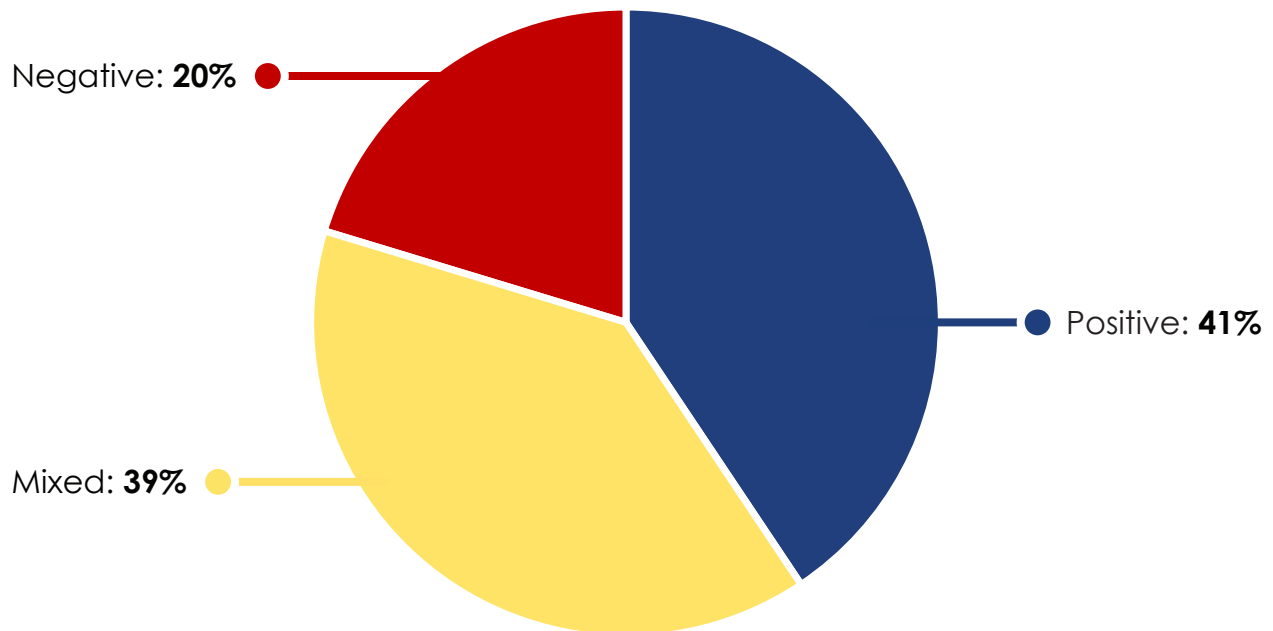




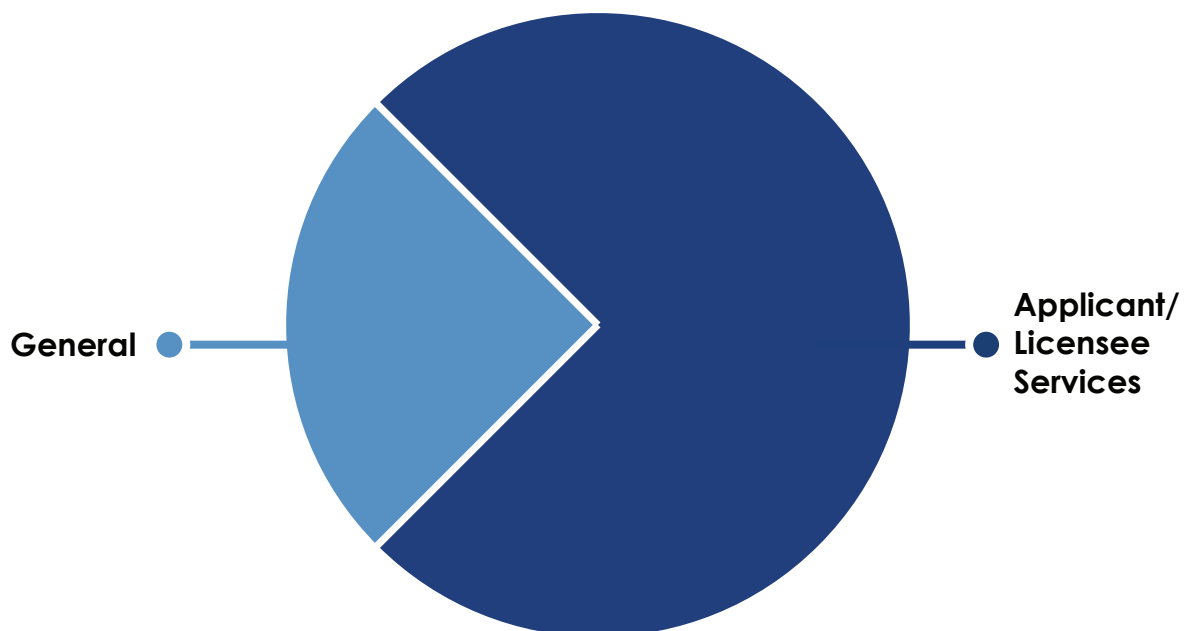
Customer Satisfaction Survey Comments

FY2026, Q1

Between **July 1** and **September 30, 2025**, the OMB's Customer Satisfaction Survey received **64** total comments. Of those comments, **26** were positive, **13** were negative, and the remaining **25** contained mixed feedback or suggestions for improvement.



This quarter, the **Applicant/Licensee Services** survey received **48** comments and the **General** survey received **16**.



Recurring Feedback

Application Navigation

- “If there [were] a graphical representation in the form of a line diagram with multiple points showing what step is completed and what is yet to be completed it would be great.”
- “A navigation tab on the side to permit for the applicant to jump to specific areas in the application would be useful. Sometimes, the information needed to complete the form is not immediately available, so requires a later input.”
- “Should be a “to do” or “next step” task alert box to help guide providers through the process.”

Unclear Questions & Instructions

- “It was unclear what type of medical license to choose if I intended to practice telemedicine and volunteer in medical or sporting events in Oregon.”
 - “It was very difficult to see what materials were needed for the license application.”
 - “No clear flow of finding outstanding tasks or working on uncompleted steps.”
-

Areas of Excellence

- “I experienced excellent assistance on multiple occasions when I called and emailed the OMB with questions.”
 - “I learned a lot about suitable forms of verification by calling into the Board. Everyone I spoke to was kind and very helpful.”
 - “When I have called with questions I have been responded to in a welcoming and professional manner.”
 - “No recommendations as the process was easy and very user friendly!!”
 - “It took only a phone call to set things in motion and I received [an] email and phone call to confirm the issue was being addressed.”
-

