

Zoomerang Survey Results

Register of Deeds Land Records Customer Survey
Response Status: Completes and Partial
Filter: No filter applied
Aug 31, 2007 5:50 AM PST

Preliminary Demographics

1. Please indicate your profession:

Attorney	16	14%
Title Abstractor	4	4%
Paralegal	25	23%
Notary	3	3%
Citizen	31	28%
Other, please specify	32	29%
Total	111	100%

2. Please indicate which Register of Deeds office you visit most regularly:

Greensboro	87	78%
High Point	24	22%
Total	111	100%

Register of Deeds office

3. Are you satisfied with your interactions with the Guilford County Register of Deeds office?

Satisfied	72	73%
Somewhat satisfied	16	16%
Somewhat dissatisfied	6	6%

Dissatisfied	0	0%
No comment	4	4%
Total	98	100%

4. How does the Guilford County Register of Deeds office compare with other Deeds offices?

Favorably	57	58%
Somewhat favorably	18	18%
Somewhat unfavorably	2	2%
Unfavorably	3	3%
No comment	18	18%
Total	98	100%

5. The Guilford County Register of Deeds has made significant progress in the areas of:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor progress	N/A
Technology Enhancement	62 63%	21 21%	9 9%	1 1%	5 5%
Business Friendly	55 56%	22 22%	12 12%	0 0%	9 9%
Customer Service	59 60%	22 22%	10 10%	0 0%	7 7%
Records Preservation	60 61%	20 20%	8 8%	2 2%	8 8%

Recording, Scanning, and Indexing Area

6. Staff records your documents in a timely fashion

Strongly agree	48	49%
Agree	35	36%
Disagree	1	1%
Strongly disagree	0	0%
No comment	13	13%

Total	97	100%
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7. Staff scans your documents in a timely fashion

Strongly agree	50	52%
Agree	29	30%
Disagree	3	3%
Strongly disagree	0	0%
No comment	15	15%
Total	97	100%

8. Staff indexes your documents in a timely fashion

Strongly agree	46	47%
Agree	31	32%
Disagree	2	2%
Strongly disagree	0	0%
No comment	18	19%
Total	97	100%

9. Staff is courteous and helpful

Strongly agree	60	62%
Agree	25	26%
Disagree	4	4%
Strongly disagree	0	0%
No comment	8	8%
Total	97	100%

10. Staff is knowledgeable in their areas

Strongly agree	52	54%
Agree	34	35%
Disagree	2	2%
Strongly disagree	0	0%
No comment	9	9%
Total	97	100%

11. Staff exceeds your expectations

Strongly agree	42	43%
Agree	37	38%
Disagree	7	7%
Strongly disagree	0	0%
No comment	11	11%
Total	97	100%

Customer Service via Telephone

12. When you called the office were you able to reach a person? If your answer is "No", you may continue to the next page without answering the two questions below.

Yes	72	74%
No	25	26%
Total	97	100%

13. Was the person you spoke to courteous and professional?

Yes	71	96%
No	3	4%
Total	74	100%

14. Was the person you spoke to knowledgeable and was your question answered?

Yes	72	97%
No	2	3%
Total	74	100%

**Register of Deeds Online Services through
Business Information Systems**

15. How often do you visit our online Public Record Retrieval System?

Daily	35	38%
Weekly	29	32%
Monthly	4	4%
Rarely	23	25%
Total	91	100%

16. Does the Public Retrieval System help you complete your land records searches in a timely fashion?

Yes	79	87%
No	12	13%
Total	91	100%

17. Since the introduction of our Land Records online search, would you say you spend more or less time finding the documents you need?

I spend less time	80	88%
I spend more time	11	12%
Total	91	100%

18. Would you say our Land Records search compares favorably to other systems you have used?

Favorably	50	55%
Somewhat favorably	22	24%
Somewhat unfavorably	4	4%
Unfavorably	3	3%
No comment	12	13%
Total	91	100%

19. Based on your experience, how would you rate our Public Records Retrieval System?

Excellent	46	51%
Good	31	34%
Fair	9	10%
Poor	1	1%
Equal	4	4%
Total	91	100%

20. If you have used the BIS "Help Desk", please state how often. If you answer "Never", you may continue to the next page without answering the two questions below.

Once	10	11%
Two-four times	11	12%
Five or more times	3	3%
Never	67	74%
Total	91	100%

21. If you have used the BIS "Help Desk", were they courteous and helpful?

Helpful	17	52%
Somewhat helpful	7	21%
Somewhat unhelpful	1	3%
Unhelpful	0	0%
No comment	8	24%
Total	33	100%

22. If you have used the BIS "Help Desk", was your issue resolved?

Yes	23	88%
No	3	12%
Total	26	100%

23. What do you like best about the Register of Deeds office?

86 Responses

24. What do you believe needs improvement?

86 Responses

25. General comments

36 Responses