MySocialSecurity.Gov
Discussion Guide

I.   Introduction/ Welcome

- Good morning/afternoon. My name is <insert first name>, and I will be your moderator for this session. I am employed by [the Social Security Administration] or [Macro International, a research firm which the Social Security Administration has hired], and I am interested in hearing your opinions about a proposed new online service that Social Security is interested in making available to its customers.

- SSA will use the findings from this focus group to determine whether to move forward with the project and if so, will use the information to design this service.

Ground Rules and Disclosure

Facility Setting – note mirror, observers, microphones. I have some colleagues from Social Security observing. The persons observing our discussion today have signed a confidentiality agreement. Nothing you say will affect your application for Social Security benefits or any Social Security benefits you now receive.

- Please speak one at a time and avoid side conversations.
- There are no "right" or "wrong" answers – just your opinions.
- Your participation is voluntary. At any point in time you may leave the room.
- If you have a cell phone, please turn it off or set to vibrate.
- We estimate that it will take up to 2 hours to complete this focus group. If you would like to submit your comments to the Social Security Administration on this estimate, we'll tell you how to do that at the end of the focus group.

Paperwork Reduction Act Statement - This focus group, 0960-0526, meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. We estimate that it will take about 2 hours to complete the focus groups. *You may send comments on our time estimate to*: *SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.* ***Send only comments relating to our time estimate to this address.***

Intros and Icebreaker

To begin tonight's discussion, let's go around the room and tell the group the name of your favorite website to visit and what makes it your favorite?

II. Participant's Online Experience

1. What are some of the business activities that you conduct online?
   Probe: shopping, online banking, paying bills

2. Do you visit and/or use websites that store your personal information for you to retrieve and view? Probe: Online banking, portfolio management

3. For those who said "No," please share your reasons for not using these websites?

4. For those who said "Yes," please name some websites that you use that offer these services. Probe: What kind(s) of business

5. What are some of the features of these websites that you like?

6. What are some of the features that you dislike or would change?

III. Social Security Online

Next, I'd like to get your thoughts about Social Security Online (SocialSecurity.gov)

1. By show of hands, how many of you have visited Social Security's website? (Do not ask for the group of Title II who filed online...go to Question 2)

2. For those who have visited Social Security.gov, what information were you looking for?

3. Did you find the information you were looking for?

4. Do you know the services that SSA offers online currently? Probe: change of address

As part of a new initiative to make things easier fro the public to use Social Security services, SSA wishes to design a convenient and personalized online service that will allow people to interact with SSA. This page would contain the user's personal information and data concerning their Social Security record and would let them access certain services online.

5. If SSA was to create such a webpage, what information would you expect to find?
   Probe: Personal, Income information, benefit information

6. What actions would you expect to be able to complete on this site?
   Probe: Name change, address change, income correction

7. How about identify verification? What would you expect to provide so we know that you are who you say you are?

The following options will be listed separately on colored paper and participants will be asked to respond? Questions asked will be determined by the participants in the group (title II or xvi).

I am going to show you some features that SSA is considering, and I'd like your reaction. The features would be available to the user after they log on and obtain access to their personal information on the website.

8. What do you think about the following options?

- Accessing and updating your personal information? (i.e. Change of address, bank account, direct deposit, etc.)
- Accessing your Social Security Statement online?
- Accessing and printing your own benefit verification letter?
- Requesting a replacement Social Security card?
- Checking general information about your benefits?
- If you were denied benefits, would you like to be able to appeal online?
- Finding information about your next review (work or medical)?
- Determining the impact that potential wages would have on your SSA or SSI benefits?
- Seeing work incentives you may qualify for if you return to work?
- Reporting work information online (wages)?
- Determining under what conditions your benefits could be terminated?
- Information on overpayments you may have?
- Information on other agencies or services that may be able to assist you (Medicare, Food Stamps, Vocational Rehabilitation)?
- Viewing past notices we sent you?
- Checking the status and history of your claim?
- Viewing medical and school records submitted for your claim?

- Basic, personal identifying information SSA has about you? (Information you provided when applying for SSN card, name change etc.)
- Downloading 1099 forms?
- Determining the local Social Security office nearest you?

9. How often do you think that you would access the information?
   Probe: Daily, Weekly, Monthly, or as needed.

Now, I am going to show you sample screenshots of the proposed webpage that the public would use to access their personal information. I'd like to know your thoughts about the proposed screens.

(Moderator will distribute paper copies of the screen shots)

Let's look at the first screen shot. This will be the first page that you will see when you visit the site:

Screen Shot 1:

Welcome to Your Social Security Site

EN ESPAÑOL | ABOUT US | CONTACT US | OFFICE LOCATOR | LINKS   SEARCH [   ]

Thursday, June 18, 2009

Important Information

The deadline for reporting SSI wages earned in June is July 6, 2009.

Social Security News

OutlookAmerica's Parents Vote for Change on Social Security's Most Popular Baby Names

Social Security Trustees: Economic Downturn Leads to Worsening of Long-Range Financing

Social Security Continues to Rank as One of the "Best Places to Work in the Federal Government"

List Press Releases   More news…

Secure Log On 🔒

Log On ID: [   ]
Security Code: [   ]

LOG ON

Forgot your Log On ID or Security Code?

SOCIAL SECURITY ONLINE

Click here for general Social Security information

First Time User?

REGISTER NOW

- What are your thoughts about this page?
- Do you like the layout of this page?
- What about the colors used on this page?
- What do you like about this page?
- What do you dislike about this page?
- Is the information you expected to see there?
- What information would you like to see?

Now, let's look at the second screenshot. This screen will appear after you successfully log on to the website.

