

## Customer Service Questionnaire

You recently contacted BENHA for services or information. The Board would appreciate receiving your opinion on the level of service provided. May we ask a few minutes of your time to complete and return this brief survey. Your response will help to improve future services provided by the Board.

Please answer the following questions:

	EXCELLENT	ABOVE AVERAGE	AVERAGE	POOR	DON'T KNOW
1. How would you rate the timeliness of services provided by BENHA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How would you rate the ability of BENHA to provide services correctly the first time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate the helpfulness of BENHA employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate the courtesy of BENHA employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you rate the knowledge and expertise of BENHA employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How would you rate the availability of information at BENHA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How would you rate the convenience in contacting BENHA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How would you rate the value that BENHA places on customer service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How would you rate BENHA's web site? <a href="http://www.oregon.gov/NHABD/">http://www.oregon.gov/NHABD/</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. If you have contacted other licensing boards, how would you rate the service you received by BENHA as compared with services received from other licensing boards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How did you contact BENHA?  Phone  Fax  Mail  E-mail

12. What service did BENHA provide? \_\_\_\_\_

13. Please enter your comments or suggestions for improvement here: \_\_\_\_\_

Return to: BENHA, 800 NE Oregon St., Ste. 407, Portland, OR 97232  
FAX: (971) 673-0226 EMAIL: [Janet.Bartel@state.or.us](mailto:Janet.Bartel@state.or.us)

*Thank You For Your Opinion!*