

## **E-gov Postentitlement Survey - Successful Internet Users**

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 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] on their Internet website 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. We'd like to ask you a few questions about using Social Security's website. How did you learn that you could 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 all that apply. If respondent is having trouble recalling, read: "I can read you a list of possible responses if that would help you remember. Did you learn from:")*

- a. Social Security's website
- b. An Internet search or someone else's website
- c. A Social Security employee
- d. A spouse, relative or friend
- e. Other *(Explain.)*
- f. Don't know/don't remember

4. How easy or hard was it to find the service you needed on Social Security's website? 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. Why did using the Internet to report the change appeal to you?

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

- a. Too hard to get through on the phone
- b. Thought it would be faster
- c. Didn't want to go into the office (for any reason such as too hard to get to, no parking, no privacy, long wait to talk to someone)
- d. Was easier because of my age and/or medical condition
- e. Could do it outside of regular business hours
- f. Had access to my personal records at home; could look things up
- g. It was easier to have someone help me
- h. Don't like doing business on the telephone or using automated services
- i. Seemed more private/secure
- j. Other *(Explain.)*
- k. Don't know/don't remember

6. Before you used Social Security's website, did you try to use any other method to report your [*insert type of business*: change of address or telephone number; direct deposit information] to Social Security?

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

- a. Yes
- b. No *(Skip to Q9.)*
- c. Don't know/don't remember *(Skip to Q9.)*

7. 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. Did something else *(Explain.)*
- f. Don't know/don't remember *(Skip to Q9.)*

8. 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. Was told I didn't qualify to use automated telephone service.
- d. Automated telephone service was hard to use/confusing/intimidating.
- e. Had problem with my password
- f. Didn't have the information I needed to complete my business
- 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

9. Overall, how easy or hard was it to use Social Security's website to report your [*insert type of business*: change of address or telephone number; direct deposit information]? Was it:

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

- a. Very easy *(Skip to Q12.)*
- b. Somewhat easy *(Skip to Q12.)*
- c. Somewhat hard, or
- d. Very hard
- e. Don't know/don't remember *(Skip to Q12.)*

10. *(Read Q10 for all responders to Q8; all others skip to Q11.)* 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 Q12.)*
- c. Don't know/don't remember *(Skip to Q12.)*

11. What [*if response to Q10 = yes, insert: else*] was hard about it??

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

- a. Service was hard to find on website

- b. Service was hard to use/confusing/intimidating.
- c. Took too long; had to try more than one time
- d. My own lack of experience with computers/Internet
- e. Had problems with my computer or Internet connection
- f. Had problem with my password
- g. Other (*Explain.*)
- h. Don't know/don't remember

12. How likely would you be to recommend that others use Social Security's website 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

13. Social Security is interested in finding out what other types of services people might want to use on their Internet website. How likely would you be to do other types of business with Social Security online? Would you be:

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

- a. Very likely (*Skip to Q17.*)
- b. Somewhat likely (*Skip to Q17.*)
- c. Not very likely, or
- d. Not at all likely to do business on their Internet website
- e. Don't know/don't remember (*Skip to Q30.*)

14. Why do you feel that way?

*(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. 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

15. Since you said you are not likely to use Social Security's website, how would you prefer to do business with them in the future? Would you:

*(Read responses. Select only one response.)*

- a. Call the 800 number
- b. Call a local office, or would you *(Skip to Q30.)*
- c. See them in person *(Skip to Q30.)*
- d. Do something else *(Do not read.) (Explain.) (Skip to Q30.)*
- e. Don't know/don't remember *(Skip to Q30.)*

16. Social Security has several automated telephone services on its 800 number that people can use for things like changing their address or direct deposit information without waiting to speak to a representative. How likely would you be to use an automated telephone service when you call Social Security's 800 number? Would you be: *(All responders to Q16 skip to Q30.)*

*(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. 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 the Social Security's website? First, 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

18. 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

19. 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 Q21.)*
- d. Not at all likely to use the Internet *(Skip to Q21.)*
- e. Don't know/don't remember *(Skip to Q21.)*

20. 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

21. 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

22. 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

23. 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

24. 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

25. 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

26. 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

27. 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

28. 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

29. 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

30. For their final questions today, Social Security would like to know a little more about you. 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



31. 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

32. What is the highest grade you completed in school?

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