

## **Give Social Security a Report Card...**

**E** = Excellent      **VG** = Very Good      **G** = Good      **F** = Fair      **P** = Poor      **VP** = Very Poor

<b>Based on your recent visit, mark [X] ONE rating for:</b>	E	VG	G	F	P	VP
<b>1.</b> Office location	E	VG	G	F	P	VP
<b>2.</b> Office hours	E	VG	G	F	P	VP
<b>3.</b> Signs/instructions explaining how to check in when you got to the office	E	VG	G	F	P	VP
<b>4.</b> Office comfort (seating, temperature, etc.)	E	VG	G	F	P	VP
<b>5.</b> Office appearance (clean, pleasant, etc.)	E	VG	G	F	P	VP
<b>6.</b> Office privacy	E	VG	G	F	P	VP
<b>7.</b> Did you have an appointment? <b>Mark [X] one.</b> <input type="checkbox"/> Yes <b>→ (Go to 8.)</b> <input type="checkbox"/> No <b>→ (Skip to 9.)</b>						
<b>8.</b> Convenience of your appointment	E	VG	G	F	P	VP
<b>9.</b> Waiting time to be served in the office	E	VG	G	F	P	VP
<b>10.</b> About how many minutes did you have to wait? <b>Mark [X] only ONE.</b> <input type="checkbox"/> Up to 10 minutes <input type="checkbox"/> More than 10 and up to 30 minutes <input type="checkbox"/> More than 30 and up to 60 minutes <input type="checkbox"/> More than 60 minutes						
<b>11.</b> Helpfulness of the staff	E	VG	G	F	P	VP
<b>12.</b> Courtesy of the staff	E	VG	G	F	P	VP
<b>13.</b> How well the staff knew their jobs	E	VG	G	F	P	VP
<b>14.</b> How clearly the staff explained things	E	VG	G	F	P	VP
<b>15.</b> Was Social Security able to take care of your business completely that day? <b>Mark [X] one.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No						

**Please continue on the next page →**

<b>Mark [X] ONE rating.</b>	E	VG	G	F	P	VP
<b>16.</b> Overall, how would you rate Social Security's service for your recent office visit?	E	VG	G	F	P	VP
<b>17.</b> If you contact Social Security again, what are you most likely to do? Will you: <b>Mark [X] only ONE.</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Call Social Security's 800 number</li> <li><input type="checkbox"/> Call the local Social Security office</li> <li><input type="checkbox"/> Visit the local office</li> <li><input type="checkbox"/> Use the Internet or email</li> <li><input type="checkbox"/> Other <b>Explain:</b> _____</li> </ul>						
<p>Social Security has its own Internet site, <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>, that provides Social Security information and services online. We'd like to ask you a few questions about doing business on the Internet.</p> <b>18.</b> First, do you currently use the Internet? <b>Mark [X] one</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes      <input type="checkbox"/> No → <b>(Skip to 21.)</b></li> </ul>						
<b>19.</b> Have you ever visited Social Security's Internet site? <b>Mark [X] one</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes      <input type="checkbox"/> No</li> </ul>						
<b>20.</b> If you could have taken care of your recent business by using the Internet <u>instead</u> of visiting Social Security, how likely would you have been to do that? Would you have been: <b>Mark [X] only ONE.</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very likely</li> <li><input type="checkbox"/> Somewhat likely</li> <li><input type="checkbox"/> Not very likely, or</li> <li><input type="checkbox"/> Not at all likely to use the Internet instead of visiting</li> </ul>						
<b>21.</b> Please use this space to explain why you rated any item " <b>F</b> " (fair), " <b>P</b> " (poor), or " <b>VP</b> " (very poor) or to explain any of your other answers. <hr/> <hr/> <hr/> <hr/>						

**Thank you for taking the time to rate Social Security!**  
**Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.**

## FY 2010 Office Visitor Survey - Pre-Notice Postcard

Dear Social Security Customer:

Social Security believes that conducting surveys is one of the best ways to find out how well we are serving you. That's why we will soon be asking you to give us your opinion about the service you received during a recent visit to a local Social Security office or Social Security hearings office.

In a few days, you will receive a short questionnaire in the mail from *[insert contractor name]*, who is conducting this survey for Social Security. When you receive their envelope, we hope that you will take the time to answer our questions and tell us what you think of our service.

We look forward to hearing your opinions.

Kelly Croft  
Deputy Commissioner for Quality Performance  
Social Security Administration

## FY 2010 Office Visitor Survey – Privacy Act - English

### PRIVACY ACT STATEMENT

The Social Security Administration is authorized to collect the information for this survey under Executive Order 12862, “Setting Customer Service Standards.” Your response to these questions is strictly voluntary. The information you provide will be used to help us improve the service that we give you. Your response will not be disclosed to any other government or private agency.

### PAPERWORK REDUCTION ACT STATEMENT

This information collection, OMB No. 0960-0526, 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 display a valid Office of Management and Budget control number. We estimate that it will take about 5 minutes to participate in this activity. *You may send comments on our time estimate above to: Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-0001. **Send only comments relating to our time estimate to this address, not the completed form.***

## FY 2010 Office Visitor Survey – Follow-up Cover Letter

Dear [Insert Name]:

About a week ago we sent you a survey form, “Give Social Security a Report Card,” to find out how well we served you when you visited the local Social Security office or the Social Security hearings office. We haven’t yet heard from you and it’s important that we gather opinions from as many people as possible. If you have already mailed in your completed survey form, please discard this letter. We sincerely appreciate your help, and we look forward to receiving your response.

However, if you have not yet had time to fill out and return your survey, please take a few minutes right now to do that. The form is short and takes less than 5 minutes to complete. In case you misplaced the survey, we have enclosed another copy along with a postage-paid return envelope.

Please be assured that [*insert contractor name*], who is conducting this survey for us, will only give your responses to my staff here at Social Security and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses.

If you have a question about Social Security benefits, please visit our web site at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call our toll-free information line at 1-800-772-1213. (To protect your privacy, my staff cannot answer questions about your eligibility or benefits.)

We would appreciate receiving your completed survey as soon as possible.

Sincerely,

Kelly Croft  
Deputy Commissioner for Quality Performance  
Social Security Administration

Enclosures

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