Kudos to OMB Staff

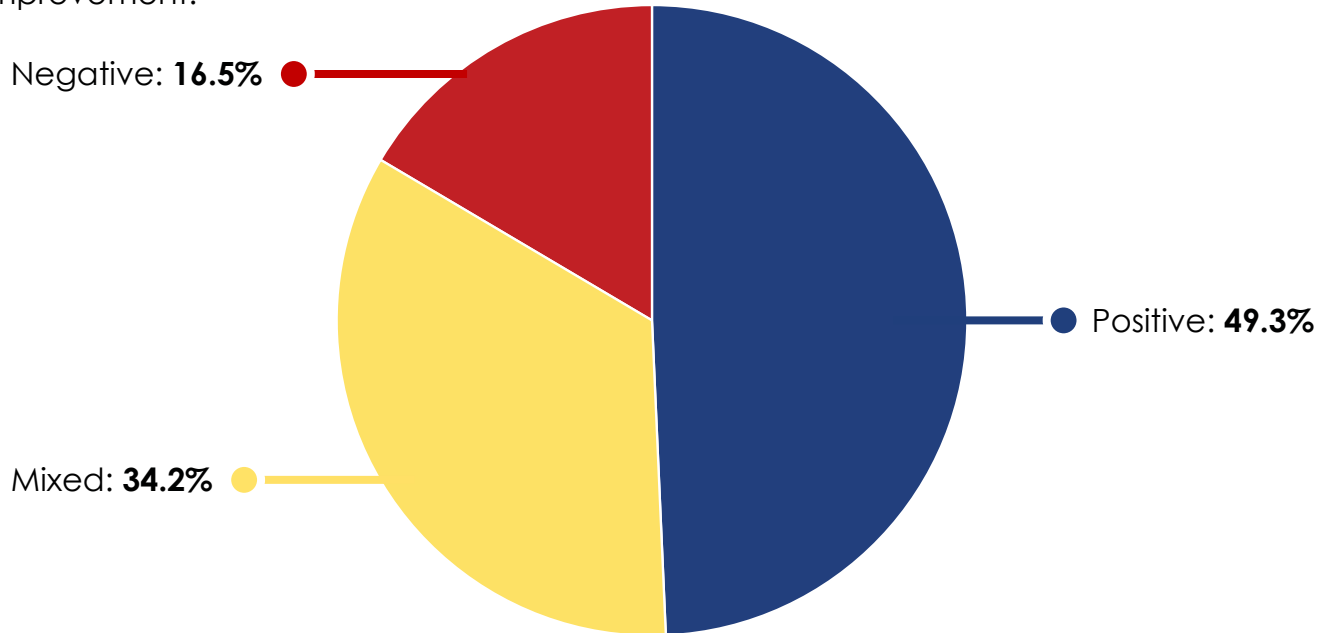
- “Special thanks to **Walt Frazier**, Investigations Manager, who wrote such a thorough and detailed letter to me on the completion of the investigation.”
- “**Ms. Miles** met and exceeded my overall expectations.”
- “The response time and delivery of service by **Ms. Stella McGinty** was stellar!”
- “Thank you to all the [investigations] team who worked on this case. I appreciate it very much. I feel I can put this issue to rest now.”



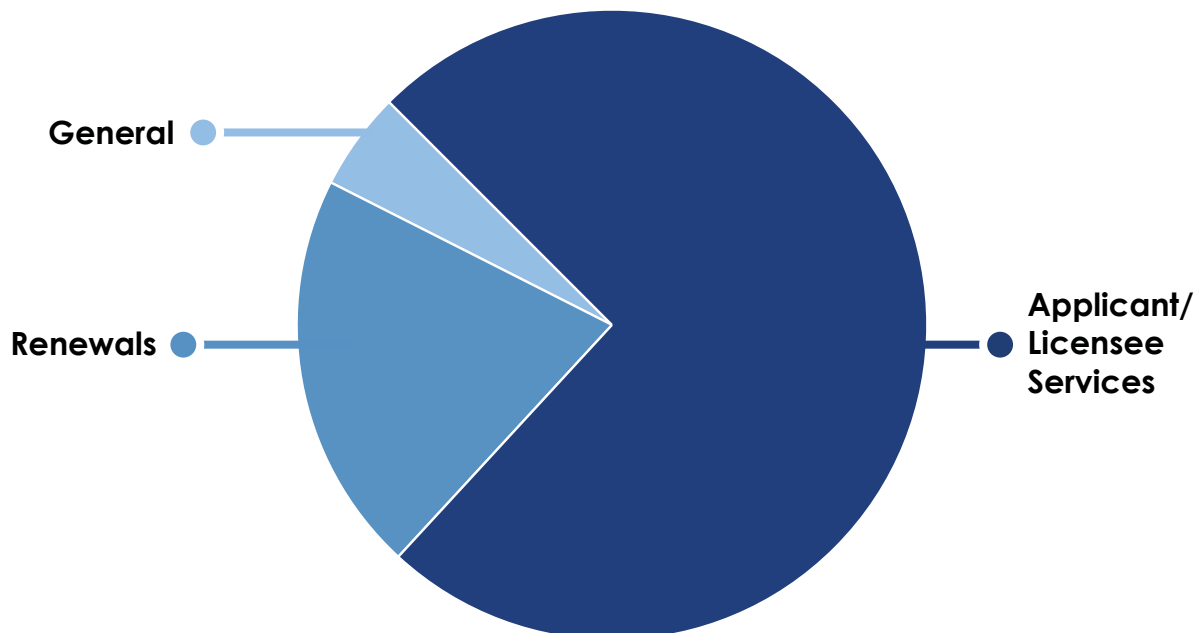
Customer Satisfaction Survey Comments

FY2026, Q2

Between **October 1** and **December 31, 2025**, the OMB's Customer Satisfaction Survey received **655** total comments. Of those comments, **323** were positive, **108** were negative, and the remaining **224** contained mixed feedback or suggestions for improvement.



