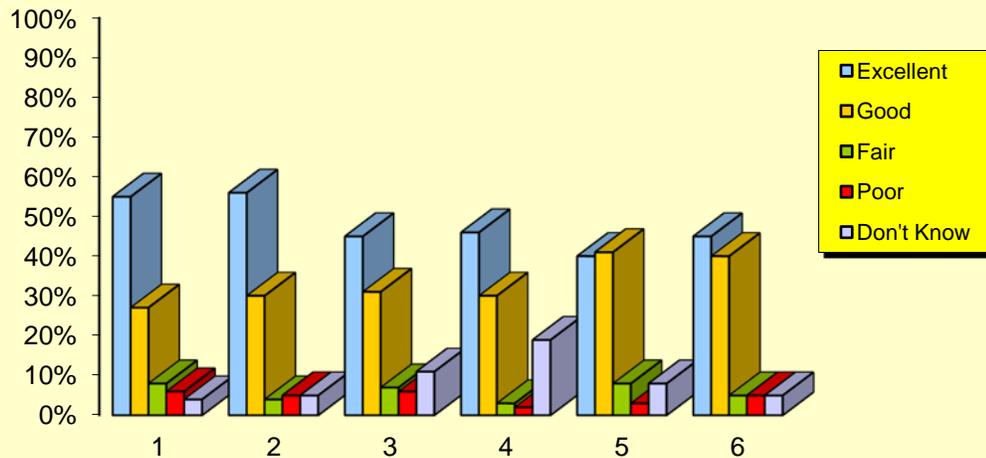


# Oregon Board of Dentistry Customer Service Survey July 1, 2013 - October 31, 2013



- 1 How do you rate the timeliness of the services provided by the OBD?  
E= 55% G= 27% F= 8% P= 6% DK= 4%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?  
E= 56% G= 30% F= 4% P= 5% DK= 5%
- 3 How do you rate the helpfulness of the OBD?  
E= 45% G= 31% F= 7% P= 6% DK= 11%
- 4 How do you rate the knowledge and expertise of the OBD?  
E= 46% G= 30% F= 3% P= 2% DK= 19%
- 5 How do you rate the availability of information at the OBD?  
E= 40% G= 41% F= 8% P= 3% DK= 8%
- 6 How do you rate the overall quality of services provided by the OBD?  
E= 45% G= 40% F= 5% P= 5% DK= 5%