

E-gov Postentitlement Survey - Traditional Reporters

Prior to beginning the survey, the interviewer will reiterate the purpose of the survey already described in the prenotice letter that will be sent to all participants. They will also confirm that participants recall the sampled change of address or direct deposit transaction.

Interviewers will ask participants if they would like to hear the Paperwork Reduction Act statement again. If so, they will read the following:

Paperwork Reduction Act Statement

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we have a valid Office of Management and Budget control number: The OMB control number for this survey is **0960-0526**. We estimate that it will take about 15 minutes to complete this survey. This includes the time it will take to listen to the questions and give your responses. You may send comments on our time estimate above to: Social Security Administration, 1338 Annex Building, Baltimore, MD 21235-0001. *Send only comments relating to our time estimate to this address.*

1. The first thing Social Security would like to know is whether you reported your [*insert type of business*: change of address or telephone number; direct deposit information] yourself or did someone else do it for you?

(Select only one response.)

- a. Did it myself *(Skip to Q3.)*
- b. Someone else did it for me
- c. Don't know/don't remember *(Skip to end.)*

2. Who helped you? *(All responders to Q2 skip to end.)*

(Do not read responses. Select all that apply.)

- a. Spouse, relative or friend
- b. State or local government agency
- c. Private organization, like AARP
- d. Attorney or professional disability consultant
- e. Health care provider
- f. Employer or union
- g. Other *(Explain.)*
- h. Don't know/don't remember

3. How did you contact Social Security to report your [*insert type of business*: change of address or telephone number; direct deposit information]? Did you:

(Read responses. Select only one response.)

- a. Call the 800 number
- b. Call a local office, or did you

- c. See them in person
- d. Do something else *(Do not read.) (Explain.) (Skip to Q12.)*
- e. Don't know/don't remember *(Skip to Q12.)*

4. How easy or hard was it to get to speak to the Social Security representative? Was it:

(Read rating scale. Select only one response.)

- a. Very easy
- b. Somewhat easy
- c. Somewhat hard, or
- d. Very hard
- e. Don't know/don't remember

5. Before you spoke to the Social Security representative [*insert response from Q3: on the 800 number; on the phone in the local office; in person*], did you try to use any other method [*if response to Q3 = 800 number, insert: such as the automated telephone service*] to report your [*insert type of business: change of address or telephone number; direct deposit information*]?

(Do not read responses. Select only one response.)

- a. Yes
- b. No *(Skip to Q8.)*
- c. Don't know/don't remember *(Skip to Q8.)*

6. What did you do?

(Do not read responses. Select all that apply.)

- a. Tried reaching a representative on Social Security's 800 number
- b. Tried using the automated service on Social Security's 800 number
- c. Tried calling a local office
- d. Tried visiting a local office
- e. Tried using Social Security's website
- f. Did something else *(Explain.)*
- g. Don't know/don't remember *(Skip to Q8.)*

7. Why didn't that work for you?

(Do not read responses. Select all that apply.)

- a. Too hard to get through on the phone
- b. Had to wait too long in the office
- c. Couldn't find service on Social Security's website
- d. Was told I didn't qualify to use automated telephone/Internet service
- e. Had problem with my password
- f. Automated telephone/Internet service was hard to use/confusing/intimidating
- g. My own lack of experience with computers/Internet
- h. Had problems with my computer or Internet connection

- i. Concerned about the security of my information online
- j. Didn't have the information I needed to complete my business
- k. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
- l. Other *(Explain.)*
- m. Don't know/don't remember

8. Overall, how easy or hard was it to take care of your business by speaking to the representative [*insert response from Q3: on the 800 number; on the phone in the local office; in person*]? Was it:

(Read rating scale. Select only one response.)

- a. Very easy *(Skip to Q11.)*
- b. Somewhat easy *(Skip to Q11.)*
- c. Somewhat hard, or
- d. Very hard
- e. Don't know/don't remember *(Skip to Q11.)*

9. *(Read Q9 for all responders to Q7; all others skip to Q10.)* Other than the problems you just told me about, were there any other reasons you thought it was hard?

