

FY11/FY12 Project List

Access to Financial Institutions (AFI)
Appointed Representative Suite of Services FY11 - FY14
Automated Scheduling FY11
Claims Data Web Service (CDWS)
Customer Web Support Technologies (Click-to Communicate)
Disability Case Processing System (DCPS) FY11-FY14
Disability Demo Project FY11
eCAT FY11- FY14
eIAR - Electronic Interim Assistance Reimbursement Process Enhancements
Electronic Authorization (eAuthorization) FY11-FY14
ERE Enhancements FY11 - FY14
ETNG - Continue to Upgrade and Improve EWR User-Centered Design (UCD)
Federated Credentials
Health Information Technology Rel 3, FY11 - FY13
iAppointment
iClaim Enhancements for FY11-14
Internet Benefit Verification (iBEVE) Application FY11-14
Internet Field Office Locator (FOLO)
Internet SSN Replacement Cards (iSSNRC)
IRES Revisions for the Employer Suite of Services
Medicare FY 11-14
MySocialSecurity.gov
National Vendor File FY11 - FY14
Online SSA Notices

Online Statements
Registration of Most Everyone (ROME)
Representative Payee System Redesign FY14
Special Notices Option-(SNO) Rel 2.2
Streamlined Disability Application FY11-FY12
T2 and T16 Internet Work Reports
Title II iClaims/MCS Inline Quality FY11 - FY12

Typical User-Centered Design Interview Questions

1. Do you use the Internet? If so, how long have you been using it? How often do you use the Internet?
2. What types of things do you do on the Internet?
 - Banking/Bills
 - Shopping
 - Social Networking
 - E-Mail
 - Other
3. Have you ever had to do any business with the Social Security Administration (SSA) before?
4. Do you have an expectation of what kind of services you may want or need from SSA in the future?
5. If you were interested in getting Retirement, Medicare, or Disability benefits through SSA, how would you contact us?
 - Do you know where your local field office is?
If not, how would you find it?
 - How would you find the phone number to call?
 - Do you know what SSA's web address is?
If not, how would you find SSA on the web?
6. You may know that SSA has a website to offer information and services to the public. Have you ever visited SSA.gov? What were your impressions?
7. What do you expect you might be able to do at SSA.gov?

From this point, we would start to focus on the tasks more specifically related to the application we're building; but only as it is applicable. Meaning that many of our applications would only be used once (iClaim, i3368), but some may be used more often or some may emulate other Internet processes that a user might use (Change of Address, FOLO, iAppointment). Questions may include:

8. How do you currently do *X process*?
9. What materials do you have with you when you perform *X process*?
10. What are your expectations when you are finished performing *X process*?
11. Would you please walk us through how you perform *X process*?
12. What do you find difficult about the current process?
13. What would improve the current process?

The answers to these questions would likely lead to follow-up/clarifying questions so that we can get into the detail of users' goals and needs.

Demographics Questionnaire

About You: Please answer the following questions to help us understand your feedback better. No information is stored that could identify you personally.

1. How many hours per week do you use a computer? (Select only one)

21 or more hours per week
 11 to 20 hours per week
 1 to 10 hours per week
 Less than 1 hour per week

2. How often do you use the Internet for any reason? (Select only one)

20 or more hours per week
 10 – 19 hours per week
 1 – 9 hours per week
 Never (please go to Question 3)

If you use the Internet:

- Which of the following activities do you do online? (Select all that apply)

<input type="checkbox"/> Banking and/or investing	<input type="checkbox"/> Read the news
<input type="checkbox"/> Shopping/Travel	<input type="checkbox"/> Email
<input type="checkbox"/> Government information	<input type="checkbox"/> Games
<input type="checkbox"/> Search for topical information	<input type="checkbox"/> Maps, directions

3. Have you ever applied for Social Security (SS) benefits for yourself or anyone else, using paper forms? Yes No

4. Have you ever applied for Social Security (SS) benefits for yourself or anyone else, using SSA website? Yes No

5. What is your gender?

Female Male

6. What is your age?

18-39
 40-54
 55-65
 66+

7. What is the highest education level you completed? (Select only one)

Some high school
 High school graduate/GED
 Post high-school training certificate
 Some college/Associate's degree
 4-year college degree
 Graduate degree

Post Questionnaire

1. How well did the software match your expectations? (Please circle one.)

Did not match at all Neutral Matched very well
1 2 3 4 5

Please Explain: _____

2. How well did the software support the task that you were asked to perform? (Please circle one.)

Did not support at all Neutral Supported very well
1 2 3 4 5

Please Explain: _____

3. How difficult or easy was the software to use? (Please circle one.)

Very difficult Neutral Very easy
1 2 3 4 5

Please Explain: _____

4. Are you satisfied with the content? (Please circle one.)

Very dissatisfied Neutral Very satisfied
1 2 3 4 5

Please Explain: _____

5. How difficult or easy was it to move through sections of the software? (Please circle one.)

Very difficult Neutral Very easy
1 2 3 4 5

Please Explain: _____

6. How understandable was the terminology? (Please circle one.)

Very difficult		Neutral		Very easy
1	2	3	4	5

Please Explain: _____

7. How satisfied are you with the speed at which you can complete tasks? (Please circle one.)

Very dissatisfied		Neutral		Very satisfied
1	2	3	4	5

Please Explain: _____

8. How difficult or easy was it to find information you needed? (Please circle one.)

Very difficult		Neutral		Very easy
1	2	3	4	5

Please Explain: _____

9. How long would it take you to learn to use this software? (Please Circle one.)

A long time		Neutral		Very little time
1	2	3	4	5

Please Explain: _____

10. How confident did you feel using this application? (Please circle one.)

Not at all confident		Neutral		Very Confident
1	2	3	4	5

Please Explain: _____

Additional comments and Suggestions

Title: Project Name
Version: Version Number
Date:

Instructions:

Please enter your selection ranging in scale from “strongly disagree” to “strongly agree” for each of the 10 questions based on your experience with the (Projects name) Site. For example marking a “3” would indicate that you neither agree nor disagree with the statement asked in the corresponding question.

	Strongly disagree							Strongly agree							
1. I think that I would like to use this system frequently	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
2. I found the system unnecessarily complex	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
3. I thought the system was easy to use	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
5. I found the various functions in this system were well integrated	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
6. I thought there was too much inconsistency in this system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
7. I would imagine that most people would learn to use this system very quickly	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
8. I found the system very cumbersome to use	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
9. I felt very confident using the system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5

We will share this Paperwork Reduction Act statement with respondents during usability testing session:

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 display a valid Office of Management and Budget control number. We estimate that it will take about 2 hours to participate in this usability testing session. *Send only comments relating to our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.*