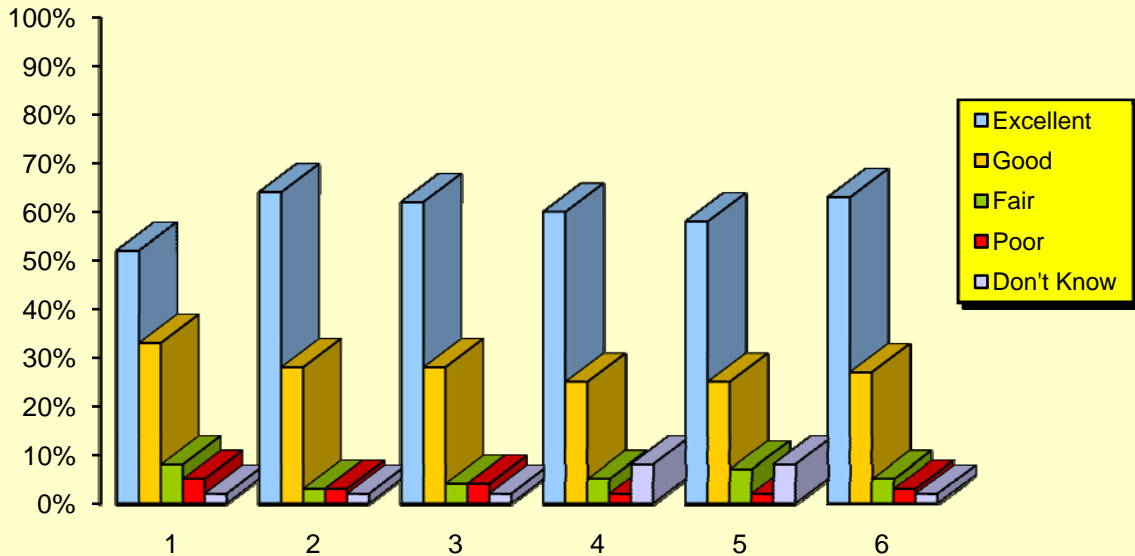


## Oregon Board of Dentistry Customer Service Survey July 1, 2008 - August 31, 2008



1 How do you rate the timeliness of the services provided by the OBD?

E= 52% G= 33% F= 8% P= 5% DK= 2%

2 How do you rate the ability of the OBD to provide services correctly the first time?

E= 64% G= 28% F= 3% P= 3% DK= 2%

3 How do you rate the helpfulness of the OBD?

E= 62% G= 28% F= 4% P= 4% DK= 2%

4 How do you rate the knowledge and expertise of the OBD?

E= 60% G= 25% F= 5% P= 2% DK= 8%

5 How do you rate the availability of information at the OBD?

E= 58% G= 25% F= 7% P= 2% DK= 8%

6 How do you rate the overall quality of services provided by the OBD?

E= 63% G= 27% F= 5% P= 3% DK= 2%