

Topic: Social Media

Question by: Patricia L. Barfield

Jurisdiction: Arizona

Date: December 22, 2011

Jurisdiction	Question(s)			
	Does your Section/Division/Agency use any form of social media, e.g. Facebook, blog, etc?	If you answered yes to number 1, have you found it to be worth the time investment and do you receive customer feedback?	If you answered yes to number 1, what types of content do you post?	Have you heard of or are you a member of a social media site called GovLoop?
<b>Manitoba</b>				
<b>Corporations Canada</b>				
<b>Alabama</b>				
<b>Alaska</b>				
<b>Arizona</b>				
<b>Arkansas</b>				
<b>California</b>				
<b>Colorado</b>	Yes – Twitter, Facebook	We don't receive a lot of direct feedback through social media but it is another avenue of communication with our customers.	Primarily news items that are sent out to the press or through email distributions.	Yes, we have a few employees who are on GovLoop.
<b>Connecticut</b>				
<b>Delaware</b>				

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<b>District of Columbia</b>	<p>In the District of Columbia many agencies use various type of social media.</p> <p>Our agency is using primarily twitter.</p> <p>Here is the link:  <a href="http://twitter.com/intent/user?screen_name=dcra">http://twitter.com/intent/user?screen_name=dcra</a></p>	Customers love it as they can ask any questions related to agency's operation and get a quick answer.		Not sure about GovLoop-do not think we are using it.
<b>Florida</b>	Florida's Division of Corporations does not use Facebook, Twitter, or blogs. I believe the State Library does use Facebook. It is part of the Dept. of State.			I am not familiar with GovLoop. It may be used elsewhere in the Department but not by the Division of Corporations.
<b>Georgia</b>				
<b>Hawaii</b>				
<b>Idaho</b>				
<b>Illinois</b>				
<b>Indiana</b>				
<b>Iowa</b>				
<b>Kansas</b>				
<b>Kentucky</b>				

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<b>Louisiana</b>	Yes, our agency utilizes social media in the form of Facebook, Twitter, YouTube and Flickr.	Yes, I believe it is worth the time and effort to utilize social media. We do receive feedback from our followers, and they like this medium of communication between our agency and consumers.	We post information about our office (elections, museums, commissions, commercial, etc.), pictures from events across all our departments, videos, press releases and poll questions.	No, I have not heard of GovLoop
<b>Maine</b>				
<b>Maryland</b>				
<b>Massachusetts</b>				
<b>Michigan</b>				
<b>Minnesota</b>				
<b>Mississippi</b>				
<b>Missouri</b>	Missouri's answers are no to all the questions.			
<b>Montana</b>				
<b>Nebraska</b>				
<b>Nevada</b>	Nevada does not use any social media for our corporations & ucc division.			

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<b>New Hampshire</b>	New Hampshire does not use social media at this time either.			
<b>New Jersey</b>				
<b>New Mexico</b>				
<b>New York</b>				
<b>North Carolina</b>				
<b>North Dakota</b>	North Dakota has not employed any social media for its business or UCC divisions.			
<b>Ohio</b>	We use social media as an office (links below), but do not have a page, blog, account, etc. specifically for the Business Services division. We are able to market new programs and filing forms using the sites below.	It has been a good way to communicate and we plan to increase the amount of information we send out to customers and the public as we move forward		I have not heard of GovLoop.
<b>Oklahoma</b>				

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<b>Oregon</b>	Our agency is on Facebook, Twitter, blog and pushes email by subscription.	I think so, as the Secretary has made a renewed commitment to these avenues, and has hired a social media expert to increase its effectiveness.	Mostly what goes out is another version of press/news releases, including video.	? Yes, I personally belong to GovLoop, but have not found it especially helpful, though there is always a lot going on on it, so I may have missed some good stuff. It seems to be mostly directed at federal government, even though it also wants to reach out to state and local levels.
<b>Pennsylvania</b>				
<b>Rhode Island</b>				
<b>South Carolina</b>				
<b>South Dakota</b>				
<b>Tennessee</b>				

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<b>Texas</b>	Business & Public Filings does not use social media. However, the SOS tweets and sometimes the tweets relate to BPF issues: number of new business entities file monthly, end of year filing info etc. In addition, both the Elections Division and Border Division use Facebook for outreach to voters and border constituents.			I have heard of but am not a member of GovLoop.
<b>Utah</b>	Utah does not use any social media for our corporations & ucc division.			
<b>Vermont</b>				
<b>Virginia</b>				
<b>Washington</b>	Yes, we use Facebook, Twitter, and our communications director blogs on our own website.	We have found it to be worthwhile by the type of customer feedback we have received.	We post information about state government in general and also about specific programs. We especially use it for news items, such as when we put Statement of Change online for free.	No, we had not heard of GovLoop and we are not a member.

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<b>West Virginia</b>	The B+L division is included in our office's social media presence, but does not have its own "identity" on social media sites.	Yes, it is worth our time, and I am not aware of a large volume of feedback.	To sites like Twitter, Facebook, YouTube, Vimeo, DropBox, and UStream, we post information and videos about efforts in the Secretary of State's Office. The B+L Division is included in that effort, but does not have its own identity on those sites. However, we post information such as "on the road events" where our staff travels to give demonstrations about how to file online; online tutorials, information about new laws, videos informing public of what the B&L Division does, as well as posting filing deadlines.	No
<b>Wisconsin</b>				
<b>Wyoming</b>				

**Additional comments:**

**Full text of email:**

Hi everyone. I hope you can help me with a couple of questions.

1. Does your Section/Division/Agency use any form of social media, e.g. Facebook, blog, etc?

2. If you answered yes to number 1, have you found it to be worth the time investment and do you receive customer feedback?
3. If you answered yes to number 1, what types of content do you post?
4. Have you heard of or are you a member of a social media site called GovLoop?

Thanks!

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