

Give Social Security a Report Card...

Please answer the following questions to give us your opinion of the online application you recently completed on Social Security's website.

MARKING INSTRUCTIONS

Correct Marking Example: ☒

- Use blue or black pen or a number 2 pencil.
- Do not use pens with ink that soaks through the paper.
- Make no stray marks.
- Keep all entries within the boxes.

1. How did you hear about Social Security's online application? **Mark all that apply.**

- From Social Security (an employee, their website, written material, etc.)
- From a family member or friend
- From an Internet search engine or website other than Social Security's
- From online social media (Facebook, Twitter, etc.)
- From traditional media (newspaper, magazine, TV or radio, etc.)
- From a doctor or other health care professional, social worker
- From a nonprofit organization that serves the aged or people with disabilities (United Cerebral Palsy, ARC, etc.)
- From an attorney or a paid professional consulting service (Allsup, Binder & Binder, etc.)
- Somewhere else (employer, union, school, church, etc.)

2. Did you fill out the online application by yourself or was someone else there to help you with it?

Mark only ONE answer.

- Filled it out by myself → Please skip to **question 4**.
- Someone else helped me → Please continue with **question 3**.

3. Who helped you? **Mark only ONE answer.**

- Non-professional (family member, friend, etc.)
- Professional (attorney, social worker, doctor, etc.)

Please use the scale shown to rate the following aspects of your experience using Social Security's online application. If a question does not apply to you, please mark Not Applicable.

Mark [X] ONE answer for every item.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
When you decided to file online...							
4. <u>Ease of finding</u> the online application on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. <u>Number of pages</u> you went through <u>before</u> you could start the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. <u>Appearance</u> of the online application <u>pages</u> (amount of information, how the information is arranged, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How well Social Security's website explained <u>what</u> information and documents <u>you needed</u> to complete your online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE CONTINUE TO PAGE 2

Mark [X] ONE answer for every item.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
Completing the online application...							
8. <u>Ease of answering</u> the questions on the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. <u>Helpfulness</u> of the explanations in the “ <u>More Info</u> ” links on the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. <u>Availability of help</u> from Social Security to complete the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. <u>Length of time</u> it took to complete the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. About how long did it take you complete the online application?	Mark <u>only ONE</u> answer.						
<input type="checkbox"/> 15 minutes or less							
<input type="checkbox"/> Over 15 and up to 30 minutes							
<input type="checkbox"/> Over 30 and up to 45 minutes							
<input type="checkbox"/> Over 45 and up to 1 hour							
<input type="checkbox"/> Over 1 hour and up to 2 hours							
<input type="checkbox"/> More than 2 hours							

Mark [X] ONE answer for every item.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
Explanations on Social Security’s website about...							
13. What would happen <u>after you submitted</u> your online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. <u>Other information</u> you needed to know about your <u>benefits</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The <u>security</u> and <u>privacy</u> policies of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall rating...							
16. <u>Overall opinion</u> of Social Security’s online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark [X] ONE answer for every item.

	Very Likely	Somewhat Likely	Not very Likely	Not at all Likely	Not Applicable
Your likelihood to...					
17. <u>Recommend</u> Social Security’s online application to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Use Social Security’s website for your <u>future business</u> (request information, change your address, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Use a handheld mobile device (Android, iPhone, Blackberry, etc.) to do business on Social Security’s website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your need for special accommodations...

20. When you do business with Social Security, in person, on the telephone, or online, do you need them to provide any special accommodations because of a medical condition?

Mark [X] only ONE answer.

- Yes **(Answer question 21 and tell us what special accommodations you need in question 22.)**
 No **(Skip to question 22.)**

Mark [X] only ONE answer.

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

Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Please use this space to provide any comments you may have about Social Security's online application or to explain any of your answers.

OMB Control Number 0960-0526

***Thank you for taking the time to rate Social Security!
Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.***

Give Social Security a Report Card...

Please answer the following questions to give us your opinion of the change of address or direct deposit service you recently used on Social Security's website.

MARKING INSTRUCTIONS

Correct Marking Example: ☒

- Use blue or black pen or a number 2 pencil.
- Do not use pens with ink that soaks through the paper.
- Make no stray marks.
- Keep all entries within the boxes.

