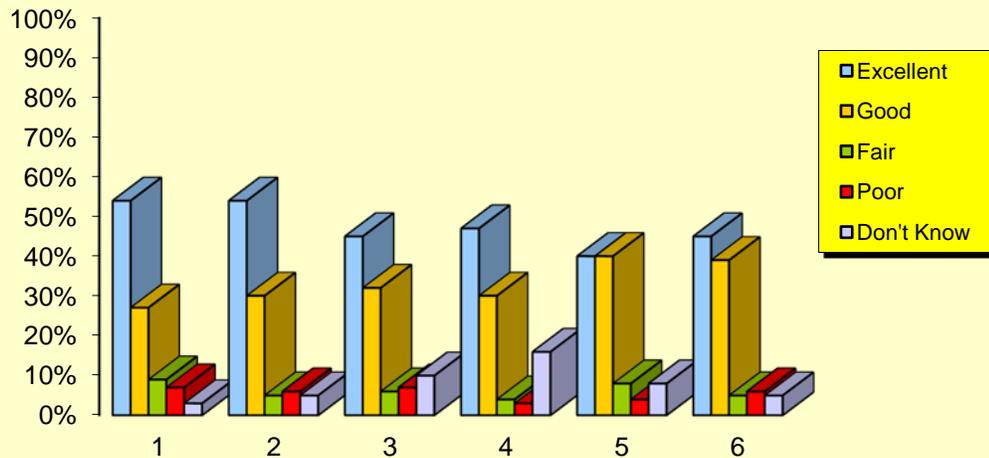


Oregon Board of Dentistry Customer Service Survey July 1, 2013 - January 31, 2014



- 1 How do you rate the timeliness of the services provided by the OBD?
E= 54% G= 27% F= 9% P= 7% DK= 3%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?
E= 54% G= 30% F= 5% P= 6% DK= 5%
- 3 How do you rate the helpfulness of the OBD?
E= 45% G= 32% F= 6% P= 7% DK= 10%
- 4 How do you rate the knowledge and expertise of the OBD?
E= 47% G= 30% F= 4% P= 3% DK= 16%
- 5 How do you rate the availability of information at the OBD?
E= 40% G= 40% F= 8% P= 4% DK= 8%
- 6 How do you rate the overall quality of services provided by the OBD?
E= 45% G= 39% F= 5% P= 6% DK= 5%