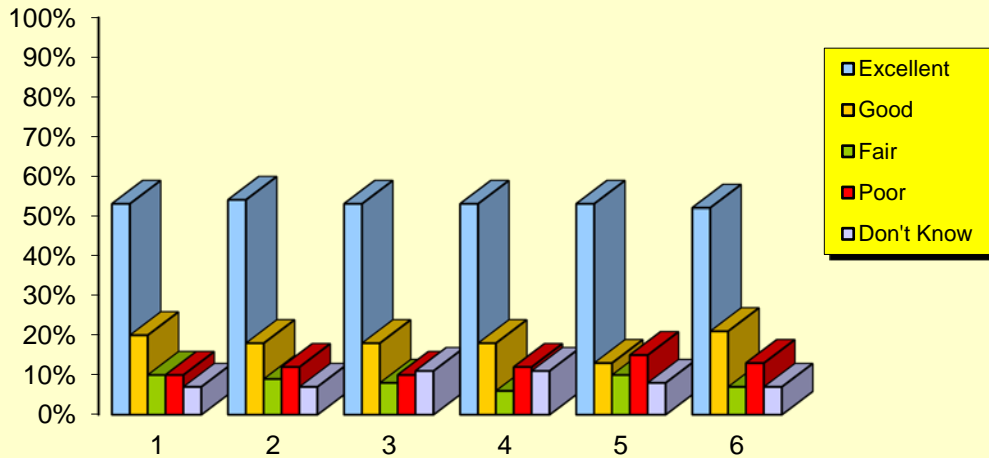


Oregon Board of Dentistry Customer Service Survey July 1, 2015 - June 30, 2016



- 1 How do you rate the timeliness of the services provided by the OBD?
E= 53% G= 20% F= 10% P= 10% DK= 7%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?
E= 54% G= 18% F= 9% P= 12% DK= 7%
- 3 How do you rate the helpfulness of the OBD?
E= 53% G= 18% F= 8% P= 10% DK= 11%
- 4 How do you rate the knowledge and expertise of the OBD?
E= 53% G= 18% F= 6% P= 12% DK= 11%
- 5 How do you rate the availability of information at the OBD?
E= 53% G= 13% F= 10% P= 15% DK= 8%
- 6 How do you rate the overall quality of services provided by the OBD?
E= 52% G= 21% F= 7% P= 13% DK= 7%