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Zoomerang Survey Results

Register of Deeds Vital Records Customer Survey

Response Status: Completes and Partial

Filter: No filter applied

Dec 12, 2007 1:52 PM PST

Preliminary Demographics

1. Please indicate which Register of Deeds office you visit most regularly:			
Greensboro		167	80%
High Point		41	20%
Total		208	100%

Vital Records staff

2. Staff is courteous and helpful			
Strongly agree		89	54%
Agree		59	36%
Disagree		1	1%
Strongly disagree		2	1%
No comment		14	8%
Total		165	100%

3. Staff is knowledgeable in their areas

Strongly agree	88	53%
Agree	58	35%
Disagree	5	3%
Strongly disagree	3	2%
No comment	11	7%
Total	165	100%

4. Staff exceeds your expectations

Strongly agree	79	48%
Agree	57	35%
Disagree	7	4%
Strongly disagree	7	4%
No comment	15	9%
Total	165	100%

Open-ended Questions

5. Were you able to easily find adequate parking?

Yes	85	62%
No	52	38%
Total	137	100%

6. Was the building easily accessible?

Yes	86	63%
No	51	37%
Total	137	100%

7. Were you satisfied with your overall experience in Vital Records? Feel free to elaborate.

137 Responses

8. What do you believe needs improvement? Please feel free to elaborate.

137 Responses

5. Were you able to easily find adequate parking?

#	Response
1	Online request
2	I didn't need to park. I walked to the building!
3	I had to find a parking deck a block or 2 away
4	I used the information on line.I did not visit Greensboro in person. I may have sent a written request.
5	lot is always full. Usually have to circle around the block(s) and end up walking.
6	Parking is difficult.....not enough parking places for the number of people using the facilities.
7	I contacted them by e-mail only. I am in Washington State.
8	online visit only
9	I work downtown and was able to walk to the Courthouse
10	Visited the web site on-line. So far these questions are not for on-line visits.
11	on the internet
12	Only if I go in the late evening.
13	I did not go to the office. I called and found the information I needed online.
14	Got very lucky and found a spot on the street.
15	yes
16	I live in Chesapeake, Virginia, so I visited online.
17	I use email I am physically disabled for long walks and always have to park on street and walk, extremely inconvenient and tiring
18	does not matter if I go mid-day or afternoon, forget about early morning!!!!
19	n/a Contacted via Internet
20	I require handicap parking and there is not enough of it.
21	it takes moment to find one. However, the meter had a few minutes left on it, and I was unable to re-set it for the free minutes. I guess you can only re-set it for the free minutes when all the minutes are out. So I went on in, even though the parking attendant was there writing out tickets because I didnt have a quarter and I was only going to be in there for a few minutes
22	a quarter and I was only going to be in there for a few minutes
23	parking lot full
24	Greensboro parking is horrible and i had to go through metal detectors.
25	parking is bad.
26	busy day and meters
27	na
28	no
29	But I got lucky today.
30	Inadequate lots in close proximity to building People are extremely rude when trying to find parking. With 2 young children along I ended up in the parking garage.
31	the parking garage.
32	not great
33	Most of the time

ROD response: There were a number of comments on parking and metal detectors. This has been an inconvenience for a number of years. Guilford County's purchase of the BB and T building will address parking and security issues mentioned above.

