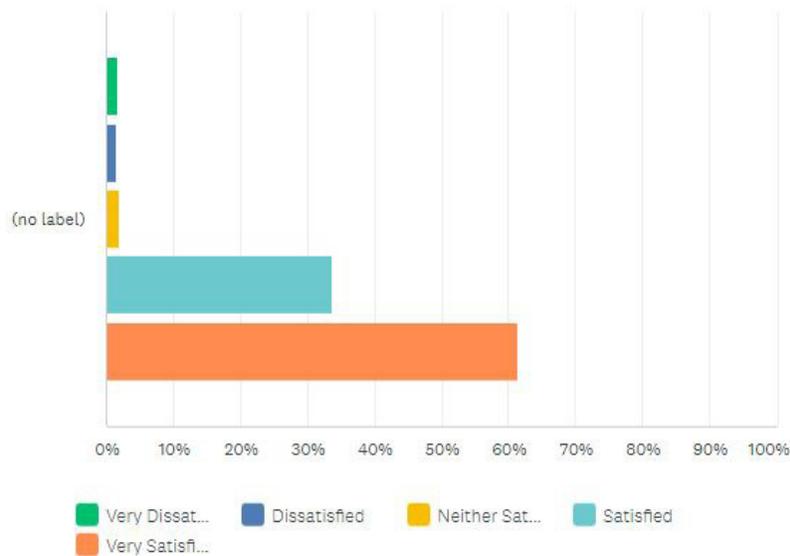


E-Submission Survey Results

Overall, how satisfied are you with electronic recording services provided by Iowa Land Records? (Choose one)

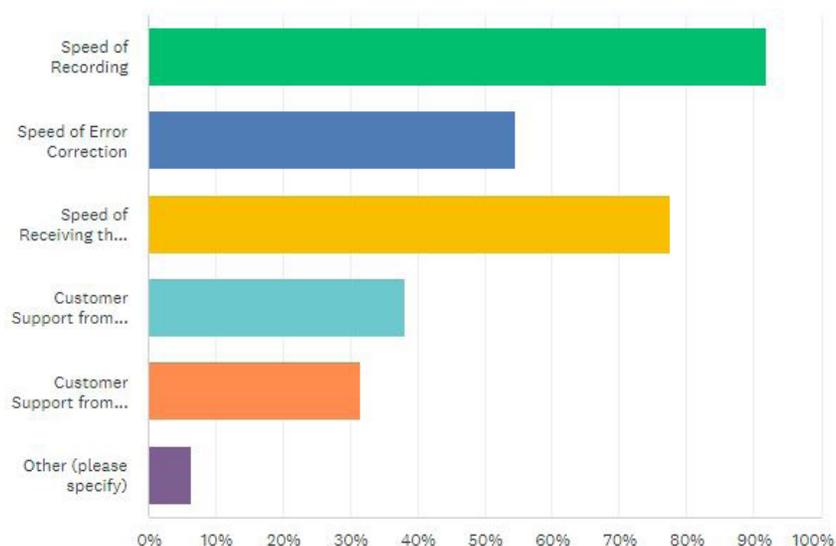
Answered: 357 Skipped: 288



94.95% of customers responded that they are satisfied (33.61%) or very satisfied (61.34%) with Iowa Land Records e-submission service, that leaves approximately 5.04% surveyed as feeling neutral (1.96%), dissatisfied (1.40%) or very dissatisfied (1.68%).

What are the primary benefits you experience with electronic recording? (Choose all that apply.)

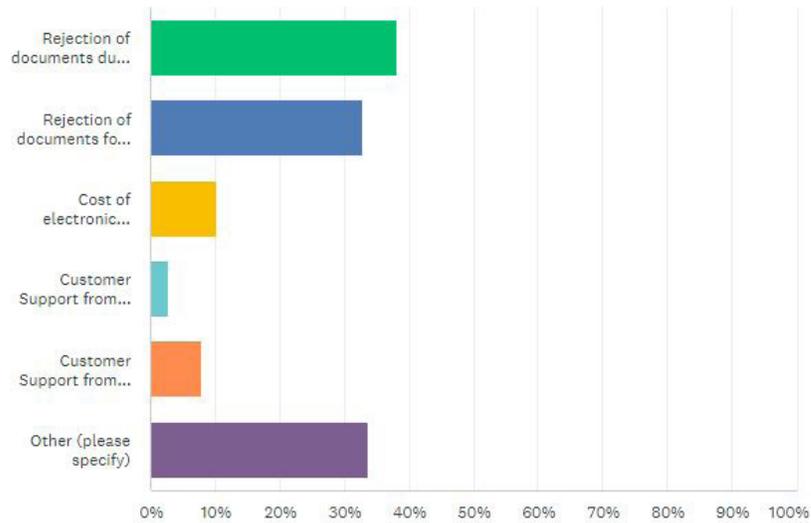
Answered: 356 Skipped: 289



Top-ranking benefits of using the e-submission service are Speed of Recording, 91.85% (327); Speed of Receiving the Recorded/Stamped Document, 77.53% (276); and Speed of Error Correction, 54.49% (194), with Customer Support from the Iowa Land Records Staff, 38.20% (136) and Customer Support from the Counties, 31.46% (112) following closely behind.

What are the primary concerns you have with electronic recording?
(Choose all that apply.)

