

**FISCAL YEAR 2012
FIELD OFFICE CALLER SURVEY**

Intro 1

Hello, my name is *(first and last name)* and I'm calling from *(insert contractor name)* on behalf of the Social Security Administration. We are calling a sample of people from all over the country who recently called their local Social Security office. Our records show that the *(insert city and state from sample file)* Social Security office received a call on *(insert date from sample file)* from someone at this telephone number.

May I please speak with the person who made that call?

1. Yes, this is he/she. ***(Continue with Intro 3.)***
2. Yes, one moment please. ***(Continue with Intro 2.)***
3. No, this is a business phone, cannot identify who called or do not have time to talk. ***(Record reason for non-response "business phone" and end call.)***
4. No, other reason ***(Attempt Conversion. If unsuccessful, record reason for non-response and end call.)***

Intro 2

(Begin reading when respondent is on the line.)

Hello, my name is *(first and last name)*, and I'm calling from *(insert contractor name)* on behalf of the Social Security Administration. We are calling a sample of people from all over the country who recently called their local Social Security office. Our records show that the *(insert city name only from sample file)* Social Security office received a call on *(insert date from sample file)* from someone at this telephone number. I understand that you are the person who made that call?

1. Yes ***(Continue with Intro 3.)***
2. No ***(Attempt to identify the person who made the call. If unsuccessful, record reason for non-response and end call.)***

Intro 3

Did you call the *(insert city name only from sample file)* office about Social Security business?

1. Yes, it was about Social Security Business. ***(Continue with Intro 4.)***
2. No, it was a personal call, wrong number, etc. ***(Record reason for non-response and end call.)***

Intro 4

The reason I am calling is to find out how Social Security can improve its telephone service. I'd like to assure you that the only information Social Security gives us is a telephone number and we will not ask you for any identifying information during the survey. You are not required to participate in this survey, but your opinions are very important to Social Security. All the answers you give will be kept private and will not be used for any other purpose. The survey should only take about 10 minutes. May I begin the survey now?

1. Yes **(Continue to Intro 5.)**
2. Cannot do interview now **(Attempt to schedule callback.)**
3. No **(Attempt conversion. If unsuccessful, record reason for non-response and end call.)**

Intro 5

INTERVIEWER: RECORD LANGUAGE OF INTERVIEW

1. English
2. Spanish

Intro 6

Before my first question, I need to tell you that this survey has been approved by the Office of Management and Budget (OMB) as required by the Paperwork Reduction Act. The OMB approval number for this survey is 0960-0526. **(Continue to Question 1.)**

Message for Answering Machines

Hello, my name is *(first and last name)*, and I'm calling from *(insert contractor name)* to conduct a survey for Social Security. I'd like to ask the person who called Social Security's *(insert city name only from sample file)* office about the service they received. We'll try again soon or that person can call *(insert contractor phone number)* to leave a message with a good time to contact them. We will not ask for any identifying information during the survey. Thank you.

1. First, I'd like you to think about how easy it was to reach the (*insert city and state from sample file*) Social Security office when you called on (*insert date from sample file*). Would you rate how quickly you got through as:

(Read rating scale. Enter one response.)

- a. Excellent
- b. Very good
- c. Good
- d. Fair
- e. Poor, or
- f. Very poor
- g. Don't know/no opinion **(Do not read.)**

2. Did you have to make more than one call that day before you were able to reach the office?

(Do not read responses. Enter one response.)

- a. Yes
- b. No
- c. Don't know/don't remember

3. When you called the (*insert city name only from sample file*) Social Security office on (*insert date from sample file*), you heard an automated message with information about their telephone service. I'd like to know how easy or hard you thought it was to understand this message. Would you say understanding the automated message was:

(Read rating scale. Enter one response.)

