

President's SAVE Award Project - Retired Citizens' Interview Guide:

Retirement Questions:

- When did you make the decision to retire? What prompted it?
- What did you most look forward to in retirement? Is there anything that got in the way of doing that?
- What was your biggest concern about retiring from a practical point of view?
- What was your biggest concern about retiring from an emotional point of view?
- What resources have been the most help to you in planning your retirement? (people, organizations, websites, etc.)
- What tools have you used? (people, organizations, websites, etc.)
- At which points in the process did you wish you had more support?

Value/role of SSA

- What does Social Security mean to you? How has your perception changed over the course of your life?
- What does Social Security enable you to do?
- What would you not be able to do if you didn't have Social Security?
- In what ways does SSA make it harder for you to do what you want to do with your retirement?
- If you were boss of the SSA (apart from giving yourself more money) what's the first thing you would change about the experience?
- Do you trust SSA?
- Do you feel like the SSA has your best interests at heart? Why?

Visiting the Field Office/1-800 number

- What's your usual reason for visiting an SSA field office?
- Walk us through that experience, sharing with us your expectations, frustrations, and moments of delight (if there are any) along the way.
- Do you remember the first time you visited a Field Office? What was that experience like? How did it match your expectations?
- What's the best part of visiting a Field Office? Which parts would you not change?
- Have you ever used the 1-800 number? Tell us about that experience?

Using the SSA website

- How often do you access the SSA website?
- What do you like about the SSA website? Dislike?
- What's your usual reason for accessing the SSA website?
- How easy is it to find what you're typically looking for? Walk us through that process.
- Do you remember the first time you used the website? What was that experience like? How did it match your expectations?
- How often do you look at other parts of the website? Why/why not?
- How important do you think security is on the SSA website?
- What would be the consequences of less security on the SSA website?

Other online experiences

- What websites do you use that require you to enter a password or hold personal information? How do you feel about this?
- Where do you draw the line in terms of sharing personal information online?
- What kind of things is better discussed face-to-face as opposed to online? What are the benefits of one kind of interaction over the other?
- If the SSA website could be more like another website that you use, which would you choose?

We will use the Paperwork Reduction Act statement below with each of these surveys:

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 90 minutes to read the instructions, gather the facts, and answer the questions. ***Send only comments relating to our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.***