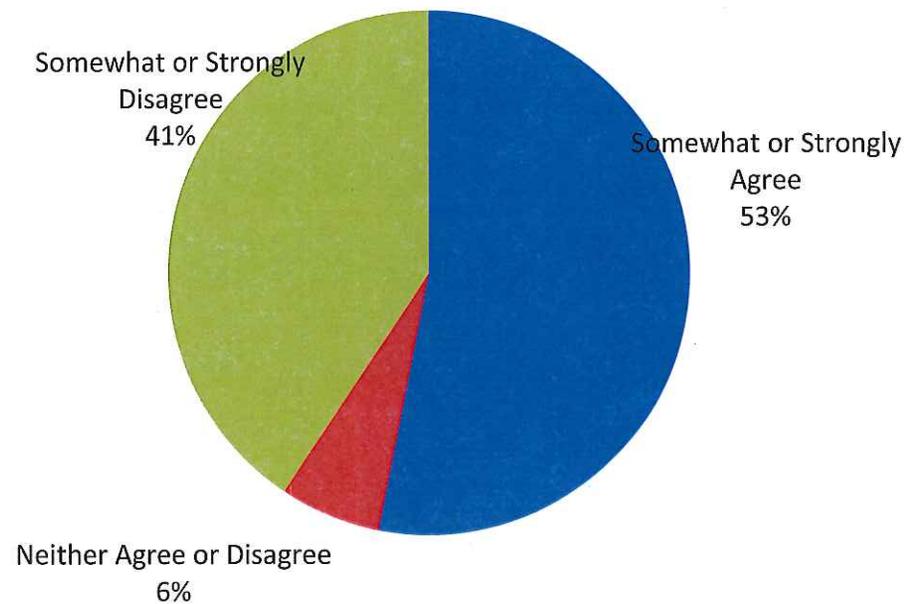
## The hearing officer treated me with respect and courtesy



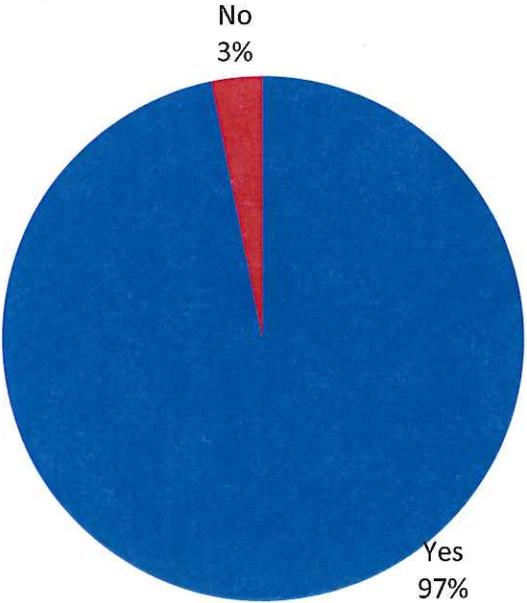
## The hearing officer was fair and impartial when conducting the hearing



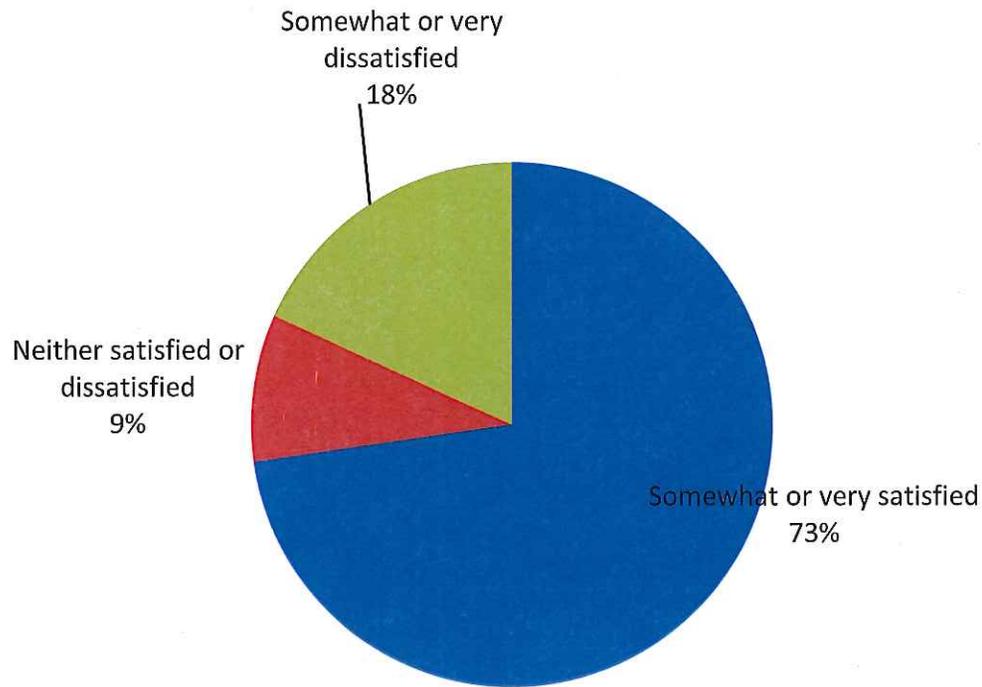
## I received the decision in a timely manner



