Disability Report (3368) Survey
Prenotice Letter for Traditional Applicants

Dear *(insert applicant's name)*:

Social Security would like your help to improve the service it gives the public. Our records show that you recently filed an application for Social Security disability benefits. As one step in the application, you had to give Social Security information about your medical condition, work history, and education. We are conducting a survey to ask how easy or hard it was to do that.

A few days from now, an interviewer from [insert: *contractor name*] will be calling to ask you to take part in our survey. Please be assured that [insert: *contractor name*] 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.

The telephone number we have for you is [insert: *applicant telephone number*]. If this number is incorrect, or if there is another number that is more convenient for us to reach you on, please contact [insert: *contractor name*] toll-free on [insert: *contractor's toll-free phone number*] to give them that number.

If you have a question about your benefits, please call Social Security's toll-free information line at 1-800-772-1213. (Neither my staff nor the interviewers at [insert: *contractor name*] are able to answer questions about your benefits.)

The survey will only take about 20 minutes to complete and it can be scheduled at your convenience. While your participation is voluntary, we hope you will take the time to be in the survey because your opinion matters. Your answers and comments will help Social Security serve you better.

Sincerely,

Ronald T. Raborg
Deputy Commissioner for Quality Performance
Social Security Administration

Disability Report (3368) Survey
Prenotice Letter for Internet Applicants

Dear *(insert applicant's or third party completer's name)*:

Social Security would like your help to improve the service it gives the public. Our records show that you recently [insert for applicants: *filed*] [insert for third party completers: *helped (claimant name) file*] an application for Social Security disability benefits. As one step in the application, you completed the online Disability Report, which collected information about [insert for applicants: *your*] [insert for third party completers: *(claimant name)'s*] medical condition, work history, and education. We are conducting a survey to ask about your experience using the online Disability Report.

A few days from now, an interviewer from [insert: *contractor name*] will be calling to ask you to take part in our survey. Please be assured that [insert: *contractor name*] 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.

The telephone number we have for you is [insert telephone number for applicant or third party completer as appropriate]. If this number is incorrect, or if there is another number that is more convenient for us to reach you on, please contact [insert: *contractor name*] toll-free on [insert: *contractor's toll-free phone number*] to give them that number.

If you have a question about your benefits, please call Social Security's toll-free information line at 1-800-772-1213. (Neither my staff nor the interviewers at [insert: *contractor name*] are able to answer questions about your benefits.)

The survey will only take about 20 minutes to complete and it can be scheduled at your convenience. While your participation is voluntary, we hope you will take the time to be in the survey because your opinion matters. Your answers and comments will help Social Security serve you better.

Sincerely,

Ronald T. Raborg
Deputy Commissioner for Quality Performance
Social Security Administration

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 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 provide a valid Office of Management and Budget (OMB) control number. The OMB control number for this survey is 0960-0526. We estimate that it will take about 20 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 21235-6401. *Send only comments relating to our time estimate to this address.*

FY 2011 Disability Report Survey
Traditional Filers Questionnaire

Intro: **As part of the application for disability benefits, Social Security asks for information about your medical condition, your doctors and treatments, your previous jobs, and your education. Most of the questions in this survey are about how easy or hard it was to give Social Security that information.**

1. **At the time you decided to file for disability benefits, how did you first contact Social Security? Did you:**

   [*Read responses; select only one response.*]

   a. Call Social Security's national 800 number
   b. Call your local Social Security office
   c. Visit your local Social Security office, or
   d. Visit Social Security's website
   e. Use some other way   [*Do not read; record response; skip to Q3.*]
   f. Don't know   [*Do not read; skip to Q3.*]
   g. Refused   [*Do not read; skip to Q3.*]

2. [*If Q1 = a, b, or c, read version 1:*]
   How clearly did the employee you spoke with explain what you needed to do to file for benefits? Was their explanation:

   [*If Q1 = d, read version 2:*]
   How clearly did Social Security's website explain what you needed to do to file for benefits? Was the explanation:

   [*Read responses; select only one response.*]

   a. Very clear
   b. Somewhat clear
   c. Not very clear, or
   d. Not at all clear
   e. Don't know   [*Do not read.*]
   f. Refused   [*Do not read.*]

