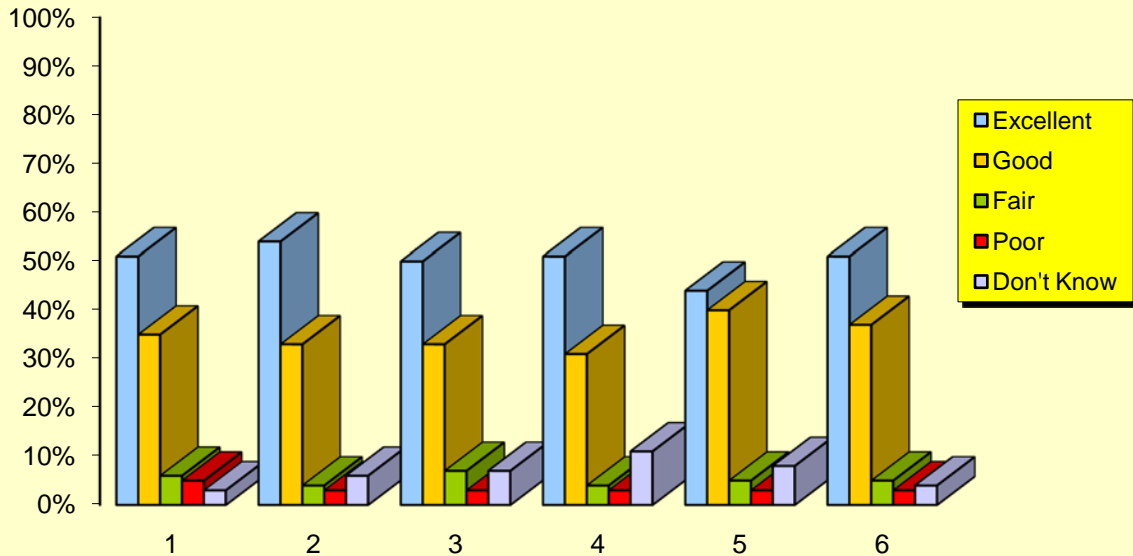


Oregon Board of Dentistry Customer Service Survey July 1, 2009 - June 30, 2010



1 How do you rate the timeliness of the services provided by the OBD?

E= 51% G= 35% F= 6% P= 5% DK= 3%

2 How do you rate the ability of the OBD to provide services correctly the first time?

E= 54% G= 33% F= 4% P= 3% DK= 6%

3 How do you rate the helpfulness of the OBD?

E= 50% G= 33% F= 7% P= 3% DK= 7%

4 How do you rate the knowledge and expertise of the OBD?

E= 51% G= 31% F= 4% P= 3% DK= 11%

5 How do you rate the availability of information at the OBD?

E= 44% G= 40% F= 5% P= 3% DK= 8%

6 How do you rate the overall quality of services provided by the OBD?

E= 51% G= 37% F= 5% P= 3% DK= 4%