

ABOUT OUR SURVEY

Social Security would like to know how well we served you when you wanted to create an online account to do business on our website. This survey asks about the service we provided you in the office and on the telephone. It also asks about your experience completing the online account pages on our website. The survey should take less than 10 minutes to finish.

- Answer all questions as directed. The instructions may tell you to skip over some questions. When that happens, you will see an arrow with a note telling you what question to answer next:

Example: Yes

No → **SKIP to Question 1**

INSTRUCTIONS FOR MARKING YOUR ANSWERS

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

CREATING AN ONLINE ACCOUNT WITH SOCIAL SECURITY

1. Social Security records show that your recent visit to one of our offices involved creating an online account for doing business on our website. Which of the following best describes your situation?

Mark [X] ONE answer.

- I wanted to create an online account without extra security added.
- I wanted to create an online account with extra security added.
- I wanted to add extra security to an online account I had created earlier.

2. How did you hear about creating an online account to do business on Social Security's website?

Mark [X] ALL that apply.

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

Please explain: _____

3. Why did you want to create an online account with Social Security? I wanted to:

Mark [X] ALL that apply.

- View my Social Security Statement (record of my earnings and estimate of my future benefits)
- Change my address/telephone number (I already receive benefits)
- Add or change my direct deposit information (I already receive benefits)
- Get a proof of income letter verifying the Social Security benefits I receive
- Check information about the Social Security benefits I receive, e.g., see the date my payment is sent, the bank it goes to, etc.
- Just curious; wanted to see how it worked, see what I could do with an online account
- Some other reason

Please explain: _____

VISITING SOCIAL SECURITY

| Please rate the service you received when you visited the Social Security office about your online account. Mark [X] <u>ONE</u> answer for every item. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 4. Office <u>location</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Office <u>hours</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. <u>Signs/instructions</u> explaining how to check in when you got to the office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Office <u>comfort</u> (seating, temperature, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Office <u>appearance</u> (clean, pleasant, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Office <u>privacy</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. <u>Courtesy</u> of the staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. <u>Helpfulness</u> of the staff in resolving your online account business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. How <u>knowledgeable</u> the staff was about your online account business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. How <u>clearly</u> the staff <u>explained</u> what you needed to do for your online account | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. <u>Waiting time</u> to be served in the office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Mark [X] <u>ONE</u> answer. | Less than 10 minutes | Between 10 and 30 minutes | Between 31 and 60 minutes | More than 60 minutes |
|---|--------------------------|---------------------------|---------------------------|--------------------------|
| 15. How long did you wait to be served? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16. Were you able to take care of your online account business with just one visit to the office?

Mark [X] ONE answer.

- Yes → Skip to question 18.
- No → Continue with question 17.

17. During your previous visit, did the office staff explain that they were going to correct information on your Social Security record so you could try to create your online account?

Mark [X] ONE answer.

- Yes
- No

| Mark [X] <u>ONE</u> answer. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 18. <u>Overall</u> , how would you rate the service you received when you <u>visited</u> the office? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

CALLING SOCIAL SECURITY

19. In addition to visiting an office, did you ever try to call Social Security about creating your online account?

Mark [X] ONE answer.

- Yes **→ Continue with question 20.**
- No **→ Skip to question 27.**

20. Did you call Social Security’s National 800 number (1-800-772-1213), a local office or both?

Mark [X] ONE answer.

- National 800 number
- Local office
- Both
- Not sure

| Please rate the service you received when you called Social Security about your online account. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Mark [X] <u>ONE</u> answer for every item. | | | | | | |
| 21. <u>How long</u> it took you to <u>reach</u> the telephone staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. <u>Courtesy</u> of the telephone staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. How <u>helpful</u> the telephone staff was in responding to your question | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. How <u>knowledgeable</u> the telephone staff was about your online account business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. How <u>clearly</u> the telephone staff <u>explained</u> what you needed to do for your online account | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Mark [X] <u>ONE</u> answer. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 26 <u>Overall</u> , how would you rate the service you received when you <u>called</u> Social Security? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

LETTERS FROM SOCIAL SECURITY

27 Social Security provided a letter that explained what you needed to do to finish creating your online account. The letter contained special codes to enter on Social Security’s website. How did you receive your letter from Social Security?

Mark [X] ONE answer.

- I was handed a letter in the office and I received one in the mail.
- I only received a letter in the mail.

| Please rate the letter(s) you received from Social Security with instructions for creating your online account. Mark [X] <u>ONE</u> answer for each item. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 28. How <u>clearly</u> the letter(s) <u>explained</u> what steps you had to take | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 29. <u>How long</u> it took to receive the letter(s) in the mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

CREATING THE ONLINE ACCOUNT ON SOCIAL SECURITY'S WEBSITE

30. At this point, have you already finished creating your online account on Social Security's website?

Mark [X] ONE answer.