3. **Social Security has a Disability Starter Kit, which is a guide that explains what you should know about disability benefits and how to prepare to apply. Social Security may have sent you a Disability Starter Kit in the mail or suggested that you go to the online version on their website. Did you use a Disability Starter Kit to help you prepare for your interview?**

   [*Do not read responses; select only one response.*]

   a. Yes
   b. No   [*Skip to Q5.*]
   c. Don't know   [*Skip to Q5.*]
   d. Refused   [*Skip to Q5.*]

4. **How helpful was the Disability Starter Kit? Was it:**

   [*Read responses; select only one response.*]

   a. Very helpful
   b. Somewhat helpful
   c. Not very helpful, or
   d. Not at all helpful
   e. Don't know   [*Do not read.*]
   f. Refused   [*Do not read.*]

5. **Now I'd like you to think about the day Social Security interviewed you. Did you give your medical information to a Social Security employee in person or over the telephone?**

   [*Do not read responses; select only one response.*]

   a. In person
   b. Over the phone
   c. I did not have an interview with Social Security   [*Skip to end.*]
   d. Don't know
   e. Refused

6. Did you do that by yourself, or did someone else, such as a friend or relative, help you?

[*Do not read responses; select only one response.*]

a. By myself
b. Someone else helped me
c. Don't know
d. Refused

7. Did you make an appointment for your interview?

[*Do not read responses; select only one response.*]

a. Yes
b. No   [*Skip to Q10.*]
c. Don't know   [*Skip to Q10.*]
d. Refused   [*Skip to Q10.*]

8. How would you rate how soon you could get an appointment? Would you say it was:

[*Read responses; select only one response.*]

a. Excellent
b. Very good
c. Good
d. Fair
e. Poor, or
f. Very poor
g. Don't know   [*Do not read.*]
h. Refused   [*Do not read.*]

[*Continue with Q9 if Q5 = a (in person); otherwise, skip to Q10.*]

9. **On the day of your appointment, how would you rate the length of time you had to wait in the reception area before you spoke to the Social Security interviewer who completed your disability application? Would you say it was:**

    [*Read responses; select only one response.*]

    a. Excellent
    b. Very good
    c. Good
    d. Fair
    e. Poor, or
    f. Very poor
    g. Don't know   [*Do not read.*]
    h. Refused   [*Do not read.*]

10. **How would you rate the amount of time the interviewer spent with you? Was it:**

    [*Read responses; select only one response.*]

    a. Excellent
    b. Very good
    c. Good
    d. Fair
    e. Poor, or
    f. Very poor
    g. Don't know   [*Do not read.*]
    h. Refused   [*Do not read.*]

11. **Now I'm now going to ask you how easy or hard it was to give the different kinds of information the interviewer asked for. First, how easy or hard was it to give your medical information, for example, doctors' names, medications, or dates of tests? Was it:**

    [*Read responses; select only one response.*]

    a. Very easy   [*Skip to Q13.*]
    b. Somewhat easy   [*Skip to Q13.*]
    c. Somewhat hard, or
    d. Very hard
    e. Don't know   [*Do not read.*] [*Skip to Q13.*]
    f. Refused   [*Do not read.*] [*Skip to Q13.*]

12. I'm going to read you a list of the types of medical information the interviewer might have asked you to give. Please say "yes" when I read the ones you thought were hard to answer. Was it hard to give:

[*Read responses; select all that apply.*]

    a. Doctors' names and addresses
    b. Dates of doctor visits
    c. Names and addresses of hospitals or clinics
    d. Dates of hospital or clinic visits
    e. Names of medicines
    f. Types of tests or treatments
    g. Dates of tests or treatments
    h. Some other information   [*Record response _____*]
    i. Don't know   [*Do not read.*]
    j. Refused   [*Do not read.*]

13. The interviewer also asked you to describe the types of treatments you had and what they were for. How easy or hard was it to do that? Was it:

[*Read responses; select only one response.*]

    a. Very easy   [*Skip to Q15.*]
    b. Somewhat easy   [*Skip to Q15.*]
    c. Somewhat hard, or
    d. Very hard
    e. Don't know   [*Do not read.*] [*Skip to Q15.*]
    f. Refused   [*Do not read.*] [*Skip to Q15.*]