- a. Very easy **(Skip to question 5.)**
- b. Somewhat easy **(Skip to question 5.)**
- c. Somewhat hard, or
- d. Very hard
- e. No opinion/don't remember **(Do not read.) (Skip to question 5.)**

4. Why did you feel it was hard to understand the automated message?
(Do not read responses. Enter all that apply.)
- a. Too many options; menu was too long
 - b. Explanations of options were confusing, unclear
 - c. Options did not seem to fit the situation
 - d. Recording quality poor (too fast, not loud enough, words garbled)
 - e. Non-English speaking
 - f. Other **(Record response.)**
 - g. No opinion/don't remember
5. How was your call handled that day? Did you:
(Read responses. Stop as soon as responder makes a selection. Enter one response.)
- a. Leave a voicemail message **(Pause for response.)** **(Skip to question 6.)**
 - b. Speak to an agent **(Pause for response.)** **(Skip to question 9.)**
 - c. Or were you not able to get served that day **(Skip to question 12.)**
 - d. Don't know/don't remember **(Do not read.)** **(Skip to question 18.)**

Questions 6 - 8 only apply to callers who left a voice mail message.

6. When you left your message on voice mail, did you ask someone to call you back?
(Do not read responses. Enter one response.)
- a. Yes
 - b. No **(Skip to question 18.)**
 - c. Don't know/don't remember **(Skip to question 18.)**
7. Did Social Security call you back?
(Do not read responses. Enter one response.)
- a. Yes
 - b. No **(Skip to question 18.)**
 - c. Don't know/don't remember **(Skip to question 18.)**

8. Did they call you back:
(Read responses. Enter one response.)
- a. The same day
 - b. The next work day
 - c. Later, but still within about a week, or
 - d. Over a week later
 - e. Don't know/don't remember ***(Do not read.)***

(All responders to question 8 skip to question 13.)

Questions 9 – 11 only apply to callers who spoke to an agent.

9. Did you enter the name or extension of a particular person or did you just want to speak to the next available agent?
(Do not read responses. Enter one response.)
- a. Entered name or extension of particular agent
 - b. Went to next available agent
 - c. Don't know/don't remember

10. Were you connected immediately to the agent or did you have to wait on hold?
(Do not read responses. Enter one response.)
- a. Connected immediately ***(Skip to question 13.)***
 - b. Waited on hold
 - c. Don't know/don't remember ***(Skip to question 13.)***

11. How would you rate the amount of time you waited on hold until someone answered your call? Would you rate the amount of time as:

(Read rating scale. Enter one response.)

- a. Excellent
- b. Very good
- c. Good
- d. Fair
- e. Poor, or
- f. Very poor
- g. Don't know/no opinion ***(Do not read.)***

(All responders to question 11 skip to question 13.)

Question 12 only applies to callers who weren't served the day of their call.

12. What happened?

(Do not read responses. Enter one response.)

- a. I hung up; decided to end call myself
- b. The phone got disconnected; system hung up on me
- c. Voice mailbox full; unable to leave message; didn't want to leave message
- d. Something else ***(Record response.)***
- e. Don't know/don't remember

(All responders to question 12 skip to question 18.)

Questions 13- 17 only apply to callers who spoke to an agent.

13. Now I'd like to ask you several questions about your satisfaction with the service the agent gave you during your call. First, how would you rate the courtesy of the agent? Was it:

(Read rating scale. Enter one response.)

- a. Excellent
- b. Very good
- c. Good
- d. Fair
- e. Poor, or
- f. Very poor
- g. Don't know/no opinion ***(Do not read.)***

14. How well would you say the agent knew his/her job? Would you rate the agent's job knowledge as:

(Read rating scale. Enter one response.)

- a. Excellent
- b. Very good
- c. Good
- d. Fair
- e. Poor, or
- f. Very poor
- g. Don't know/no opinion ***(Do not read.)***

15. How would you rate the helpfulness of the agent during your call? Was it:

(Read rating scale. Enter one response.)

- a. Excellent
- b. Very good
- c. Good
- d. Fair
- e. Poor, or
- f. Very poor
- g. Don't know/no opinion ***(Do not read.)***

16. How clear were the explanations the agent gave you? Would you say the explanations were:
(Read rating scale. Enter one response.)