6. Was the building easily accessible?

#	Response
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1	online request
2	You had to take everything out of you pockets, which was annoying,but I understand why though.
3	on line service
4	Was unclear where to enter.
5	online visit only
6	Again visited site on-line
7	on the internet
8	Signs directing us to what floor, office, etc. were not clear and were confusing
	ROD Comment: The Register of Deeds has placed new signage on the LG level in September 2007. I understand the directional signs will be replaced with the renovation of the Courthouse.
9	Always pull me out line - Nor very friendly people at the door
	ROD Comment: Please refer to the newsletter cover.
10	See above.
11	No
12	I did not visit in person.
13	too many steps/not user friendly
	ENTRANCE FROM LG W/RAMP THE EASIEST, BUT AGAIN DIFFICULT BECAUSE OF
14	PARKING PROBLEMS
15	n/a Contacted via Internet
16	When you are handicapped, all buildings are difficult.
17	Almost easy.
18	security check point
19	I got good service, but id didn't like the metal detector.
20	searched by security was not good to get my kids birth certificate
21	medal detectors although security was nice. lots of people
22	security
23	na
24	n
25	Extremely satisfied.
26	Do we really need to be patted down and searched to get a birth certificate?
27	yes
28	not great
29	Should be marked a bit more clearly where to go for elevator access.
	ROD Comment: I understand the directional signs will be replaced with the renovation of the Courthouse.
30	not great

7. Were you satisfied with your overall experience in Vital Records? Feel free to elaborate.

#	Response
1	No one responded.
	ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.
2	Yes.
3	Yes. Got what I needed
4	Yes, I was able to look up the information that I wanted and see/read the images.

5 GUILFORD CO DID NOT EXIST IN THE TIME FRAME WE WERE LOOKING FOR, SO WE DIDNT FIND WHAT WE WERE LOOKING FOR.

6 yes

7 There is no better run office in the USA than Guilford County. Jeff Thigpen came in and turned this office around.

8 Yes

9 There is not a more efficiently run office in the country. Jeff Thigpen did a great job turnign this office around.

10 yes

11 I called that morning to inquire about getting a Birth Certificate. The staff person was so courteous and had plenty of energy early in the morning. I loved that! When I went to Vital Records, I was in and out in about 8 minutes. I really appreciated the professionalism and the high level of customer service the staff delivered. What a great testament to the quality of team members you have!

12 I found them professional.

13 Yes, I didn't have to wait in line, but had a very hard time finding the floor it was on because I entered in the back.

14 Yes very satisfied

15 Yes I was.

16 yes, the staff answered my question

17 Yes...I was able to get right in and out.

18 no records were not available

19 Yes, just have one question. What are foreclosure sales taxes not listed?

20 was able to find what i looking for

21 YES Always fridley and helpful

22 Absolute! We love working with the fine folks in the High Point office. They ALWAYS help us in a very friendly, yet professional way. This group makes a tough job much easier - espically in times of stess. I would sugget that you give them a big 'pat on the back' - as well as a little extra incentive.

23 Yes I was able to get in there quickly and get what I needed and get out.

24 I requested my daughter's birth certificate and I received it almost immediately.

25 Yes

26 yes, very satisfied! We live in High Point, but would rather deal with Greensboro office.

27 yes

28 no

29 Yes, it was quick and friendly. With a smile.

30 Yes.

31 yes... I have always had to do my personal business before/after work or on lunch hour. Now retired, I'm finding how much nicer it is to be able to get things done without the wait and pressure of doing things when everyone else in the world is trying run lunch time errands.

32 Once I found a parking spot way across the street, the office experience was very good

33 YES it was via e-mail

34 Yes

35 Yes, very satisfied. Everyone was very helpful.

36 yes but the second time I had to go the person acted like she had better stuff to do and kept cutting me off in mid sentence.

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

37 I was in and out in no time. All personnel were kind and very helpful. I was very impressed.

38 YES

39 No, the staff is not very knowledgeable. They send you everywhere else to receive information.

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

Yes, I was able to send an email requesting some genealogy information, and I received a
40 response in a timely manner.

41 Very regimented, you felt like a number.

No. My phone call was passed around like a ball. It took multiple long distance calls to get
42 answers and information.

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

43 yes

44 they are always very helpful & able to answer any questions we may have

Yes. I went in thinking it would be a chore and had put it off for a year because of this and left
45 feeling very good about the experience.