14. Can you tell me what was hard about that?

[*Do not read responses; select all that apply.*]

    a. To be sure what I said was clear and complete
    b. Don't understand the medical terms well enough to talk about them
    c. Have more than one condition/have had many different treatments
    d. My medical condition or the effects of my medication made it hard
    e. Hard to remember everything
    f. Some other reason   [*Record response _____*]
    g. Don't know
    h. Refused

15. **How easy or hard was it to answer the interviewer's questions about your job history? Was it:**

   [*Read responses; select only one response.*]

   a. Very easy   [*Skip to Q17.*]
   b. Somewhat easy   [*Skip to Q17.*]
   c. Somewhat hard, or
   d. Very hard
   e. Don't know   [*Do not read.*] [*Skip to Q17.*]
   f. Refused   [*Do not read.*] [*Skip to Q17.*]

16. **I'm going to read a list of the types of job history information the interviewer might have asked you to give. Please say "yes" when I read the ones you thought were hard to answer. Was it hard:**

   [*Read responses; select all that apply.*]

   a. Giving the date the condition first bothered you and when it kept you from working
   b. Giving details about any changes in the job caused by the condition
   c. Explaining why you stopped working
   d. Giving details about the job titles and dates worked at that job in the last 15 years
   e. Giving details about the hours and pay at the jobs, or
   f. Giving some other information   [*Record response _____*]
   g. Don't know   [*Do not read.*]
   h. Refused   [*Do not read.*]

17. **The interviewer also asked about your education and any special training you may have had. How easy or hard was it to give this information? Was it:**

   [*Read responses; select only one response.*]

   a. Very easy   [*Skip to Q19.*]
   b. Somewhat easy   [*Skip to Q19.*]
   c. Somewhat hard, or
   d. Very hard
   e. Don't know   [*Do not read.*] [*Skip to Q19.*]
   f. Refused   [*Do not read.*] [*Skip to Q19.*]

18. Can you tell me what information was hard to give? Was it:

[*Read responses; select all that apply.*]

    a.   Names of schools
    b.   Dates attended
    c.   Describing special training or programs, or
    d.   Some other information   [*Record response* _____.]
    e.   Don't know   [*Do not read.*]
    f.   Refused   [*Do not read.*]

19. Now I'd like you to think about the Social Security employees you spoke with when you applied for disability benefits. How would you rate their courtesy? Was it:

[*Read responses; select only one response.*]

    a.   Excellent
    b.   Very good
    c.   Good
    d.   Fair
    e.   Poor, or
    f.   Very poor
    g.   Don't know   [*Do not read.*]
    h.   Refused   [*Do not read.*]

20. How would you rate the helpfulness of the employees? Was it:

[*Read responses; select only one response.*]

    a.   Excellent
    b.   Very good
    c.   Good
    d.   Fair
    e.   Poor, or
    f.   Very poor
    g.   Don't know   [*Do not read.*]
    h.   Refused   [*Do not read.*]

21. How would you rate how well they knew their jobs? Would you say their job knowledge was:

[*Read responses; select only one response.*]

   a.   Excellent
   b.   Very good
   c.   Good
   d.   Fair
   e.   Poor, or
   f.   Very poor
   g.   Don't know   [*Do not read.*]
   h.   Refused   [*Do not read.*]

22. After your interview with Social Security, did you receive any other forms in the mail asking you to give more information about your medical condition, job history, or your daily activities?

[*Do not read responses; select only one response.*]

   a.   Yes
   b.   No   [*Skip to Q24.*]
   c.   Don't know   [*Skip to Q24.*]
   d.   Refused   [*Skip to Q24.*]

23. How easy or hard was it to complete these forms? Was it:

[*Read responses; select only one response.*]

   a.   Very easy
   b.   Somewhat easy
   c.   Somewhat hard, or
   d.   Very hard
   e.   Don't know   [*Do not read.*]
   f.   Refused   [*Do not read.*]

24. Overall, thinking about how easy or hard it has been filing for disability benefits, how would you rate the experience so far? Has it been:

[*Read responses; select only one response.*]

a. Very easy
b. Somewhat easy
c. Somewhat hard, or
d. Very hard
e. Don't know   [*Do not read.*]
f. Refused   [*Do not read.*]

25. Is there anything else you would like to tell Social Security about your experience filing for disability benefits?

[*Do not read responses; select only one response.*]

a. Yes   [*Record response _____*]
b. No
c. Don't know
d. Refused

Now I have just a few more questions to help Social Security better understand your answers.