1. How did you hear about the change of address or direct deposit service on Social Security's website?

Mark [X] all that apply.

- From Social Security (an employee, their website, written material, etc.)
- From a family member or friend
- From an Internet search engine or website other than Social Security's
- From online social media (Facebook, Twitter, etc.)
- From traditional media (newspaper, magazine, TV or radio, etc.)
- From a bank or financial institution
- Somewhere else (employer, school, church, etc.)

22. Did you complete the online request for a change of address or direct deposit by yourself or was someone else there to help you? Mark [X] only ONE answer.

- Completed it by myself → Please skip to question 4.
- Someone else helped me → Please continue with question 3.

23. Who helped you? Mark [X] only ONE answer.

- Non-professional (family member, friend, etc.)
- Professional (bank employee, attorney, social worker, etc.)

24. Social Security requires that you have an online account (a username and password) in order to use the change of address or direct deposit service on their website. To report your change, did you create an online account for the first time or did you use an online account that you created earlier?

Mark [X] only ONE answer.

- I created an online account for the first time → Please continue with question 5.
- I used an online account I created earlier → Please skip to question 6.

Mark [X] only ONE answer.

Excellent
Very Good
Good
Fair
Poor
Very Poor
Not Applicable

Your overall rating...

38. Overall opinion of Social Security's online change of address or direct deposit service

Mark [X] ONE answer for every item.

Very Likely
Somewhat Likely
Not very Likely
Not at all Likely
Not Applicable

Your likelihood to...

39. Recommend Social Security's website to others

40. Use Social Security's website for your future business (request information, report a change, etc.)

41. Use a handheld mobile device (Android, iPhone, Blackberry, etc.) to do business on Social Security's website

Your need for special accommodations...

42. When you do business with Social Security, in person, on the telephone or online, do you need them to provide any special accommodations because of a medical condition? **Mark [X] only ONE answer.**

Yes **(Answer question 23 and tell us what special accommodations you need in question 24.)**

No **(Skip to question 24.)**

Mark [X] only ONE answer.

Very Satisfied
Somewhat Satisfied
Somewhat Dissatisfied
Very Dissatisfied
Not Applicable

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

44. Please use this space to provide any comments you may have about Social Security's online change of address or direct deposit service or to explain any of your answers.

OMB Control Number 0960-0526

Thank you for taking the time to rate Social Security!
Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.

Give Social Security a Report Card...

Please answer the following questions to give us your opinion of the online Disability Report you recently completed on Social Security's website for an application for disability benefits or request for an appeal.

MARKING INSTRUCTIONS

Correct Marking Example: ☒

- Use blue or black pen or a number 2 pencil.
- Do not use pens with ink that soaks through the paper.
- Make no stray marks.
- Keep all entries within the boxes.

1. How did you hear about completing the Disability Report online? **Mark all that apply.**

- From Social Security (an employee, their website, written material, etc.)
- From a family member or friend
- From an Internet search engine or website other than Social Security's
- From online social media (Facebook, Twitter, etc.)
- From traditional media (newspaper, magazine, TV or radio, etc.)
- From a doctor or other health care professional, social worker
- From a nonprofit organization that serves the aged or people with disabilities (United Cerebral Palsy, ARC, etc.)
- From an attorney or a paid professional consulting service (Allsup, Binder & Binder, etc.)
- Somewhere else (employer, union, school, church, etc.)

45. Did you fill out the online Disability Report by yourself or was someone else there to help you with it?

Mark only ONE answer.

- Filled it out by myself
- Someone else helped me

Please use the scale shown to rate the following aspects of your experience using Social Security's online Disability Report. If a question does not apply to you, please mark Not Applicable.

Mark [X] ONE answer for every item.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
<i>Starting the online Disability Report...</i>							
46. <u>Ease of finding</u> the online Disability Report on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. <u>Number of pages</u> you went through <u>before</u> you could start the online Disability Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48. How well Social Security's website explained <u>how</u> the online Disability Report <u>works</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49. How well Social Security's website explained <u>what information you needed</u> to complete the online Disability Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. <u>Appearance</u> of the online Disability Report <u>pages</u> (amount of information, how the information is arranged, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Completing the online Disability Report ...