# Regardless of the result, was the decision clear?

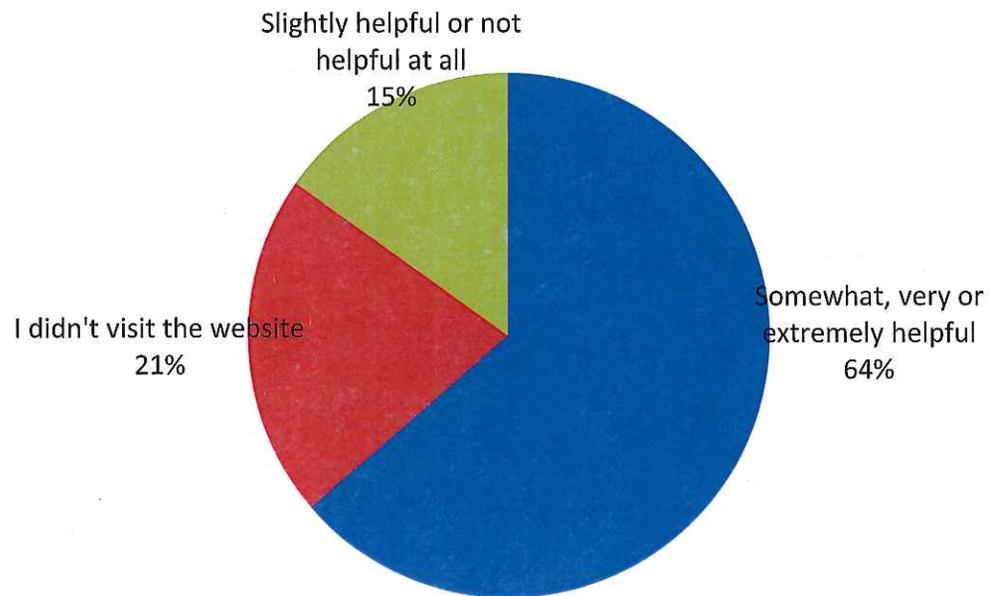


## Regardless of the result, how satisfied were you with the overall appeals process?



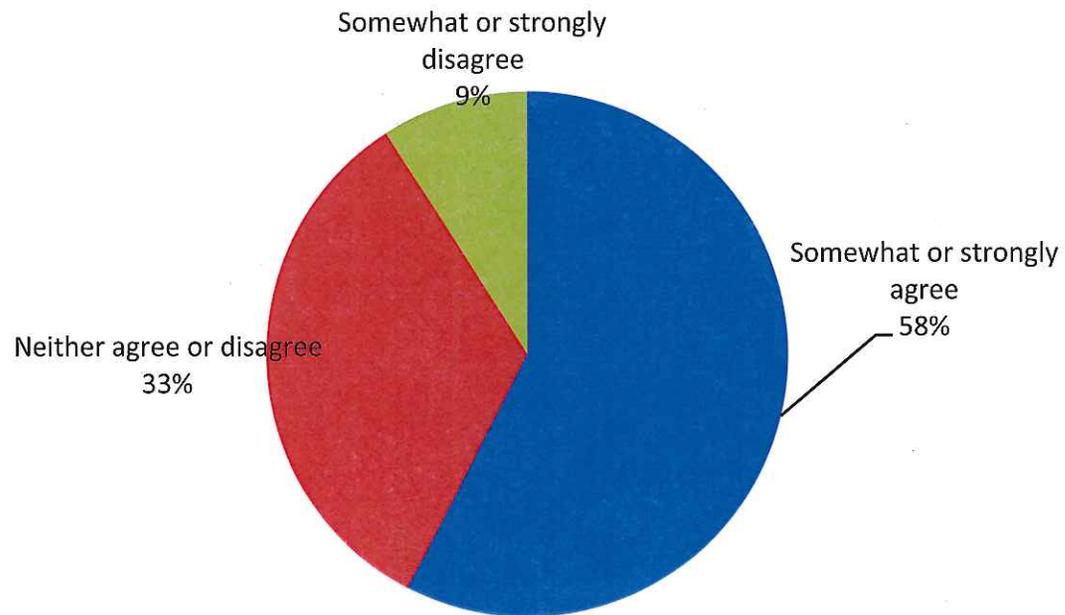
Total Responses to This Question: 33

## How helpful was the Civil Service Commission's website?



Total Responses to This Question: 33

## I found the appeal forms to be clear and easy to fill out



Total Responses to This Question: 33

Massachusetts Civil Service Commission Customer Service Survey

**Q19 Please provide any comments regarding those aspects of the appeals process you found most helpful and/or those areas that need improvement.**

Answered: 14 Skipped: 20

#	Responses	Date
1	Mr. Bowman was outstanding, clear and respectful.	12/21/2015 7:53 PM
2	hearing and overall process very professionally run.	12/21/2015 10:44 AM
3	The Commissioner showed real interest and understanding of the law and the rules.	12/21/2015 10:24 AM
4	Three months was a little long to wait for the decision.	12/21/2015 10:01 AM
5	It would be a better practice to have this decision be issued at the same time or shortly after the related decisions were issued, as it was the exact same issue. Here, this decision was issued months later than the related decisions, even though the motions and accompanying briefs were submitted within a week of each other and the issue was the same.	12/2/2015 12:57 PM
6	It would be helpful to state on the website how often decisions are issued. It would also be very informative to post periodic reports of how many cases have been pending for how long; this would either demonstrate how smoothly the process is running, or help make your case for more funding. Separately, there is no form or explanation on the website for how to file a claim under c. 31, s. 42 that the appointing authority has acted without proper procedures.	11/24/2015 9:21 PM