26. What is your age?

[*Do not read responses; select only one response.*]

a. Under 18
b. 18 – 24
c. 25 – 34
d. 35 – 44
e. 45 – 54
f. 55 – 64
g. 65 and over
h. Don't know
i. Refused

27. What is the highest level of education you have completed?

[*Do not read responses; select only one response.*]

a. Less than high school graduate
b. High school graduate/GED
c. Some college
d. Trade/technical/vocational training
e. College graduate
f. Postgraduate work or degree
g. Don't know
h. Refused

28. Do you currently use the Internet?

[*Do not read responses; select only one response.*]

a. Yes
b. No   [*Skip to end.*]
c. Don't know   [*Skip to end.*]
d. Refused   [*Skip to end.*]

29. How would you rate your level of experience using the Internet? Would you describe yourself as:

[*Read responses; select only one response.*]

a. Very experienced
b. Somewhat experienced
c. Not very experienced, or
d. Not at all experienced
e. Don't know   [*Do not read.*]
f. Refused   [*Do not read.*]

I'm going to read you a short list of activities that some people do on the Internet. I'd like to know how often you do each of these things online. Do you:

[*Read responses; select only one response.*]

	a. Often	b. Sometimes	c. Never	d. Don't Know [*Do not read.*]	e. Refused [*Do not read.*]
30. Send e-mail					
31. Instant message or chat					
32. Look for information					
33. Make purchases					
34. Bank or pay bills					

35. **Social Security has an online Disability Report that people can use to give their medical information instead of having an interview with an employee. Were you aware of the online Disability Report?**

    [*Do not read responses; select only one response.*]

    a. Yes
    b. No
    c. Don't know   [*Skip to end.*]
    d. Refused   [*Skip to end.*]

36. [*If Q35 = a (yes), read version 1:*]
    Did you ever consider using it?

    [*If Q35 = b (no), read version 2:*]
    Would you have considered using it?

    [*Do not read responses; select only one response.*]

    a. Yes   [*If Q35 = a (yes), continue to Q37. If Q35 = b (no), skip to end.*]
    b. No
    c. Don't know   [*Skip to end.*]
    d. Refused   [*Skip to end.*]

37. [*If Q35 = a (yes) and Q36 = a (yes), read version 1:*]
Can you tell me why you decided not to use it?

[*If Q35 = a (yes) and Q36 = b (no), read version 2:*]
Can you tell me why you didn't want to use it?

[*If Q35 = b (no) and Q36 = b (no), read version 3:*]
Can you tell me why you wouldn't want to use it?

[*Do not read responses; select all that apply.*]

    a.   Prefer to speak to a person
    b.   Online Disability Report too complicated/hard
    c.   Concerned about security and/or privacy of my information
    d.   Thought it would take too long on the Internet
    e.   Didn't have the necessary information
    f.   Don't have the necessary computer skills or experience
    g.   Computer is too old/Internet service is too slow
    h.   Started it online, but Social Security contacted me before I was done
    i.   Some other reason   [*Record response _____*]
    j.   Don't know
    k.   Refused

CLOSING: *That's all the questions I have for you today. Thank you for taking the time to be in this survey.*

FY 2011 Disability Report Survey
i3368 Users Questionnaire

Intro: **As part of the application for disability benefits, Social Security asks for information about your medical condition, your doctors and treatments, your previous jobs, and your education. Most of the questions in this survey are about how easy or hard it was to provide that information using Social Security's online Disability Report.**

1. **First, how did you hear about Social Security's online Disability Report?**

    [*Do not read responses; select all that apply.*]

    a. Social Security's website
    b. A search engine or website other than Social Security's
    c. A Social Security employee
    d. A friend or relative
    e. Written material from Social Security (e.g., pamphlets, yearly Social Security statement, etc.)
    f. A Doctor or other health care professional, social worker
    g. A <u>nonprofit</u> organization that serves people with disabilities (e.g., the United Cerebral Palsy Association, ARC, etc.)
    h. An attorney <u>or a paid</u> professional disability consulting service (e.g., Allsup, Binder & Binder, etc.)
    i. Media (e.g. newspaper, magazine, TV or radio)
    j. Somewhere else (e.g. employer, union, school, or church)
    k. Don't know
    l. Refused