The category that generated the most comments was **Applicant/Licensee Services** with 487, followed by **Renewals** (135) and **General** (33).



Recurring Feedback

Clarity and communication issues regarding CME requirements

- "The question about how many hours of culture competency was confusing. I am not sure if it is asking about the last 2 years since my last renewal or the last 4 years."
- "It is unclear exactly the process and what is needed from us... I am still confused as to how to fulfill the cultural competency requirement."
- "It would have been helpful to list and link the 'required' CME classes at the beginning - prior to starting the actual application."
- "I couldn't tell if I was supposed to upload all of my CME documentation (or just save it in case I was asked for it later)."

Add save/resume functionality

- "When logging back in to renew DO license, the website takes you to the beginning of the question pages. Even if you used the 'save and log out' button, it takes you back to the beginning."
- "I could not complete my license renewal in 1 sitting but the 'save and logout' did not work. I had to start over."
- "The system did not save my progress very well when I had to step away and return to it."

Consider reduced requirements/fees for those who recently obtained an initial license

- "Do you think it's ethical to make me pay for an Oregon medical license less than 3 months ago and now make me renew it because I am a new graduate of a residency program?"
- "It was unclear when I submitted my initial application Sept 29th that I would have to renew licensing within 3 months. I wish this had been clear so that I could have saved time and money."
- "I had just gotten my initial Oregon license maybe less than half a year before this renewal was required. It is a bit cumbersome to complete the Oregon license process twice in the same year."

Improve website navigation

- "Hard to find initial tab to actually renew!"
- "Please improve website to alert us when renewal date will be possible. We are reminded of expiring license earlier than renewal is possible, and navigating the website is very confusing."
- "This process is very user friendly, however navigating from the main page to this site was cumbersome."

Adopt a more comprehensive list of practice specialty/board certification options

- "Does not list board certified subspecialty: 'Complex Family Planning'."
- "Please add transplant surgery or abdominal transplant surgery to the dropdown for specialties."
- "There is no 'urgent care' option under 'specialty.'"
- "Please add Obesity Medicine as a specialty. Many of us are board certified and practicing."
- "Breastfeeding and lactation medicine is a subspecialty not listed."
- "Please add National Board of Physicians & Surgeons to the options for Board Certification"
- "ABFM is not listed for family medicine board certification"
- "ABOS is not listed as a board certification option"
- "I am certified by the American Board of Oral & Maxillofacial surgery (ABOMS). This is not an option on your renewal forms"