7	I found myself to be at a distinct disadvantage in the process admin was representing myself. I would encourage the commission to encourage all parties to be represented by counsel. I truly believe that it impacted my decision and any strategy that was involved.	11/5/2015 8:55 AM
8	Now that decisions are emailed to counsel, it appears they are put on the website within less than 24 hours. Just because an email is sent, it does not always mean that it is instantaneously read or forwarded to a client. It would seem to be fair to wait 2-3 business days before posting online, so that counsel and parties can be provided with the decision before it is posted publicly.	8/28/2015 12:15 PM
9	I find the Commission's policy regarding continuances, particularly when there is a conflict with a court date, very troublesome. I also find the Commission's policy on limited discovery disturbing.	8/28/2015 11:48 AM
10	The delay in receiving the decision likely harmed the appellant.	8/28/2015 11:36 AM
11	CSC process, system and administration to ensure fair and impartial treatment was excellent. Mediator C.Bowman was professional, fair and balanced.	8/21/2015 10:05 AM
12	A good decision summarizes the arguments on both sides and then says why one is better. I good decision quotes documents in full and accurately. This decision did neither.	7/30/2015 11:50 AM
13	Website navigation, process and procedures should be revamped and made simpler to understand for someone who doesn't have alot of experience in civil service related maters	7/28/2015 11:13 AM
14	Commissioner Bowman clearly and patiently explain the entire process, during the prehearing as well as during the full hearing. He always since his decisions in a timely manner.	7/2/2015 2:26 PM