46 Yes, I came in got what I needed and left.

47 yes

48 no

49 yes elaine inman was very helpful

50 The representative was very friendly and helpful.

Your employee Elaine Inman is definitely an asset to Vital Records. She is knowledgeable and
51 very friendly and eager to answer questions and resolve issues

52 Yes - the woman who helped me was very kind and helpful.

53 /

54 Yes. The answers I recieved and the mailing dates of the documents were very prompt.

55 yes

56 yes

57 Yes, it was quick and painless.

58 Yes, it was fast and efficient

59 yes

60 very quick, very professional

Yes - the person who helped me was very efficient and friendly. I didn't have to wait long and felt
61 very satisfied with my visit.

62 Yes.

63 yes

64 no, no one avail to help

65 YES

66 yes

67 it was OK

68 Yes

69 yes the staff was very pleasant and helpful

70 Yes

71 yes

72 They were wonderful

73 Yes, the lady that helped us was extremely helpful and nice.

74 YES

75 yes, I was satisfied with my overall experience.

76 Yes, did not have to wait.

77 Yes

Yes! After having been to the Social Security office, waiting for a passport, and the DMV, I thought I was in for another horrible experience, but instead was delighted when I spent less than 10 min, including parking time, to get what I needed from the Vital Records office. THANK YOU!

78 Yes

79 Everyone I encountered was friendly and courteous.

very satisfied, no waiting, very friendly people and in and out in less than 30 minutes from parking to business taken care of.

80 Absolutely! I was expecting to be there for more than an hour. I was in and out in less than 20 minutes for three certified copies.

81 Yes, even more so because my birth certificate was pulled up instantly via computer. No books to deal with.

82 The person that waited on me was by far the very efficient and very friendly. By far the best I've person that I've dealt with there.

83 Yes

84 Yes pleasant personalities

85 Yes, I was very pleased with everyone's help and skill at their job.

86 yes, quick service.

87 yes

88 Yes, very satisfied

89 yes

90 The man who helped me was very polite and helpful.

91 some how

92 yes

93 staff was good.

94 Yes

95 yes

96 ok not too helpful with being patient and elaborating on information needed in order to obtain records on file

97 yes

98 everything in the records dept was great, it was the parking and the two ladies at the medal deductors were very rude!

99 yes

100 yes

101 yes

102 SOMEWHAT

103 bbb

104 yes

105 yes

106 Marcelle was very friendly. Customer service skills superior.

107 n

108 yes

109 Very much. I came in for birth certifications and was advised on the importance of having certified copies of my dd214. I appreciated this information and advice very much.

110 Tammy Smith was very exceptional and very professional and very courteous.

111 Yes. Efficient and courteous.

112 na

113 yes

114 yes

115 yes

116 Yes. Once inside

117 na

118 staff extremely helpful

119	yes
120	women in records very kind and courteous
121	yes, no comments.
122	completely
123	yes. they are the nicest people in the building.
124	yes
125	yes
126	yes
127	na
128	ok
129	yes
	Yes, but after I got home I tried to go online to look at or see if I could find my great grantfathers death, but the sys said I had to come in and show ID and or notarize a form. Can we no longer just view in the Register of deeds office online?
	ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.
130	Betty
131	Yes. I expecially like to see the copy of the original document on the right hand side of the screen.
132	yes they were very nice
133	-
134	yes
135	Yes
136	yes
137	Yes

8. What do you believe needs improvement? Please feel free to elaborate.

#	Response
1	prompt response
2	Nothing
3	No Comment
4	Everything was fine - but I am not a volume user.
	AN ONLINE GENEALOGIST WOULD BE NICE IN ALL EARLY COLONIES/STATES, PART
5	TIME OR FULL TIME.
	ROD Comment: Arthur Erickson with the City of Greensboro helps citizens in geneological research. Mr. Erickson's phone 574-4099.
6	just the parking
	It would be nice if occassionally you offered a quickee course to amateur family historians such
7	as myself so we can see all the resources avaiable.
	ROD Comment: I will discuss this with Arthur Erickson with the City of Greensboro.
8	Nothing
9	Workshops for amateur genealogists.
	ROD Comment: I will discuss this with Arthur Erickson with the City of Greensboro.
10	parking.....more is needed
11	I really cannot say that I witnessed anything that needs improvement.
12	More old records available for genealogy research.
	ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.
13	Labeling where you are and the different floors.