Areas of Excellence & Kudos to OMB Staff

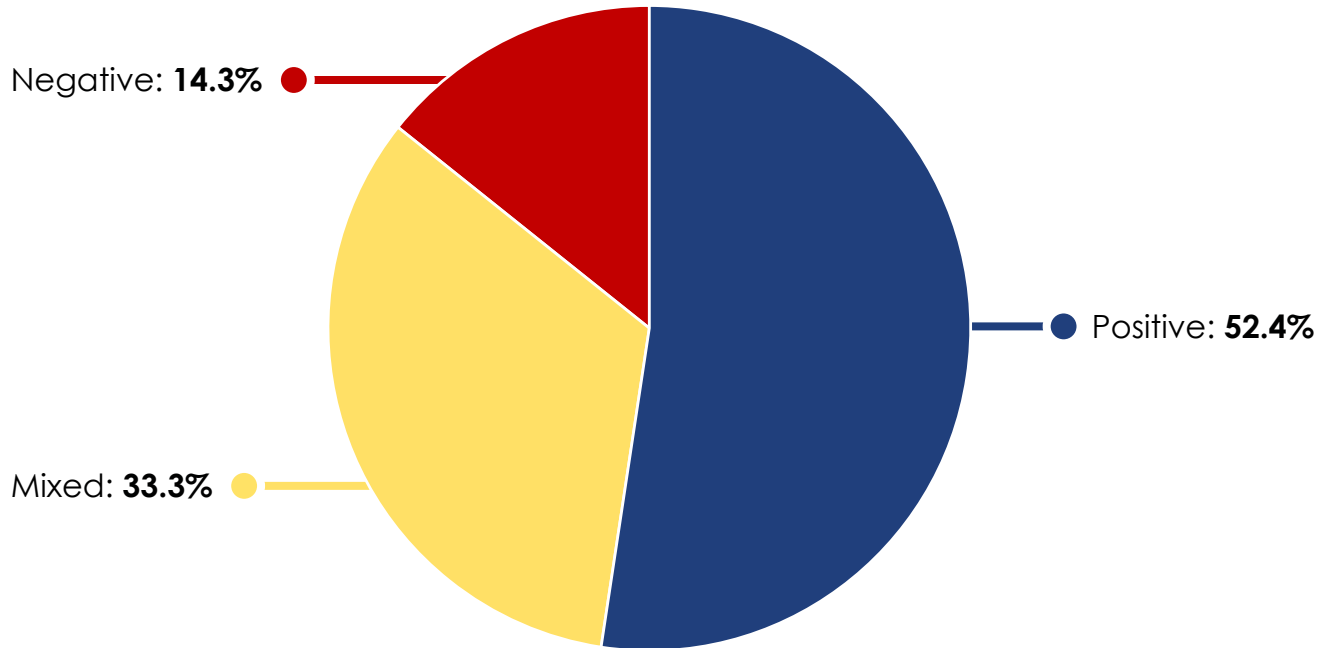
- "This online system is very nice and efficient. I especially like the prepopulated list of hospital drop down and the additional licensing page having the option of selecting multiple states on one screen. Thank you!"
- "It helps a ton that you allow physician to write in their plan of work in the state if they are active in process for further credentialing."
- "The online system for license renewal and all other services for physicians is one of the best in the many states in which I am licensed to use. Easy to navigate, easy to understand, and comprehensive. Thank you."
- "I am completely satisfied with the online system and appreciate the OMB's efforts to insure the integrity of the profession."
- "I am extremely impressed by the Oregon Medical Board team that I have interacted with over the phone thus far."
- "I really can not think of anything to add to your renewal process as I realize the importance of thoroughness in staffing Oregon with good, compassionate and caring physician."
- "The OMB staff made this process easy. As I was applying from out of the country (for a locum tenens license), and thought the process would be a nightmare. But your staff members were consistently helpful and friendly."
- "I am extremely impressed by the Oregon Medical Board team that I have interacted with over the phone thus far. Thank you for being so kind and available in answering the various questions that come up in a complex process."
- "The people who support physicians with licensing have been so helpful to me over the years. All of the staff members have been pleasant and have gone out of their way to be helpful. Thank you."
- "**Susan Hall** was very helpful and efficient in handling my case."
- "Somewhat complicated situation, untangled professionally with kindness, concern, and personal extra effort by **Barbara**. A very good agent who made an unpleasant task for me acceptable."
- "**Stella McGinty** is an amazing and wonderful representative of how our best professionals should conduct business with the public! I have worked with her over the years and have always received precise answers to my questions, immediate and accurate information and her responses have always been given with the kindest and most caring attitude. Her desire to be helpful at every level is clearly reflected by her stellar listening skills and focus on resolving issues while reducing stress; she recognizes that each of us brings a different set of concerns with us and she takes the time and energy to target and reduce any areas of stress that might surround our individual needs or situations. Ms. McGinty is a true reflection of what we crave as a resource in today's climate of change; when I think of her it always make me feel that the OMB stands out as a true model for other businesses to follow when they look for optimal representatives and resourceful individuals who work with the public. I am grateful to know her in this capacity and would hope that the OMB recognizes how valuable she is in the position that she holds! THANK YOU!"