(Do not read responses. Select only one response.)

- a. Yes
- b. No *(Skip to Q11.)*
- c. Don't know/don't remember *(Skip to Q11.)*

10. What [*if response to Q9 = yes, insert: else*] was hard about it?

(Do not read responses. Select all that apply.)

- a. All lines were busy; had to call back
- b. Waited on hold too long to speak to representative
- c. Automated menu too hard/takes too long to get through it
- d. Too hard to get to the office (too far away, no transportation; no parking, hard to find)
- e. Had to wait a long time in the office to get served
- f. Not enough privacy in the office
- g. Employees didn't answer questions/didn't explain clearly
- h. Didn't like the way I was treated by employees (rude, rushed, not thorough, indifferent)
- i. Didn't have the information I needed to complete my business
- j. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
- k. Other *(Explain.)*
- l. Don't know/don't remember

11. How likely would you be to recommend that others speak to a representative [*insert response from Q3: on the 800 number; on the phone in the local office; in person*] to report [*insert type of business: a change of address or telephone number; direct deposit information*]? Would you be:

(*Read rating scale. Select only one response.*)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to recommend it
- e. Don't know/don't remember

12. Now I'd like to ask you some [*if one of the responses to Q6 = tried 800 number automated service, insert: more*] questions about using automated telephone services on SSA's 800 number. In general, how likely would you be to use an automated telephone service to do business with Social Security? Would you be:

(*Read rating scale. Select only one response.*)

- a. Very likely (*Skip to Q14.*)
- b. Somewhat likely (*Skip to Q14.*)
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember (*Skip to Q19.*)

13. Why do you feel that way? (*All responders to Q13 skip to Q19.*)

(*Do not read responses. Select all that apply.*)

- a. Might have questions I want to talk to someone about
- b. Automated telephone services are too hard to use, confusing, hard to follow, etc.
- c. Takes too long to get through it; tedious
- d. Options don't fit my situation; don't have what I need
- e. Not confident that the action will be processed
- f. Don't like dealing with automated services; just prefer dealing with a person
- g. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
- h. Other (*Explain.*)
- i. Don't know/don't remember

14. *(Read for all.)* I'm going to read a short list of some different kinds of business you might have with Social Security in the future. As I read each one, please tell me how likely you would be to use an automated telephone service to complete this type of business?

(If one of the responses to Q6 = tried 800 number automated service, skip to Q16 at this point.)

First, if you needed to report a change of address or telephone number in the future, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

15. If you needed to report direct deposit information in the future, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

16. If you needed to report that you didn't receive your monthly benefit, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

17. If you needed to report the death of someone receiving Social Security benefits, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

18. If you needed to give your personal information to get a replacement Social Security card, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

(If one of the responses to Q6 = tried Social Security's website, skip to Q20.)

19. Social Security would like to know how much experience you have doing business electronically. Do you currently use the Internet?

(Do not read responses. Select only one response.)

- a. Yes
- b. No *(Skip to Q42.)*
- c. Don't know/don't remember *(Skip to Q42.)*

20. *[If one of the responses to Q6 = tried Social Security's website, insert: You told me earlier that you tried using Social Security's website].* How would you rate your level of experience using the Internet? Are you:

(Read rating scale. Select only one response.)

- a. Very experienced
- b. Somewhat experienced
- c. Somewhat inexperienced, or
- d. Not at all experienced
- e. Don't know/don't remember

21. Where do you access the Internet?

(Read responses. Select only one response.)

- a. Only at home
- b. Only at work
- c. Both at home and at work, or
- d. Only somewhere else *(Explain.)*
- e. Don't know/don't remember

(If one of the responses to Q6 = tried Social Security's website, skip to Q23.)

22. Have you ever visited Social Security's Internet website?

(Do not read responses. Select only one response.)