Screen Shot 2:

Print

FAQ's | ESPAÑOL | SSA LINKS | SECURITY | ABOUT US | CONTACT US | OFFICE LOCATOR | LOG OUT   SEARCH

PLAN FOR YOUR RETIREMENT

According to our records, you are age 52.

The earliest age you can begin receiving retirement benefits is age 62.

If you retire at age 62, your monthly retirement benefit check will be $1062 per month.

Your full retirement age is 66 and 7 months. If you wait until you are 66 and 7 months, your monthly retirement benefit check will be $1314 per month.

You have earned 35 quarters of coverage. If you become disabled before you reach full retirement age, you may be eligible for Social Security Disability (SSDI). In order to receive SSDI, you need at least 40 quarters of coverage.

Scott,

We are here to help you find what you're looking for. What would you like to do today?

Show Me   **Check Status**

Make Changes   **Identity**

Replacement Card   **Verify Benefits**

Benefit Ver
TPQY Print
Proof of Me
Negative Ve
Proof of My

- What are your thoughts about this page?
- Do you like the layout of the page?
- What about the colors used on the page?
- What do you like about this page?
- What do you dislike about this page?
- Is the information you expected to see there?
- What information would you like to see?

Here is another screenshot that shows a feature that could be available to you…Benefit Verification Letter that you could view and print.

Screen Shot 3:

Hello Scott! You are viewing your Benefit Verification Letter.

Print

Scott's SSA Information

VIEW:
- Past Notices
- E-Mail Address
- Mailing Address
- Local SSA Office
- Social Security Statement
- Benefit Verification Letter

ACTIONS:
- Request Replacement Social Security Card
- Apply for Retirement
- Apply for Disability
- Apply for Medicare
- File a Waiver
- Change My Address
- Change My E-mail
- Apply for Work Incentives
- Report Current Wages
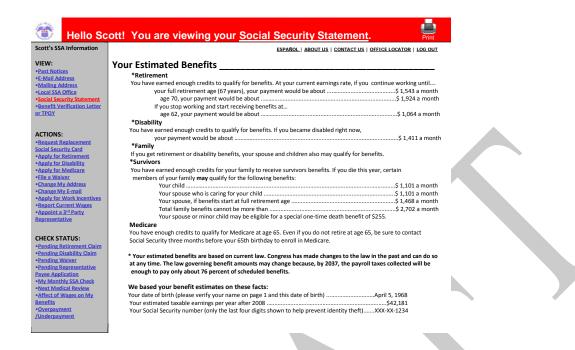- Appoint a 3rd Party Representative

CHECK STATUS:
- Pending Retirement Claim
- Pending Disability Claim
- Pending Waiver
- Pending Representative Payee Application
- My Monthly SSA Check
- Next Medical Review
- Affect of Wages on My Benefits
- Overpayment /Underpayment

ESPAÑOL | ABOUT US | CONTACT US | OFFICE LOCATOR | LOG OUT

SOCIAL SECURITY ADMINISTRATION

Date: May 18, 2009
Claim Number: XXX-XX-XXXX

SCOTT E XXXXX
55993 QUINCE RD
SOUTH BEND IN 46619-4415

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About Current Social Security Benefits

Beginning January 2009, the full monthly
Social Security benefit before any deductions is . . . . $ 2279.60
We deduct $0.00 for medical insurance premiums each month.
The regular monthly Social Security payment is . . . . $ 2279.00
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the second Wednesday of each month.

If You Have Any Questions

If you have any questions, you may call us at 1-800-772-1213, or call your local Social Security office at 574-251-3446. We can answer most questions over the phone. You can also write or visit any Social Security office. The office that serves your area is located at:

SOCIAL SECURITY
GROUND FLOOR
602 SOUTH MICHIGAN ST
SOUTH BEND, IN 46601

If you do call or visit an office, please have this letter with you. It will help us answer your questions.

OFFICE MANAGER

- What are your thoughts about this page?
- Do you like the layout of the page?
- What about the colors used on the page?
- What do you like about this page?
- What do you dislike about this page?
- Is the information you expected to see there?
- What information would you like to see there?

Now, let's look at the last screenshot. This is another screen of a feature that could be available to you…The ability to view and print your Social Security Statement online.

Screen Shot 4:

- What are your thoughts about this page?
- Do you like the layout of the page?
- What about the colors used on the page?
- What do you like about this page?
- What do you dislike about this page?
- Is the information you expected to see there?
- What information would you like to see there?

Do you have any additional comments about the screens you just viewed?

IV. Name/Title of the Webpage

1. If we created a website that offered the features of *(fill in the items participants said they wanted)*, what would be a good name to call it?
   - Probe: A few ideas we received are:
     - MySocialSecurity.Gov
     - Gateway to Social Security
     - Social Security Account Public Access

As we all know your personal information is very valuable. SSA takes high measures to ensure the safety and integrity of the information of the American public. Let's discuss accessibility features for this project.

V.   Authentication/Verification

1. What personal information to verify your identity do you already provide online to conduct business?
   - Probe: Email, Maiden Name, Password

2. How about identity verification. What information would you expect to provide to let us know "you are who you say you are"? Probe: Password

3. Are you comfortable giving Social Security personal information via the agency's secure site on the Internet? Please explain

4. If we designed the ideal website with all the features we previously discussed (refer to items previously mentioned), what information would you be willing to provide to access your personal information?

5. Would you be willing to wait to receive an SSA Password at your mailing address if it means you can access more information on yourself from Social Security?
   - Probe: *What would be a reasonable timeframe to receive this?*

VI. Recommendations/ Suggestions

Does anyone have any additional recommendations/suggestions that they would like to give about this project?

VII. Closing and Thank You

Thank you for your time. Your opinions are important to us. The Social Security Administration thanks you for your valuable feedback on this project.