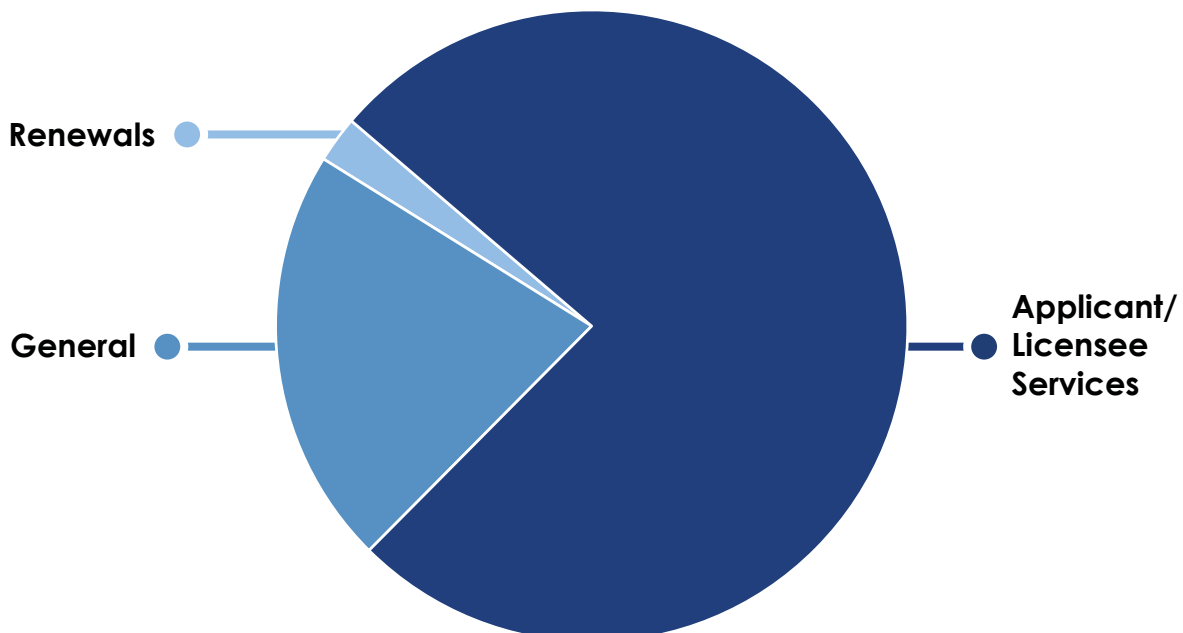
Customer Satisfaction Survey Comments

FY2026, Q3

Between **January 1** and **March 31, 2026**, the OMB's Customer Satisfaction Survey received **84** total comments. Of those comments, **44** were positive, **12** were negative, and the remaining **28** contained mixed feedback or suggestions for improvement.



The category that generated the most comments was **Applicant/Licensee Services** with 64, followed by **General** (18) and **Renewals** (2).



Recurring Feedback

Navigation & Progress Tracking

- "The initial application is frustrating because one cannot go back and forth between questions."
- "Would be helpful to return to the last section completed when logging in from a previously saved session when re-logging in."
- "The only improvement would be a sidebar that allows you to see all sections, skip ahead to the not-completed sections and see your progress."

Unclear Instructions & Guidance

- "It would be helpful to have more detailed notes relevant to applicants who are still completing boards, like telling the applicant how to answer some of the questions related to being certified. (I.e. "Answer no here if you are still in process of completing your certification exams, and provide an explanation in the notes section.) It would help streamline the application process."
- "A carrot or question mark icon (hovering or clicking to provide more info) next to certain fillable or selectable fields in the online form may be helpful to clarify instructions"
- "I would have liked for the email reminders about the status of my application to include a bulleted list of the missing items. A couple of times I received the email and logged in to download the PDF, but the PDF was not up-to-date with which items were still outstanding, which delayed me tracking down the missing pieces."

