

**DOCUMENTATION FOR THE GENERIC CLEARANCE
OF CUSTOMER SATISFACTION SURVEYS**

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TITLE OF INFORMATION COLLECTION: Annual Statistical Supplement Print Subscriber Survey

SSA SUB-NUMBER: G-01

DESCRIPTION OF ACTIVITY (*give purpose of activity, provide specific information; i.e., date(s) of survey, number of focus groups, locations, etc.*):

Background: Each year, the Social Security Administration (SSA) publishes print and web versions of the Annual Statistical Supplement to the Social Security Bulletin, a major data resource on the nation's social insurance and welfare programs. The print Supplement is approximately 550 pages and contains 250 plus pages of statistical tables with information on the Old Age, Survivors, and Disability Insurance and Supplemental Security Income programs, as well as Medicare and Medicaid programs.

SSA is considering discontinuing the print version of the Supplement to save printing and distribution costs. However, we want to gauge reactions from our current print subscribers and determine whether they are already using the web version of the publication and if not, whether they could accomplish their tasks with the web version if we discontinued the print version.

Description of Survey: We have drafted a brief, three-question survey we would like to mail with the 2010 print version of the Supplement to all 3,500 print subscribers when we release it in February 2011. We are trying to maximize our response rates by mailing it with the 2010 Supplement and including a postage paid, pre-addressed envelope for subscribers to use to respond to the survey by April 30, 2011.

IF FOCUS GROUP MEMBERS WILL RECEIVE A PAYMENT, INDICATE AMOUNT:
(Please note that OMB's current limit for compensation is \$75).

N/A

USE OF SURVEY RESULTS: We will use the survey results to assess whether we can discontinue print and still meet customer needs.

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response time*)

(/60) = annual burden hours):

Number of Expected Responses: 3,500.

Estimated Response Time: 5 minutes.

Annual Burden hours: 292 hours.

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