[*If interviewing applicant, read Q2. If interviewing non-professional third party completer, skip to Q3.*]

2. **Did you fill out the online Disability Report by yourself or did someone else, such as a friend or relative, help you?**

    [*Do not read responses; select only one response.*]

    a. By myself
    b. Someone else helped me
    c. Don't know
    d. Refused

3. How easy or hard was it to find the online Disability Report on Social Security's website? Was it:

[*Read responses; select only one response.*]

   a. Very easy
   b. Somewhat easy
   c. Somewhat hard, or
   d. Very hard to find
   e. Don't know   [*Do not read.*]
   f. Refused   [*Do not read.*]

4. How clearly did the website explain how the online Disability Report works? Were the explanations:

[*Read responses; select only one response.*]

   a. Very clear
   b. Somewhat clear
   c. Not very clear, or
   d. Not at all clear
   e. Don't know   [*Do not read.*]
   f. Refused   [*Do not read.*]

5. Throughout the online Disability Report, there were instructions and examples showing what information you needed to provide. Would you say these instructions were:

[*Read responses; select only one response.*]

   a. Very helpful
   b. Somewhat helpful
   c. Not very helpful, or
   d. Not at all helpful
   e. Don't know   [*Do not read.*]
   f. Refused   [*Do not read.*]

6. **Now I'm now going to ask you how easy or hard it was to give the different kinds of information the Disability Report asked for. First, how easy or hard was it to give your medical information, for example, doctors' names, medications, or dates of tests? Was it:**

    [*Read responses; select only one response.*]

    a. Very easy   [*Skip to Q8.*]
    b. Somewhat easy   [*Skip to Q8.*]
    c. Somewhat hard, or
    d. Very hard
    e. Don't know   [*Do not read.*] [*Skip to Q8.*]
    f. Refused   [*Do not read.*] [*Skip to Q8.*]

7. **I'm going to read you a list of the types of medical information the report might have asked you to give. Please say "yes" when I read the ones you thought were hard to answer. Was it hard to give:**

    [*Read responses; select all that apply.*]

    a. Doctors' names and addresses
    b. Dates of doctor visits
    c. Names and addresses of hospitals or clinics
    d. Dates of hospital or clinic visits
    e. Names of medicines
    f. Types of tests or treatments
    g. Dates of tests or treatments
    h. Some other information   [*Record response _____.*]
    i. Don't know   [*Do not read.*]
    j. Refused   [*Do not read.*]

8. **Some questions on the online Disability Report asked you to describe in your own words the types of treatments you had and what they were for. How easy or hard was it to do that? Was it:**

    [*Read responses; select only one response.*]

    a. Very easy   [*Skip to Q10.*]
    b. Somewhat easy   [*Skip to Q10.*]
    c. Somewhat hard, or
    d. Very hard
    e. Don't know   [*Do not read.*] [*Skip to Q10.*]
    f. Refused   [*Do not read.*] [*Skip to Q10.*]

9. **Can you tell me what was hard about that?**

[*Do not read responses; select all that apply.*]

a. Hard to put it in my own words – not good at expressing myself in writing
b. To be sure what I wrote was clear and complete
c. Don't understand the medical terms well enough to write about them
d. Have more than one condition/have had many different treatments
e. My medical condition or the effects of my medication made it hard
f. Hard to remember everything
g. Needed more space on the online screens
h. Some other reason   [*Record response _____*]
i. Don't know
j. Refused

10. **There were also questions on the online Disability Report about your job history. How easy or hard was it to give this information? Was it:**

[*Read responses; 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   [*Do not read.*] [*Skip to Q12.*]
f. Refused   [*Do not read.*] [*Skip to Q12.*]

11. **I'm going to read a list of the types of job history information the report might have asked you to give. Please say "yes" when I read the ones you thought were hard to answer. Was it hard:**