Areas of Excellence & Kudos to OMB Staff

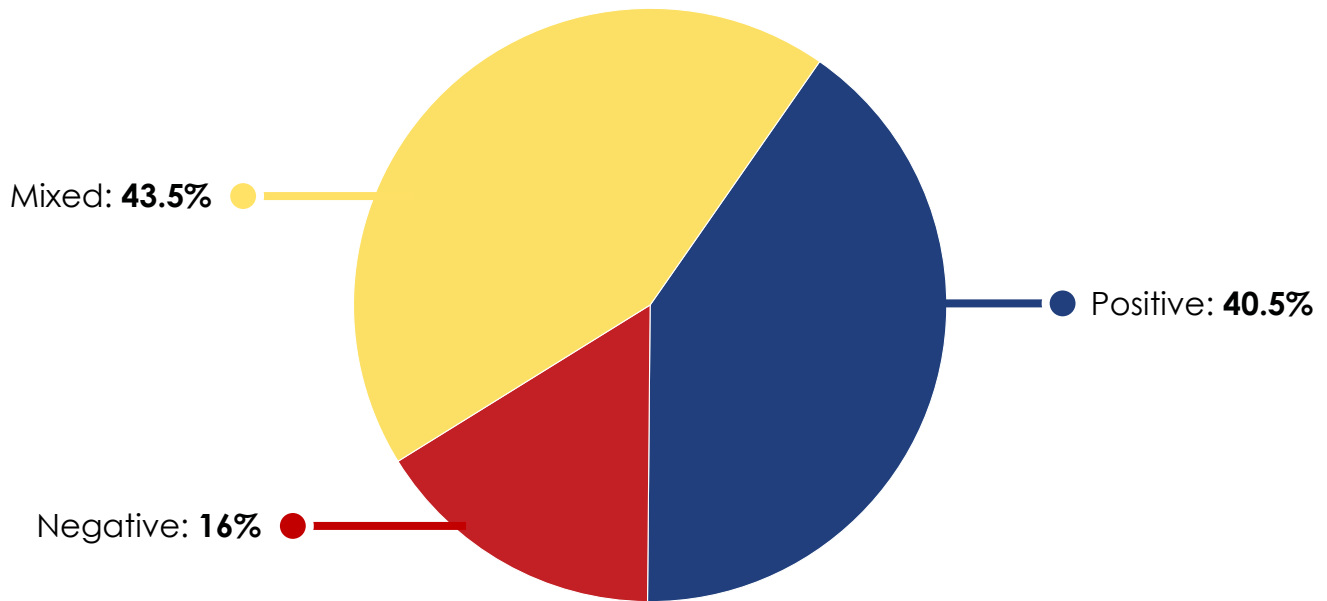
- "You guys were amazing! Very easy process."
- "**Shayne** was very helpful in finding my employment verification."
- "I have been very impressed by this portal - well done!"
- "I feel like the online system was great, very organized, and user friendly."
- "Big thanks to **Stella**!"
- "The staff was very responsive over the phone and willing to help. I appreciate you!"
- "I want to say thank you to the Oregon Medical Board staff members who helped me with the expedited endorsement. Everybody I spoke with was incredibly helpful, kind and informative. Please relay my gratitude to everybody in the application office."
- "I have 4 state licenses. OMB has far and away been the most helpful and courteous. And consistently so. Thank you!"
- "**Inas** was very helpful."
- "I haven't practiced in Oregon in years but I still get your **board report** and am constantly pleasantly surprised how informative and lovely it is. New Mexico, Wisconsin, and Utah have never held a candle to you in terms of transparency and availability so congrats and thank you for doing what you do!"
- "Overall Board staff are helpful. **Nicole** in particular is professional, represents the Board to the public including all constituents of the Board, and is known to be fair and reasonable while protecting Oregonians."
- "**Stephanie Sherman**, Public Information Specialist at OBME, was kind, professional and helpful. She returned email and phone message promptly and provided a confirmation email also subsequently."
- "**Director Krishnaswami** continually goes above and beyond in assistance to other medical boards. She drives research and initiatives to continually strive for proper standards of medical professionals in collaboration with the medical boards."



