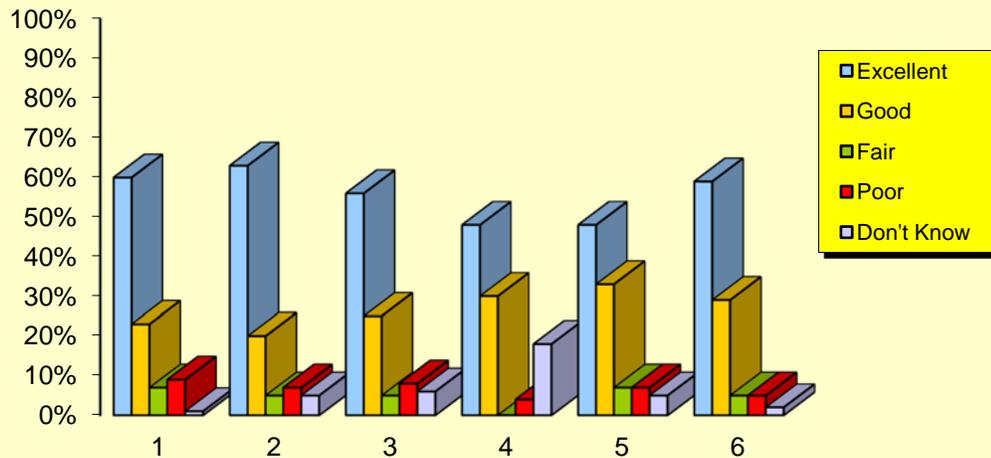


Oregon Board of Dentistry Customer Service Survey July 1, 2012 - August 31, 2012



- 1 How do you rate the timeliness of the services provided by the OBD?
E= 60% G= 23% F= 7% P= 9% DK= 1%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?
E= 63% G= 20% F= 5% P= 7% DK= 5%
- 3 How do you rate the helpfulness of the OBD?
E= 56% G= 25% F= 5% P= 8% DK= 6%
- 4 How do you rate the knowledge and expertise of the OBD?
E= 48% G= 30% F= 0% P= 4% DK= 18%
- 5 How do you rate the availability of information at the OBD?
E= 48% G= 33% F= 7% P= 7% DK= 5%
- 6 How do you rate the overall quality of services provided by the OBD?
E= 59% G= 29% F= 5% P= 5% DK= 2%