

GLO Website User Feedback Survey

Welcome!

This General Land Office Website User Feedback Survey is being sent to you by the General Land Office Support Team.

Your responses will help us in addressing any issues you may have with the GLO Website, as well as to better target our features to meet your needs.

Your responses will be kept private and will not be used for any purpose other than analysis conducted by the BLM.

You may expect to spend 5 to 10 minutes completing this survey.

If you have any questions about this survey, please contact glosurveys@blm.gov.

Thank you!

Paperwork Reduction Act Statement: We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501) to gather user feedback for future possible GLO Website enhancements. Your response is voluntary and we will not share the results publicly. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. OMB has reviewed and approved this survey and assigned OMB Control Number 1090-0011.

Estimated Burden Statement: We estimate the survey will take you 5 to 10 minutes to complete, including time to read instructions, gather information, and complete and submit the survey. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer, Bureau of Land Management, BLM_HQ_BLM_Comments@blm.gov.

Question 1:

Please select the functions you typically use on the website: (check all that apply)

Search Documents by Name

Search Documents by Township

Search Documents by County

Search by Identifier

Search by Location

Search by Related Documents

Bulk Data Download

Land Catalog Search

Search Survey Field Notes

Search by Document Type

Question 2:

What field or discipline do you represent? (check all that apply)

Biology (e.g., Wildlife)

Cadastral Survey

Earth Science (e.g., Geology, Forestry, etc.)

Education

Fire

Genealogy

History

Lands and Realty

Land Records

Mineral Development

Renewable Energy

Social Sciences (e.g., Anthropology, Archeology, etc.)

Technology

Other (please specify)

Question 3:

Do you have a BLM email account?

-Please Select-

Yes

No

Question 3A: (only shows if you select YES for question 3)

Which of the following best describes your office? (pick one)

Field/Project Office

District Office

State Office

National Training Center (NTC)

National Operations Center (NOC)

Headquarters

Other (please specify)

Question 3B: (only shows if you select YES for question 3)

What other BLM applications do you use? (check all that apply)

AFMSS (Automated Fluid Minerals Support System) (AFMSS1 or AFMSS2)

ALIS (Alaska Land Information System)

CBS (Collections and Billing System)

GBP (Geospatial Business Platform) formerly known as eGIS (Enterprise Geographic Information System)

ePlanning (Resources and Mineral Land Use Planning)

FAMS (Facility Asset Management System)

FireCode (Fire Incident Cost Code)

FRIS (Forest Resource Information System)

IQCS (Incident Qualifications and Certification System)

LR2000 (Legacy Rehost 2000)

MLRS (Mineral and Land Records System)

Navigator (GPM)

NFLSS (National Fluids Lease Sale System)

NISIMS (National Invasive Species Information Management System)

PRIS (Protection & Response Information System)

RAS (Rangeland Administration System)

RIPS (Rangeland Improvement Project System)

RMIS (Recreation Management Information System)

SDMS (Alaska Spatial Data Management System)

VMAP (Vegetation Management Action Portal)

WFMI (Wild Fire Management Information)

WHBPS (Wild Horse and Burro Program System)

None

Other (please specify)

Questions 4 & 5:

Please rate your level of satisfaction with each of the following regarding this website:

	Very Unsatisfied	Somewhat Unsatisfied	Not Applicable	Somewhat Satisfied	Very Satisfied
1. Is available when I need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Is responsive when available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Provides data in a useable format.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Provides consistent, repeatable results.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Allows me to work more efficiently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Is easy to use and navigate my way through.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Returns results as expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I can locate the records I am looking for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments related to the previous question that you would like to add:

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Questions 6 & 7:

Please rate your preference for each of the following search methods:

	Do Not Use	Least Preferred	Somewhat Preferred	Most Preferred
1. Type (Patents, Surveys, LSR, CDI, Tract books)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Location (Map Location)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Identifier (Accession #, Survey DM ID, LSR DM ID, CDI Doc ID)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Land Catalog (State, Township)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments related to the previous question that you would like to add:

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Question 8 & 9:

Please rate the likelihood that you would use the following features, if available on the website:

	Very Unlikely	Somewhat Unlikely	Neutral	Somewhat Likely	Very Likely
1. Ability to search without having to select a specific document type.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to download multiple documents as a bundle.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to click-and-select an area of interest on a map to view those records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ability to retrieve all BLM land records results within one website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ability to create an account log-in (to save searches, results, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Ability to share your results to social media.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Ability to provide feedback online.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments or suggested new features related to the previous question that you would like to add:

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Questions 10 & 11:

What, if any, additional data would you like to have available for a record on the website, either as search criteria or search results?

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What, if any, additional documents or record types would you like to have available on the website?

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Question 12 & 13:

If this application did not exist and you had to perform the same tasks manually what, in your opinion, would be the impact on your workload? (pick one)

Over 50% Additional Workload

26 to 50% Additional Workload

1 to 25% Additional Workload

0% impact

1 to 25% Less Workload

26 to 50% Less Workload

Over 50% Less Workload

Please provide any additional comments related to the previous question that you would like to add:

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Question 14:

If you do not find the information you are looking for, on the website, what other application(s) would you use to look for the information?

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Question 15:

Are you aware that the GLO Records website has a Technical Support Team, that you can submit your suggestions, comments, or questions via email?

-Please Select- ▼

Yes

No

Questions 16 & 17:

If you have received GLO user support from a User Support Specialist, how satisfied were you regarding each of the following:

	Very Unsatisfied	Somewhat Unsatisfied	Not Applicable	Somewhat Satisfied	Very Satisfied
1. Ease of contacting user support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Issue resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Promptness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Quality of advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any additional comments or suggestions on how we may improve GLO user support?

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Question 18:

Please provide any comments, suggestions, or constructive criticism not already addressed in the survey.

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Submit