- a. Excellent
- b. Very good
- c. Good
- d. Fair
- e. Poor, or
- f. Very poor
- g. Don't know/no opinion ***(Do not read.)***

17. Was the agent able to take care of your business completely during your call?
(Do not read responses. Enter one response.)

- a. Yes
- b. No
- c. Don't know/don't remember

18. Overall, how would you rate the service you received the day you called the Social Security office? Was it:

(Read rating scale. Enter one response.)

- a. Excellent ***(Skip to question 20.)***
- b. Very good ***(Skip to question 20.)***
- c. Good ***(Skip to question 20.)***
- d. Fair
- e. Poor, or
- f. Very poor
- g. Don't know/no opinion ***(Do not read.) (Skip to question 20.)***

19. Why did you rate the telephone service in this office as *(insert response from question 18)*?

(Do not read responses. Enter all that apply.)

- a. Employee never called back/slow to respond
- b. Too hard to get through; wait on hold to get to an agent was too long
- c. Agent didn't answer questions/didn't explain things well
- d. Social Security failed to take the requested action/problem not resolved
- e. Agent was not courteous
- f. Some other reason ***(Record response.)***
- g. Don't know/no opinion

20. To help Social Security better understand how to improve its telephone service, they'd like to know why you were calling the office on *(insert date from sample file)*. What was the main type of business you called about that day? Was it about:

(Read responses. Stop as soon as responder makes a selection. Enter one response.)

[If responders do not describe the type of business they called about, for example, if they choose "some other business" and say:

- ***They called for the local Social Security office address/phone number/hours;***
- ***They called to make/change/check the status of an appointment;***
- ***They called because they received a letter; or***
- ***They were returning a call from Social Security;***

probe to find out the underlying type of business involved. If responder says anything close to these examples, the interviewer should say, "Was the appointment/letter/call about..." and re-read responses a-e.]

- a. Benefits you or someone else already receive ***(Pause for response.)***
- b. Filing an application for benefits or checking the status of an application you already filed ***(Pause for response.)***
- c. Appealing a decision made by Social Security ***(Pause for response.)***
- d. A new or replacement Social Security card ***(Pause for response.)***
(Skip to question 22.)
- e. Medicare, or ***(Pause for response.) (Skip to question 22.)***
- f. Some other business ***(Record response.) (Skip to question 22.)***
- g. Don't know/don't remember ***(Do not read.) (Skip to question 22.)***

21. Social Security would also like to know what kind of benefits you were calling about. Please answer “yes” or “no” as I read each type of benefit. Were you calling about:
(Read responses. Enter all that apply. If responder answers “no” to all response choices, refer to response a, b, or c in question 20 and probe further for the type of benefit involved.)
- a. Social Security Retirement or benefits you receive as a spouse, widow(er) or child
 - b. Social Security Disability benefits, or
 - c. SSI (i.e., Supplemental Security Income)
 - d. Don’t know/don’t remember ***(Do not read.)***
22. Other than calling the *(insert city name only from sample file)* Social Security office, did you try to take care of this business with Social Security another way?
(Do not read responses. Enter one response.)
- a. Yes
 - b. No ***(Skip to question 24.)***
 - c. Don’t know/don’t remember ***(Skip to question 24.)***
23. What did you do? Did you:
(Read responses. Enter all that apply.)
- a. Call Social Security’s National 800 number
 - b. Visit a local office, or
 - c. Try to use Social Security’s website
 - d. Something else ***(Do not read.) (Record response.)***
 - e. Don’t know/don’t remember ***(Do not read.)***

24. If you contact Social Security for future business, what are you most likely to do? Will you:
(Read responses. Enter one response.)
- a. Call Social Security’s National 800 number
 - b. Call a local office
 - c. Visit a local office
 - d. Use Social Security’s website, or
 - e. Will you do something else **(Record response.)**
 - f. Don’t know/no opinion **(Do not read.)**

[INTERVIEWER NOTE: If earlier in the survey the respondent said they would use the Internet or email to contact Social Security, acknowledge this and explain that you need to ask a few more specific questions about Internet use.]

