

2012



**APPENDIX F: "SURVEY OF ORGANIZATIONAL
EXCELLENCE & SURVEY OF EMPLOYEE
ENGAGEMENT"**

Formerly for the "FY 2009 – FY 2013 Strategic Planning" process, in Fall 2007 (FY 2008), the Texas State Board of Podiatric Medical Examiners contracted with the Organizational Excellence Group at the University of Texas for an online customer satisfaction survey (<http://www.orgexcel.net/survey/index.php?&sc=51201>). All (then) 904 "Actively" licensed podiatric physicians from December 10, 2007 – December 30, 2007 were surveyed upon e-mail notification. The Annual License Renewal period culminated with a November 1, 2007 deadline with the expectation to have all licensees renewed by the end of December 2007. This time period was the best opportunity to capture a licensee's input because licensees would have completed at least one year (annually; 11/1) of interacting with Board staff. There were a total of 84 respondents.

To view the entire former survey reported on June 4, 2008 to the Office of the Governor and the Legislative Budget Board, please visit our website at: www.tsbpme.texas.gov/links.htm

NOTE: For the "FY 2011 – FY 2015 Strategic Planning" and present "FY 2013 – FY 2017 Strategic Planning" process, the Board did not participate in the Survey of Organizational Excellence nor the Survey of Employee Engagement. All workforce, customer service and operational/administration issues have been otherwise discussed exhaustively throughout this present document. Due to the mandatory State of Texas FY 2010-2011 5%, FY 2011 2.5% and FY 2012-2013 Budget Reductions and agency reorganization with a workforce reduction, we did not have the opportunity nor funds to complete these requisite surveys for the present period. Please refer to the "FY 2011 – FY 2015 Strategic Plan" for former practical survey efforts related to the "Foot" scope of practice contest.