Answered: 332 Skipped: 313

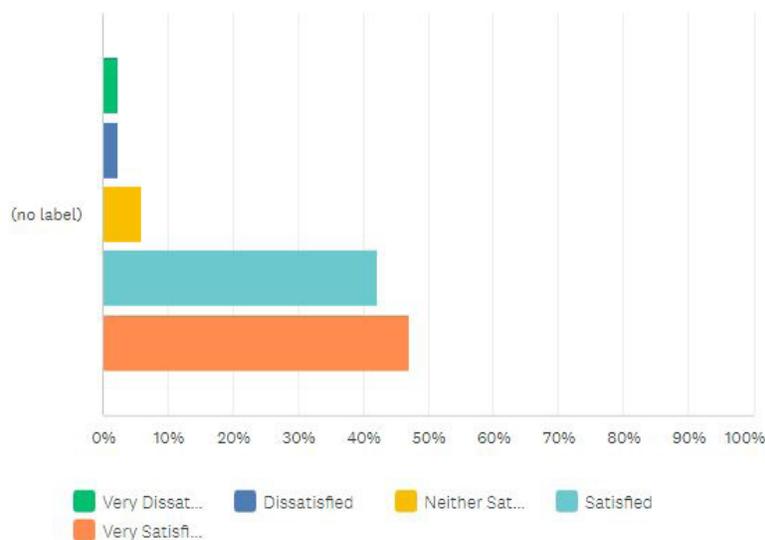


Primary concerns of electronic recording as Rejection of documents due to image quality, 38.25% (127) and Rejection of documents for other reasons, 32.83% (109), with Cost of electronic recording including the service fee, 10.24% (9) and Customer Support from the Counties, 7.83% (26) following behind.

Portal Survey Results

Overall, how satisfied are you with the search services provided by Iowa Land Records? (Choose one)

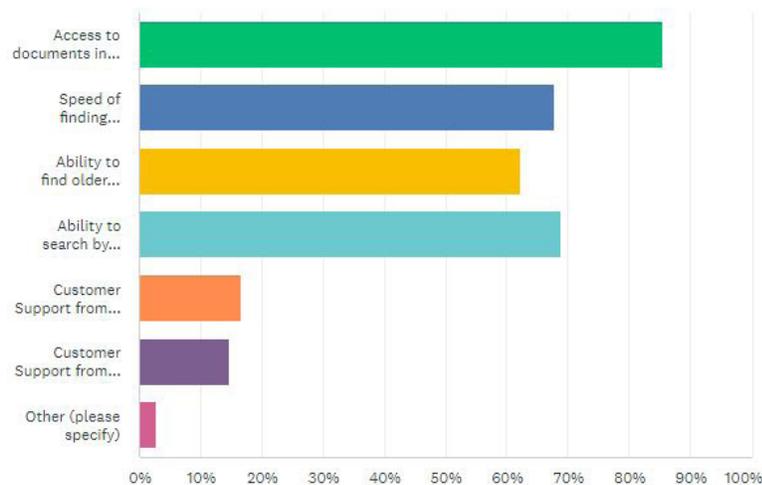
Answered: 575 Skipped: 70



While 89.39% of the respondents indicated that they are satisfied (42.26%) or very satisfied (47.13%) with Iowa Land Records search portal application, that leaves approximately 10.6% surveyed as feeling neutral (5.91%), dissatisfied (2.43%) or very dissatisfied (2.26%).

What are the primary benefits you experience when searching for documents on the Iowa Land Records website? (Choose all that apply.)

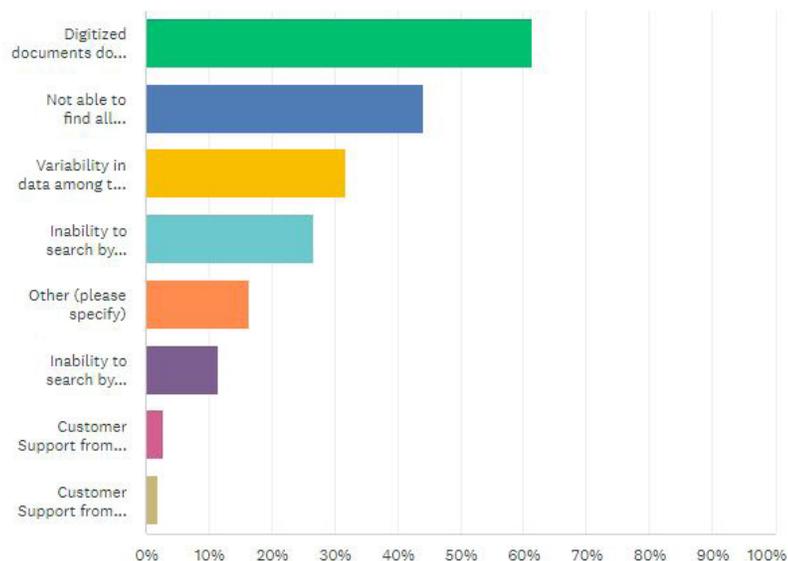
Answered: 571 Skipped: 74



Access to documents in all 99 counties through a single website, 85.46% (488); Ability to search by different criteria (name, date, location or reference number), 68.83% (393); Speed of finding recently recorded documents, 67.78% (387); and Ability to find older records, 62.35% (356), with customer support from the Iowa Land Records Staff, 16.64% (95) and Customer Support from the counties, 14.71% (84) following closely behind.

What are the primary concerns you have when searching for documents on the Iowa Land Records website? (Choose all that apply.)

Answered: 546 Skipped: 99



Digitized documents don't go back far enough in some counties, 61.36% (335); Not able to find all documents using the search tools, 44.14% (241); Variability in data among the 99 counties, 31.68% (173); Inability to search by parcel number, 26.56% (145), with Inability to search by subdivision name, 11.54% (63) following behind. Only 2.75% (15) of respondents reported concerns with customer support from the County Recorder and only 1.83% (10) reported concerns with customer support from the Iowa Land Records staff.