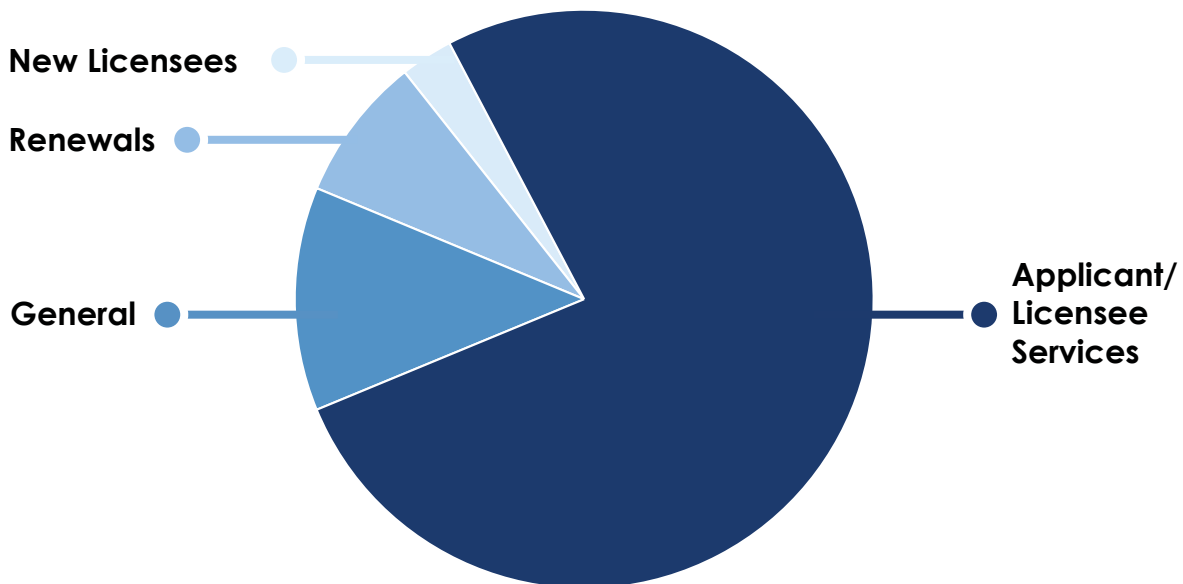
Customer Satisfaction Survey Comments

FY2026, Q4

Between **April 1** and **June 30, 2026**, the OMB's Customer Satisfaction Survey received **131** total comments. Of those comments, **53** were positive, **21** were negative, and the remaining **57** contained mixed feedback or suggestions for improvement.



The category that generated the most comments was **Applicant/Licensee Services** with **104**, followed by **General (17)**, **Renewals (11)**, and **New Licensees (4)**.



Recurring Feedback

Document Upload and Verification

- "Give a list of what items have been uploaded/submitted, and then a checkbox for when it has been "verified." The gap is confusing when you submit and then it doesn't show up until a week later."
- "I'd like to see what uploaded, to make sure it uploaded properly."
- "The uploading documents was not as easy as it could be... once files are added there shouldn't be yet another button to upload them too. One step is better."
- "There is no way to tell whether attachments have successfully been added, and no way to remove attachments added by accident. Out of caution, I think I added my attachments too many times."

Unclear Instructions & Guidance

- "I did not realise that I needed to have completed the pain course before filling out my application. It would be useful to have a short list at the beginning of the application which lists what we need to have completed to be able to complete the application."
- "Clarify what is meant by the "usage" field in privilege listings."
- "The instructions for this application are unclear and counterintuitive."
- "Clarify timeline when asking about cultural competency hours and suicide prevention hours--is the question asking about hours within the last year? within the last renewal period? within the last 4 years (cultural competency question references last 4 years)? etc."

Update Needed: Change NCCAOM to NCBAHM

- Multiple licensees noted that we are still using the old name/acronym for the National Certification Board for Acupuncture and Herbal Medicine.

Areas of Excellence & Kudos to OMB Staff

- "**Stephanie Sherman** responded to my emailed question within hours. Her response was cheerful and had exactly the information I needed to address my concern and resolve it right away. I am thankful for the professionalism of the Public Information Specialist."
- "**Ms. Stella McGinty** did an excellent job assisting me with recredentialing."
- "The person assisting me with renewal (**Shayne**) was attentive and truly wanted to help me."
- "I appreciate the help I received from the OMB staff with questions regarding my application. They were friendly and professional."
- "Every part of the licensing renewal process is clear, easy to understand, and well-organized. I particularly appreciate the less invasive questions about behavioral health."
- "Overall easy to understand and utilize. Better than my other licensing experiences."
- "You guys have been absolutely amazing to work with thank you."
- "One of the most user friendly application processes that I have been exposed to."
- "Grateful for this easy to navigate, well crafted platform for online renewal. I used to come in person during the blues festival, and ever so slightly miss the opportunity just to say hello to our medical board personnel! Thanks for all you do!!"