[*Read responses; select all that apply.*]

a. Giving the date the condition first bothered you and when it kept you from working
b. Giving details about any changes in the job caused by the condition
c. Explaining why you stopped working
d. Giving details about the job titles and dates worked at that job in the last 15 years
e. Giving details about the hours and pay at the jobs, or
f. Giving some other information [*Record response _____*]
g. Don't know   [*Do not read.*]
h. Refused   [*Do not read.*]

12. Another group of questions on the online Disability Report asked about your education and any special training you may have had. How easy or hard was it to give this information? Was it:

[*Read responses; select only one response.*]

a.   Very easy   [*Skip to Q14.*]
b.   Somewhat easy   [*Skip to Q14.*]
c.   Somewhat hard, or
d.   Very hard
e.   Don't know   [*Do not read.*] [*Skip to Q14.*]
f.   Refused   [*Do not read.*] [*Skip to Q14.*]

13. Can you tell me what information was hard to give? Was it:

[*Read responses; select all that apply.*]

a.   Names of schools
b.   Dates attended
c.   Describing special training or programs, or
d.   Some other information   [*Record response* _____]
e.   Don't know   [*Do not read.*]
f.   Refused   [*Do not read.*]

14. While you were entering information for your online Disability Report, were there any items that you needed to change or any corrections you needed to make?

[*Do not read responses; select only one response.*]

a.   Yes
b.   No   [*Skip to Q16.*]
g.   Don't know   [*Skip to Q16.*]
c.   Refused   [*Skip to Q16.*]

15. How easy or hard was it to make the changes or corrections? Was it:

[*Read responses; select only one response.*]

    a.   Very easy
    b.   Somewhat easy
    c.   Somewhat hard, or
    d.   Very hard
    e.   Don't know   [*Do not read.*]
    f.   Refused   [*Do not read.*]

16. Did you contact Social Security for help with the online Disability Report while you were working on it?

[*Do not read responses; select only one response.*]

    a.   Yes
    b.   No   [*Skip to Q19.*]
    c.   Don't know   [*Skip to Q19.*]
    d.   Refused   [*Skip to Q19.*]

17. How did you contact Social Security? Did you:

[*Read responses; select all that apply.*]

    a.   Call Social Security's national 800 number
    b.   Call the local Social Security office
    c.   Visit the local Social Security office, or
    d.   Send an e-mail to Social Security
    e.   Don't know   [*Do not read.*]
    f.   Refused   [*Do not read.*]

18. Were you able to get the help you needed?

[*Do not read responses; select only one response.*]

    a.   Yes
    b.   No
    c.   Don't know
    d.   Refused

19. The online Disability Report is set up so you can work on it in more than one sitting. Did you complete it in one or more than one sitting?

[*Do not read responses; select only one response.*]

a. One sitting   [*Skip to Q21.*]
b. More than one sitting
c. Don't know   [*Skip to Q21.*]
d. Refused   [*Skip to Q21.*]

20. Why did you decide to work on it in more than one sitting?

[*Do not read responses; select all that apply.*]

a. Didn't have information like addresses, dates or doctors' names readily available
b. Disability Report is too long/has a lot of questions
c. Did not understand what questions meant/how to answer them
d. Because of my condition or the effects of my medication
e. Couldn't figure out how to fix something that was wrong
f. Had trouble with my computer or Internet connection
g. Some other reason   [*Record response _____*]
h. Don't know
i. Refused

21. Altogether, how much time did it take you to complete the online Disability Report? Did you spend:

[*Do not read responses; select only one response. If respondent is having trouble recalling, offer to read ranges.*]

a. 1 hour or less
b. Over 1 hour and up to 2 hours
c. Over 2 hours and up to 3 hours
d. Over 3 hours and up to 4 hours
e. Over 4 hours and up to 5 hours, or
f. Over 5 hours
g. Don't know
h. Refused

22. And how would you rate the amount of time it took? Would you say it was:

[*Read responses; select only one response.*]

    a. Excellent
    b. Very good
    c. Good
    d. Fair
    e. Poor, or
    f. Very poor
    g. Don't know   [*Do not read.*]
    h. Refused   [*Do not read.*]

23. Considering everything we've talked about so far, how would you rate Social Security's online Disability Report? Would you say it was:

[*Read responses; select only one response.*]

    a. Excellent
    b. Very good
    c. Good
    d. Fair
    e. Poor, or
    f. Very poor
    g. Don't know   [*Do not read.*]
    h. Refused   [*Do not read.*]