25. Social Security’s Internet site provides Social Security information and services online. I’d like to ask you a few questions about doing business on the Internet. First, do you currently use the Internet?
(Do not read responses. Enter one response.)
- a. Yes
 - b. No **(Skip to question 35.)**
 - c. Don’t know/don’t remember **(Skip to question 35.)**

Now 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 online. Do you:

(Read responses. Enter one response.)

| | a. Often | b. Sometimes | c. Never | d. Don’t know/ don’t remember (Do not read.) |
|---|----------|--------------|----------|---|
| 26. Send e-mail | | | | |
| 27. Look for information online | | | | |
| 28. Make purchases online | | | | |
| 29. Bank or pay bills online | | | | |
| 30. Instant message or chat | | | | |
| 31. Use a social networking site such as Facebook or Twitter | | | | |

32. Have you ever visited Social Security's Internet site?

(Do not read responses. Enter one response.)

- a. Yes
- b. No
- c. Don't know/don't remember

33. Now I'd like you to think again about your call to the (*insert city name only from sample file*) Social Security office that we've been talking about. If you could have used the Internet instead of calling, would you have been:

(Read rating scale. Enter one response.)

- a. Very likely **(Skip to question 35.)**
- b. Somewhat likely **(Skip to question 35.)**
- c. Not very likely, or
- d. Not at all likely to use the Internet instead
- e. Don't know/don't remember **(Do not read.)** **(Skip to question 35.)**

34. Why do you feel that way?

(Do not read responses. Enter all that apply.)

- a. Don't like to do business online; prefer to deal with a person
- b. Information on Internet too general; need answers to my specific questions
- c. Concerned about security/privacy
- d. Not confident my business will be taken care of
- e. Lack the necessary computer skills
- f. Not sure I would be able to follow online instructions; might have questions
- g. Computer is too old/Internet service is too slow
- h. Some other reason **(Record response.)**
- i. Don't know/don't remember

35. Sometimes because of a medical condition, people need special accommodations to conduct their business with Social Security. When you contact Social Security either in person, on the telephone, or online, do you need Social Security to provide any special accommodations because of a medical condition?

(Do not read responses. Enter one response.)

- a. Yes
- b. No ***(Skip to Question 39.)***
- c. Don't know/don't remember ***(Skip to Question 39.)***

36. What special accommodations do you need?

(Record response.)

37. How satisfied are you with how well Social Security meets your need for special accommodations? Are you:

(Read rating scale. Enter one response.)

- a. Very satisfied ***(Skip to Question 39.)***
- b. Somewhat satisfied ***(Skip to Question 39.)***
- c. Somewhat dissatisfied
- d. Very dissatisfied
- e. Don't know/don't remember ***(Do not read.) (Skip to Question 39.)***

38. Why are you dissatisfied?

(Record response.)

39. Do you have any (if question 37 = "c" or "d," insert: "other") comments or suggestions to help improve telephone service in the (insert city from sample file) Social Security office?

(Do not read responses. Enter one response.)

- a. Yes ***(Record response.)***
- b. No
- c. Don't know/don't remember

Read: Social Security estimated that this survey would take 15 minutes to complete. If you would like to send comments on this time estimate to Social Security, I can provide you with the mailing address. Would you like this address?

If yes, read the Paperwork Reduction Act statement below, then go to closing:

This information collection meets the requirements of 44 U.S.C. §3507, as amended by section 2 of the Paperwork Reduction Act of 1995. The OMB approval number is 0960-0526. Social Security estimated that it would take about 10 minutes to participate in this phone survey. You may send comments on this time estimate to: *Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-6401.*

If no, go to closing.

CLOSING: That's all the questions I have for you today. Thank you for taking the time to be in this survey. Have a good day (afternoon/evening).