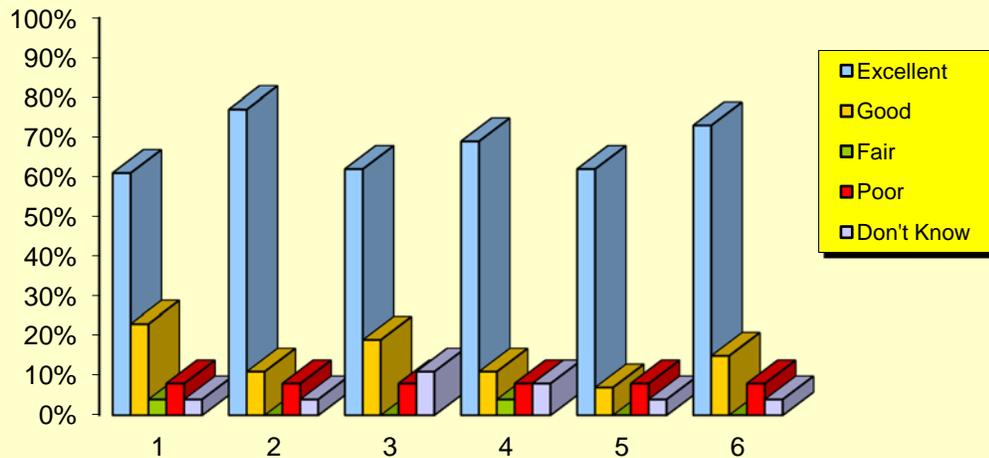


Oregon Board of Dentistry Customer Service Survey July 1, 2014 - July 31, 2014



- 1 How do you rate the timeliness of the services provided by the OBD?
E= 61% G= 23% F= 4% P= 8% DK= 4%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?
E= 77% G= 11% F= 0% P= 8% DK= 4%
- 3 How do you rate the helpfulness of the OBD?
E= 62% G= 19% F= 0% P= 8% DK= 11%
- 4 How do you rate the knowledge and expertise of the OBD?
E= 69% G= 11% F= 4% P= 8% DK= 8%
- 5 How do you rate the availability of information at the OBD?
E= 62% G= 7% F= 0% P= 8% DK= 4%
- 6 How do you rate the overall quality of services provided by the OBD?
E= 73% G= 15% F= 0% P= 8% DK= 4%