14 Everything was easy to complete and obtain what needed to be done

15 Nothing, in house, but please get the online index back up as soon as possible.

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.

16 I was satisfied with my 1 visit by email. The staff answered my question.

I do believe you need to put the access to vital records back on your website. I know you claim that it is to prevent identity fraud BUT the information accessible from the website was very minimal. Before you removed the information it was very helpful in my search for my family information. Not I have been slowed down because I have to gather the information on paper then go down to the register of deeds office to do the look up that I may or may not be able to find. Because I work M-F, 8-5, I cannot actually go to your office and sit and search on the terminals you provide. It was very convenient to search your site from home after work and on weekends. Then if I was able to find the information I really needed, I could make a "short" trip to the Register of Deeds office to get a copy of the actual certificate for my family history.

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.

Please reconsider adding the vital information back to your website. Again, the information seen
17 was no more than what was actually printed in the local newspaper.

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.

18 keep accurate and complete records

19 Just above.

20 nothing

21 I am happy with the way it is now

22 Honestly - I cannot think on a single thing.

23 Nothing

24 I was completely satisfied with my experience at the register of deeds office

25 I would like to see the vital records back online. It would save a trip.

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.

26 Just better directions to what office and floor you want to go to.

27 Security

28 north carolina is terrible

ROD Comment: Can you be more specific? In general, I disagree.

29 maybe a better sign at main entrance to it

30 More adequate phone support - more available phone lines.

31 More lunch hour staff

ROD Comment: Through cross training, I hope to provide more staffing during this very busy time of day for Vital Records.

32 I really miss the vital records (marriages,births) being on line.

33 Nada

34 Nothing

35 none

36 knowledge of types of older records and how they were kept prior to 1940

ROD Comment: Please contact Elaine Inman, Vital Records Supervisor for more information at (336) 641-3424.

37 You are great!!! I have no suggestions.

38 Tighter security- many people walked through with kids and when the chime went off they were not scanned

ROD Comment: Your comments will be passed on to Guilford County Security.

39 The employees need to be aware of what goes on in the office and be a lot friendlier.

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

40 Your staff handled my request promptly, so I have no complaints. No need for improvement as long as they keep up the good work!

41 a smiling staff, not felt like you were a big imposition!!! We were ready for our transaction.

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

42 More knowledgeable. Accountability for when phone calls are transferred over and I am left hanging with no one answering. Returning phone calls when messages are left.

ROD Comment: Your comments will be shared with our Office Specialist and Vital Records staff.

43 nothing

44 nothing

45 The visual atmosphere. It is a very drab place to visit, both the hallway leading to and the vital records department.

ROD Comment: Guilford County Vital Records will be moving to the BB and T building across the street in the next couple of years. In the meantime, we will consider options to address the visible atmosphere.

46 If they are going to use a pull a number system for service then they should use the system. I pulled a number and then a man came in after me and was taken next instead.

ROD Comment: I apologize for any inconvenience and will share your comment with Vital Records staff.

47 no suggestions

48 attitude of thigpen

ROD Comment: Please provide more clarity or contact me at ph. (336) 451-5300.

49 nothing

50 No,

51 Some of your personnel is not quite amicable, as a Hispanic and assisting couples to apply for marriage licenses, or copies of their childrens BC, I have witnessed and being subjected to discrimination. There is one specific employee who regardless of if ANY Hispanic is next, will skip us to attend non-Hispanics, rendering your numeric system ineffective.

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

52 nothing

53 /

54 Nothing at this time.

55 Nothing

56 dddd

57 Your website might tell Notaries that the form to renew their commission is available on the Secretary of State's site. I had to email you for this information.