- a. Yes
- b. No
- c. Don't know/don't remember

23. In general, how likely would you be to do business with Social Security on their Internet website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely *(Skip to Q25.)*
- b. Somewhat likely *(Skip to Q25.)*
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember *(Skip to Q42.)*

24. Why do you feel that way? *(All responders to Q24 skip to Q42.)*

(Do not read responses. Select all that apply.)

- a. Might have questions I want to talk to someone about
- b. Internet services are too hard to use, confusing, hard to follow, etc.
- c. Not confident that the action will be processed
- d. My own lack of experience with computers/Internet
- e. Problems with my computer or Internet connection
- f. Concerned about the security of my information online
- g. Don't do business on the Internet; just prefer dealing with a person
- h. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
- i. Other *(Explain.)*
- j. Don't know/don't remember

(If one of the responses to Q6 = tried Social Security's website, skip to Q27.)

25. Were you aware that you can report [*insert type of business: a change of address or telephone number; direct deposit information*] on Social Security's website?

(Do not read responses. Select only one response.)

- a. Yes
- b. No *(Skip to Q27.)*
- c. Don't know/don't remember *(Skip to Q27.)*

26. Why did you decide not to use it?

(Do not read responses. Select all that apply.)

- a. Had questions I wanted to talk to someone about
- b. Internet services are too hard to use, confusing, hard to follow, etc.
- c. Not confident that the action would be processed
- d. My own lack of experience with computers/Internet
- e. Problems with my computer or Internet connection
- f. Concerned about the security of my information online
- g. Problem with my password
- h. Don't do business on the Internet; just prefer dealing with a person
- i. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
- j. Other *(Explain.)*
- k. Don't know/don't remember

27. Social Security is interested in finding out what types of services people might be comfortable using on the Internet. I'm going to read a short list of some different kinds of business you might have with Social Security in the future. As I read each one, please tell me how likely you would be to use this type of Internet service if it were available on Social Security's website? First, if you needed to report a change of address or telephone number in the future, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

28. If you needed to report direct deposit information in the future, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

29. If you needed to report the death of someone receiving Social Security benefits, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

30. If you needed to give your personal information to get a replacement Social Security card, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

31. If you needed to request a statement showing the amount of your monthly Social Security benefit, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or *(Skip to Q33.)*
- d. Not at all likely to use the Internet *(Skip to Q33.)*
- e. Don't know/don't remember *(Skip to Q33.)*

32. Right now if you use Social Security's website to request a statement showing the amount of your monthly benefit, the information is not displayed on your computer screen and the statement is mailed to you. Some people think it would be more convenient to be able to get the statement right away. Knowing that Social Security would only display the information after they verified your identity, how comfortable would you be having the information shown on your computer screen and printing your own statement? Would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

33. There are several services Social Security is considering adding to help people use its Website to do business. If you needed help while using Social Security's website, please tell me how likely you would be to use each of the following methods. First, how likely would you be to use Instant Messaging to get help with Social Security's website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember

34. How likely would you be to use a special email address to get help with Social Security's website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember

35. How likely would you be to use a special toll-free number to get help with Social Security's website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember

36. When people do business electronically, Social Security verifies their identity to protect the privacy of their records. Social Security would like to know how comfortable people are entering different kinds of personal information to verify their identity. If asked to enter information already in your Social Security record, such as your date and place of birth, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

37. If asked to enter your driver's license number, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

38. If asked to enter your credit card number, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

39. When you do business electronically, the personal information you enter has to be checked to verify your identity. If Social Security matched your personal information against their own records, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

40. If Social Security matched your personal information against records from other government agencies like Motor Vehicles, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

41. If Social Security matched your personal information against records from private companies like banks, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

42. For their final question today, Social Security would like to know a little more about you. What is the highest grade you completed in school?

(Do not read responses. Select only one response. If responder is reluctant to give information, offer to read ranges.)

- a. Less than high school graduate
- b. High school graduate
- c. Some college
- d. Trade/technical/vocational training
- e. College graduate
- f. Graduate degree or postgraduate training
- g. Don't know/don't remember

End survey by thanking the person for participating.