24. Filling out and submitting the online Disability Report is only one step in applying for Social Security disability benefits. How clearly did Social Security's website explain what else you had to do to file your application? Was the explanation:

[*Read responses; select only one response.*]

    a. Very clear   [*Skip to Q26.*]
    b. Somewhat clear   [*Skip to Q26.*]
    c. Not very clear, or
    d. Not at all clear
    e. Don't know   [*Do not read.*] [*Skip to Q26.*]
    f. Refused   [*Do not read.*] [*Skip to Q26.*]

25. Can you tell me what was unclear?

[*Do not read responses; select all that apply.*]

    a.   Not sure what next steps would be/whether Social Security would contact me
    b.   Not sure what other documents/information Social Security needed
    c.   Not sure where to send information/documents
    d.   Not sure how long it would take to get a decision
    e.   Something else   [*Record response _____*]
    f.   Don't know
    g.   Refused

26. After you completed the online Disability Report, did you receive any other forms in the mail asking you to give more information about your medical condition, job history, or your daily activities?

[*Do not read responses; select only one response.*]

    a. Yes
    b. No   [*Skip to Q28.*]
    c. Don't know   [*Skip to Q28.*]
    d. Refused   [*Skip to Q28.*]

27. How easy or hard was it to complete these forms? Was it:

[*Read responses; select only one response.*]

    a.   Very easy
    b.   Somewhat easy
    c.   Somewhat hard, or
    d.   Very hard
    e.   Don't know   [*Do not read.*]
    f.   Refused   [*Do not read.*]

28. You may have already mentioned it earlier, but I need to ask you directly; did you have any contact with a Social Security employee about your online Disability Report?

[*Do not read responses; select only one response.*]

a. Yes
b. No   [*Skip to Q30.*]
c. Don't know   [*Skip to Q30.*]
d. Refused   [*Skip to Q30.*]

29. How would you rate the quality of service Social Security employees provided, such as their courtesy, helpfulness, job knowledge, and time spent with you? Was their service:

[*Read responses; select only one response.*]

a. Excellent
b. Very good
c. Good
d. Fair
e. Poor, or
f. Very poor
g. Don't know   [*Do not read.*]
h. Refused   [*Do not read.*]

30. Overall, thinking about how easy or hard it has been filing for disability benefits, how would you rate the experience so far? Has it been:

[*Read responses; select only one response.*]

a. Very easy
b. Somewhat easy
c. Somewhat hard, or
d. Very hard
e. Don't know   [*Do not read.*]
f. Refused   [*Do not read.*]

31. Is there anything else you would like to tell Social Security about your experience filing for disability benefits?

[*Do not read responses; select only one response.*]

a. Yes   [*Record response _____*]
b. No
c. Don't know
d. Refused

Now I have just a few more questions to help Social Security better understand your answers.

32. What is your age?

[*Do not read responses; select only one response.*]

a. Under 18
b. 18 – 24
c. 25 – 34
d. 35 – 44
e. 45 – 54
f. 55 – 64
g. 65 and over
h. Don't know
i. Refused

33. What is the highest level of education you have completed?

[*Do not read responses; select only one response.*]

a. Less than high school graduate
b. High school graduate/GED
c. Some college
d. Trade/technical/vocational training
e. College graduate
f. Postgraduate work or degree
g. Don't know
h. Refused

34. How would you rate your level of experience using the Internet? Would you describe yourself as:

[*Read responses; select only one response.*]

  a.   Very experienced
  b.   Somewhat experienced
  c.   Not very experienced, or
  d.   Not at all experienced
  e.   Don't know   [*Do not read.*]
  f.   Refused   [*Do not read.*]

I'm going to read you a short list of activities that some people do on the Internet. I'd like to know how often you do each of these things online. Do you:

[*Read responses; select only one response.*]

	a. Often	b. Sometimes	c. Never	d. Don't Know [*Do not read.*]	e. Refused [*Do not read.*]
35. Send e-mail					
36. Instant message or chat					
37. Look for information					
38. Make purchases					
39. Bank or pay bills					

CLOSING: **That's all the questions I have for you today. Thank you for taking the time to be in this survey.**