Mark [X] ONE answer for every item.

	Very Likely	Somewhat Likely	Not very Likely	Not at all Likely	Not Applicable
<i>Your likelihood to...</i>					
62. <u>Recommend</u> Social Security's website to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63. Use Social Security's website for <u>future business</u> (look for information, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64. Use a handheld mobile device (Android, iPhone, Blackberry, etc.) to do business on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your need for special accommodations...

65. When you do business with Social Security, in person, on the telephone, or online, do you need them to provide any special accommodations because of a medical condition? **Mark [X] only ONE answer.**

Yes **(Answer question 23 and tell us what special accommodations you need in question 24.)**

No **(Skip to question 24.)**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Mark [X] <u>only ONE</u> answer.					
66. How satisfied are you with how well Social Security meets your need for special accommodations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Please use this space to provide any comments you may have about Social Security's online Disability Report or to explain any of your answers.					

OMB Control Number 0960-0526

Thank you for taking the time to rate Social Security!
Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.

Give Social Security a Report Card...

Social Security's records show that you recently used Social Security's website to:

- obtain a **proof of income** letter (verify your payment amount, payment date, etc.), **OR** request a replacement **SSA-1099** (statement of total benefits paid for the prior year), **OR** request a replacement **Medicare card**.

Please answer the following questions to give us your opinion of the online service you used.

MARKING INSTRUCTIONS

Correct Marking Example: ☒

- Use blue or black pen or a number 2 pencil.
- Do not use pens with ink that soaks through the paper.
- Make no stray marks.
- Keep all entries within the boxes.

1. How did you hear about the service on Social Security's website? **Mark [X] all that apply.**

- From Social Security (an employee, their website, written material, etc.)
- From a family member or friend
- From an Internet search engine or website other than Social Security's
- From a doctor, pharmacist or other health care professional, social worker
- From a nonprofit organization that serves the aged or people with disabilities (United Cerebral Palsy, etc.)
- From traditional media (newspaper, magazine, TV or radio, etc.)
- From online social media (Facebook, Twitter, etc.)
- Somewhere else (accountant, school, church, etc.)

67. Did you complete the online request by yourself or was someone else there to help you?

Mark [X] only ONE answer.

- Completed it by myself → **Please skip to question 4.**
- Someone else helped me → **Please continue with question 3.**

68. Who helped you? **Mark [X] only ONE answer.**

- Non-professional (family member, friend, etc.)
- Professional (accountant, social worker, etc.)

IF YOU REQUESTED A PROOF OF INCOME LETTER, ANSWER QUESTION 4.

ALL OTHERS SKIP TO QUESTION 6.

69. Social Security requires that you have an online account (a username and password) in order to obtain a proof of income letter on their website. To get your proof of income letter, did you create an online account for the first time or did you use an online account that you created earlier?

Mark [X] only ONE answer.

- I created an online account for the first time → **Please continue with question 5.**
- I used an online account I created earlier → **Please skip to question 6.**

Mark [X] ONE answer for every item.

Very Likely Somewhat Likely Not very Likely Not at all Likely Not Applicable

Your likelihood to...

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 83. <u>Recommend</u> Social Security's website to others | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 84. Use Social Security's website for your <u>future business</u> (request other information, report a change, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 85. Use a handheld mobile device ((Android, iPhone, Blackberry, etc.) to do business on Social Security's website | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Your need for special accommodations...

86. When you do business with Social Security, in person, on the telephone or online, do you need them to provide any special accommodations because of a medical condition? **Mark [X] only ONE answer.**
- Yes **(Answer question 22 and tell us what special accommodations you need in question 23.)**
- No **(Skip to question 23.)**

Mark [X] only ONE answer.

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied Not Applicable

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 87. How satisfied are you with how well Social Security meets your need for special accommodations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Please use this space to provide any comments you may have about Social Security's online service or to explain any of your answers. | | | | | |
| | | | | | |
| | | | | | |

OMB Control Number 0960-0526

Thank you for taking the time to rate Social Security!
Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.