Background/Intro

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!

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)

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.	○	○	○	○	○
2. Is responsive when available.	○	○	○	○	○
3. Provides data in a useable format.	○	○	○	○	○
4. Provides consistent, repeatable results.	○	○	○	○	○
5. Allows me to work more efficiently.	○	○	○	○	○
6. Is easy to use and navigate my way through.	○	○	○	○	○
7. Returns results as expected.	○	○	○	○	○
8. I can locate the records I am looking for.	○	○	○	○	○

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

1000

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)	O	O	O	O
2. Location (Map Location)	O	O	O	O
3. Identifier (Accession #, Survey DM ID, LSR DM ID, CDI Doc ID)	O	O	O	O
4. Land Catalog (State, Township)	O	O	O	O

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.	O	O	O	O	O
2. Ability to download multiple documents as a bundle.	O	O	O	O	O
3. Ability to click-and-select an area of interest on a map to view those records.	O	O	O	O	O
4. Ability to retrieve all BLM land records results within one website.	O	O	O	O	O
5. Ability to create an account log-in (to save searches, results, etc.).	O	O	O	O	O
6. Ability to share your results to social media.	O	O	O	O	O
7. Ability to provide feedback online.	O	O	O	O	O

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	O	O	O	O	O
2. Helpfulness	O	O	O	O	O
3. Issue resolution	O	O	O	O	O
4. Professionalism	O	O	O	O	O
5. Promptness of response	O	O	O	O	O
6. Quality of advice	O	O	O	O	O

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