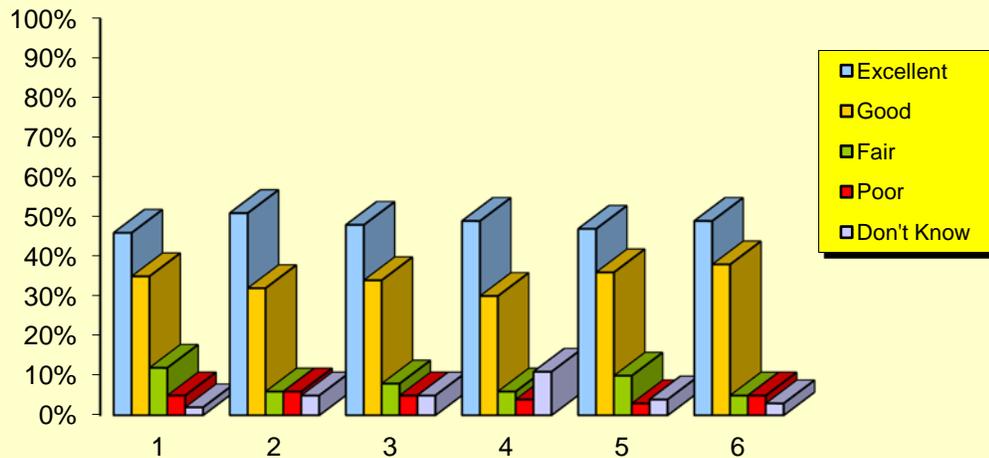


Oregon Board of Dentistry Customer Service Survey July 1, 2011 - June 30, 2012



- 1 How do you rate the timeliness of the services provided by the OBD?
E= 46% G= 35% F= 12% P= 5% DK= 2%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?
E= 51% G= 32% F= 6% P= 6% DK= 5%
- 3 How do you rate the helpfulness of the OBD?
E= 48% G= 34% F= 8% P= 5% DK= 5%
- 4 How do you rate the knowledge and expertise of the OBD?
E= 49% G= 30% F= 6% P= 4% DK= 11%
- 5 How do you rate the availability of information at the OBD?
E= 47% G= 36% F= 10% P= 3% DK= 4%
- 6 How do you rate the overall quality of services provided by the OBD?
E= 49% G= 38% F= 5% P= 5% DK= 3%