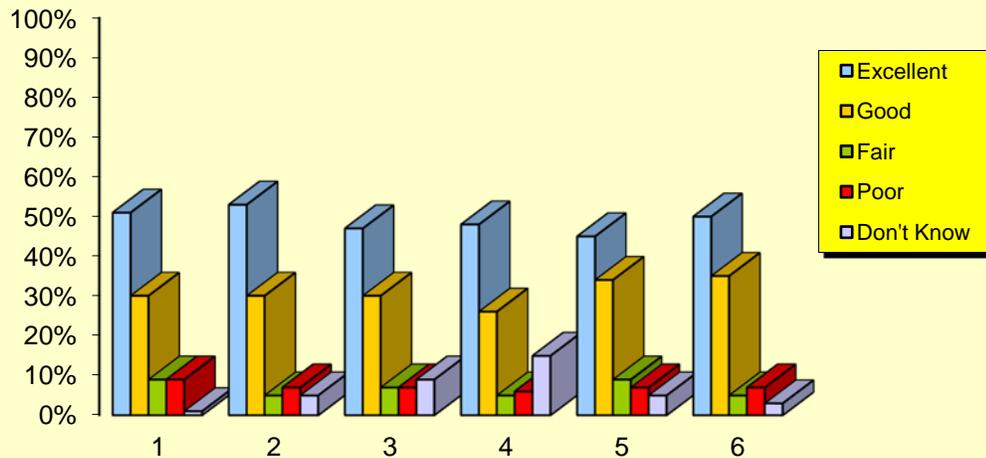


Oregon Board of Dentistry Customer Service Survey July 1, 2013 - June 30, 2013



- 1 How do you rate the timeliness of the services provided by the OBD?
E= 51% G= 30% F= 9% P= 9% DK= 1%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?
E= 53% G= 30% F= 5% P= 7% DK= 5%
- 3 How do you rate the helpfulness of the OBD?
E= 47% G= 30% F= 7% P= 7% DK= 9%
- 4 How do you rate the knowledge and expertise of the OBD?
E= 48% G= 26% F= 5% P= 6% DK= 15%
- 5 How do you rate the availability of information at the OBD?
E= 45% G= 34% F= 9% P= 7% DK= 5%
- 6 How do you rate the overall quality of services provided by the OBD?
E= 50% G= 35% F= 5% P= 7% DK= 3%