ROD Comment: This will be passed on to our Business Analyst and this will be done ASAP.

58 I didn't have any problems.

59 nothing

60 Saw no area that needed changes.

61 Nothing in particular

The process for applying for a marriage license online was not clear. As I browsed the website to learn of the options to apply for a marriage license, everything referenced in person. Then after all of that, there was a link to apply online. There were no instructions or steps explaining the online process, it just went straight to the application. I didn't know what would happen once I submitted the form. I ended up having to call to get an explanation of what happens when the form is submitted online. It would have been a better experience and saved me a lot of time if it was explained on the site. Even after I submitted the form online, when we got to the office, some of the required fields from the online form were inconsistent with what was needed on the actual form. I believe, the bride's mother's birth city was missing, for example (or something along those lines).

the process for you to receive a copy of your marriage needs to be more affordable for people who reside outside of north carolina. i need my certified copy asap for a city position in philadelphia and i have to wait for my copy to come from high point and that going to take about 63 a week. your on line service is very updated , the cost is very high for a copy that cost \$10.00

ROD Comment: I will discuss this matter with my Business Process Analyst.

64 become accessible to help others

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

65 MORE SECURITY

ROD Comment: Your response will be shared with Guilford County Security.

66 nothing

PLEASE!!!! put the vital statistics - marriages, births/deaths back on line!!!! After all, they are 67 available to the public anyway!!!

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.

68 More handicap parking.

I was pleasantly surprised with the courteous, helpful person on the phone and the staff in 69 person.

70 n/a

71 na

72 My opinion nothing.

73 Not sure. Everything went smoothly and a lot faster than I expected.

74 NOT FOR NOW

75 Nothing

76 n/a

Nothing needs to be changed within vital records from what I can tell. However the court house 77 security working the front doors could be a little friendlier.

78 No charge for records!

If anything could be improved, I would suggest considering more security points so people do not 79 have to wait in line.

ROD Comment: Your response will be shared with Guilford County Security.

80 I feel all is working well...security was very efficient.

81	The security staff at the entrance could be a little more pleasant.
	ROD Comment: Your response will be shared with Guilford County Security.
82	None
83	I couldn't ask for any better serve than what I received, all I can say is keep up the godd work.
84	Nothing
85	make documents available online
	ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.
86	No issues with the system as it now is.
87	nothing
88	parking meters need to be updated
	ROD Comment: Your concerns should be addressed with the City of Greensboro.
89	none
90	no
91	I haven't been there enough to elaborate on improvements.
92	parking
93	n/a
94	I hope you move.
95	Better online access
	ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.
96	nothing
97	customer courtesy
	ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.
98	nothing
99	people with personalities greeting you as you come in!
	ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.
100	no improvements, happy
101	happy the wa it is
102	YES
103	bbb
104	location
105	location
	ROD Comment: Guilford County Register of Deeds office will be moving to the BB and T building in downtown Greensboro in the near future.
106	na
107	n
108	no
109	Duplicate Tammy Smith who helped us.
	ROD Comment: I will contact the scientific community for advice.
110	na
111	na
112	parking
113	no
114	nothing
115	yes
116	Easier access to office

117 na

118 na

119 parking

ROD Comment: I apologize for this inconvenience.

120 n

121 no

122 ---

123 everybody else in the building

124 none

125 my experience was great. Fast and friendly customer service.

126 no

127 getting in and out

128 glad you are getting bb an t

129 online information

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.

130 Nothing

131 It seems that some of the older documents are either missing or not scanned into the system.

ROD Comment: Please contact me directly at cell ph. 451-5300. I would like more information. Our goal is to provide professional and excellent service.

132 nothing

133 -

134 nothing

Hard to say, Your on line vital records were adequate for my off site needs and I was sadened to see them gone. This is the first time I have been back. We will see.

136 Need more access on line

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.

137 online access for attorneys and their staff.

ROD Comment: Online Vital Records Abstract have been put back online under a Registration and Authentication System. I apologize for any inconvenience.