- Yes → Continue with question 31.
 No → Skip to question 49.

| Please rate the online account service on Social Security's website. Mark [X] <u>ONE</u> answer for every item. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 31. <u>Ease of finding</u> the pages to create your online account | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 32. <u>Appearance</u> of the online account pages (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"/> |
| 33. <u>Ease of answering</u> the questions on the online account pages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34. <u>Helpfulness</u> of the explanations provided in the links, instructional video, etc. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 35. Explanations of the <u>security</u> and <u>privacy</u> policies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 36. <u>Length of time</u> it took to complete the online account pages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Mark [X] <u>ONE</u> answer. | Less than 10 minutes | 10 to 15 minutes | 16 to 20 minutes | More than 20 minutes |
|--|-----------------------------|--------------------------|--------------------------|-----------------------------|
| 37. How long did it take to complete the online account pages? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Mark [X] <u>ONE</u> answer. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 38. <u>Overall</u> , how would you rate Social Security's website for creating your online account? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Mark [X] <u>ONE</u> answer. | Very Confident | Somewhat Confident | Not very Confident | Not at all Confident |
|---|--------------------------|---------------------------|---------------------------|-----------------------------|
| 39. After creating your online account, how confident are you that your information is secure on Social Security's website? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

YOUR OVERALL OPINION

| Mark [X] ONE answer. | Excellent | Very Good | Good | Fair | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 40. <u>From start to finish</u> , how would you rate your <u>entire</u> experience creating an online account with Social Security? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Mark [X] ONE answer. | Very Likely | Somewhat Likely | Not Very Likely | Not at all Likely |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 41. How likely are you to recommend that others create an online account with Social Security? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Listed below are various types of online services Social Security now offers or may offer in the future on our website. You may have already used one of these services. In the future, how likely would you be to use our online services for the following:

| Mark [X] ONE answer for every item. | Very Likely | Somewhat Likely | Not Very Likely | Not at all Likely |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 42. View a statement of my earnings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 43. View an estimate of my monthly Social Security benefit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 44. Replace my Social Security card or change my name on my card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 45. Apply for Social Security benefits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 46. Ask a question and receive personal information about my Social Security benefits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 47. Report a change to my Social Security benefit record, such as new direct deposit information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 48. Report the death of someone who receives Social Security benefits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IF YOU HAVEN'T FINISHED CREATING YOUR ONLINE ACCOUNT

**Question 49 should only be answered by people who have not yet finished creating their online account.
All others should skip to question 50.**

49. We'd like to know why you haven't finished creating your online account on Social Security's website yet.

Mark [X] ALL that apply.

- Haven't had a chance to do it
- Tried to do it but had problems (e.g., error message, computer or Internet access issues)
- Decided I didn't want an online account because of security/privacy concerns
- Decided I didn't want an online account for some other reason

Please explain : _____

- Decided I didn't want to add extra security
- No longer need online account; took care of my business when I visited/called Social Security

A LITTLE MORE ABOUT YOU

| Mark [X] <u>ONE</u> answer. | Very Experienced | Somewhat Experienced | Not very Experienced | Not at all Experienced |
|---|--------------------------|-----------------------------|-----------------------------|-------------------------------|
| 50. Please rate your level of experience as an Internet user. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Mark [X] <u>ONE</u> answer. | 18 - 24 | 25 -34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 and over |
|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 51. What is your age? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

52. What is the highest level of education you've completed?

Mark [X] ONE answer.

- Not a high school graduate
- High school graduate or GED
- Trade/technical or vocational school
- Some college
- College graduate
- Graduate degree or postgraduate training

53. Please use this space to explain any of your answers, especially any reasons for dissatisfaction, or to provide any other comments you may have about creating your online account.

Thank you for your time and attention with this survey. Social Security will use your answers to improve our services! Please return the completed questionnaire in the postage-paid envelope as soon as possible to:

Social Security Survey

Contractor Name

Contractor Address

| | |
|--|---|
| <p>PRIVACY ACT STATEMENT</p> <p>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.</p> | <p>PAPERWORK REDUCTION ACT STATEMENT</p> <p>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 10 minutes to read the instructions, gather the facts and answer the questions. You may send comments on our time estimate above to: Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-6401.</p> <p><i>Send <u>only</u> comments relating to our time estimate to this address, not the completed form.</i></p> |
| <p>OMB Control No: 0960-0526</p> | |