

Give Social Security a Report Card...

Using the rating scale shown below, please rate the service that you received on the day you visited the local Social Security office.

E = Excellent **VG** = Very Good **G** = Good **F** = Fair **P** = Poor **VP** = Very Poor

<i>Based on your recent visit, mark [X] ONE rating for:</i>	E	VG	G	F	P	VP
1. Office location	E	VG	G	F	P	VP
2. Office hours	E	VG	G	F	P	VP
3. Signs/instructions explaining how to check in when you got to the office	E	VG	G	F	P	VP
4. Usefulness of Social Security information in the waiting area (posters, pamphlets, TV presentations, etc.)	E	VG	G	F	P	VP
5. Office comfort (seating, temperature, etc.)	E	VG	G	F	P	VP
6. Office appearance (clean, pleasant, etc.)	E	VG	G	F	P	VP
7. Office privacy	E	VG	G	F	P	VP
8. Did you have an appointment? <i>Mark [X] one.</i> <input type="checkbox"/> Yes → <i>(Go to 9.)</i> <input type="checkbox"/> No → <i>(Skip to 10.)</i>						
9. Convenience of your appointment	E	VG	G	F	P	VP
10. Waiting time to be served in the office	E	VG	G	F	P	VP
11. About how many minutes did you have to wait? <i>Mark [X] only ONE.</i> <input type="checkbox"/> Up to 10 minutes <input type="checkbox"/> More than 10 and up to 30 minutes <input type="checkbox"/> More than 30 and up to 60 minutes <input type="checkbox"/> More than 60 minutes						
12. Helpfulness of the staff	E	VG	G	F	P	VP
13. Courtesy of the staff	E	VG	G	F	P	VP
14. How well the staff knew their jobs	E	VG	G	F	P	VP

Please continue on the next page →

OMB Control N0. 0960-0526 Expiration Date: August 2012

Mark [X] ONE rating.	E	VG	G	F	P	VP
15. How clearly the staff explained things	E	VG	G	F	P	VP
16. Were you able to take care of your business in one visit to the office? Mark [X] one. <input type="checkbox"/> Yes <input type="checkbox"/> No						
17. Overall, how would you rate Social Security's service during your recent office visit?	E	VG	G	F	P	VP
18. If you contact Social Security again, what are you most likely to do? Will you: Mark [X] only ONE. <input type="checkbox"/> Call Social Security's National 800 number <input type="checkbox"/> Call the local Social Security office <input type="checkbox"/> Visit the local Social Security office <input type="checkbox"/> Use the Internet or email <input type="checkbox"/> Other Explain: _____						
Social Security has its own Internet site, www.socialsecurity.gov , that provides Social Security information and services online. We'd like to ask you a few questions about doing business on the Internet.						
19. First, do you currently use the Internet? Mark [X] one <input type="checkbox"/> Yes <input type="checkbox"/> No → (Skip to 21.)						
20. Have you ever visited Social Security's Internet site? Mark [X] one <input type="checkbox"/> Yes <input type="checkbox"/> No						
21. If you could have taken care of your recent business by using the Internet <u>instead</u> of visiting Social Security, how likely would you have been to do that? Would you have been: Mark [X] only ONE. <input type="checkbox"/> Very likely <input type="checkbox"/> Somewhat likely <input type="checkbox"/> Not very likely, or <input type="checkbox"/> Not at all likely to use the Internet instead of visiting						

22. Please use this space to explain why you rated any item **“F”** (fair), **“P”** (poor), or **“VP”** (very poor) or to explain any of your other answers.

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...

We would like to ask you a few questions about how you found out what you needed to do to apply for a Social Security card.

1. First, did you contact Social Security to find out how to apply for a new or replacement Social Security card before you visited the Social Security Card Center?

Mark [X] one

- Yes No → **(Skip to 4)**

2. How did you contact Social Security for that information? Did you:

Mark [X] all that apply.

- Call Social Security's National 800 number
 Call the local Social Security office
 Visit the local Social Security office, or
 Visit Social Security's website

3. How clear was the information you received about how to apply for a new or replacement Social Security card? Was it:

Mark [X] one

- Very clear
 Somewhat clear
 Not very clear, or
 Not at all clear

Using the rating scale shown below, please rate the service that you received on the day you visited the Social Security Card Center.

E = Excellent **VG** = Very Good **G** = Good **F** = Fair **P** = Poor **VP** = Very Poor

Based on your recent visit, mark [X] ONE rating for:

4. Office location	E	VG	G	F	P	VP
5. Office hours	E	VG	G	F	P	VP
6. Signs/instructions explaining how to check in when you got to the office	E	VG	G	F	P	VP
7. Usefulness of Social Security information in the waiting area (posters, pamphlets, TV presentations, etc.)	E	VG	G	F	P	VP
8. Office comfort (seating, temperature, etc.)	E	VG	G	F	P	VP
9. Office appearance (clean, pleasant, etc.)	E	VG	G	F	P	VP

Please continue on the next page →

OMB Control N0. 0960-0526 Expiration Date: August 2012

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

Mark [X] one

Yes

No

22. If you could have taken care of your recent business by using the Internet instead of visiting Social Security, how likely would you have been to do that? Would you have been:

Mark [X] only ONE.

Very likely

Somewhat likely

Not very likely, or

Not at all likely to use the Internet instead of visiting

23. Please use this space to explain why you rated any item "**F**" (fair), "**P**" (poor), or "**VP**" (very poor) or to explain any of your other answers.

***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.***

FY 2011 Office Visitor Survey - Pre-Notice Postcard

Dear Social Security Customer:

Social Security believes that conducting surveys is one of the best ways to find out how well we are serving you. That's why we will soon be asking you to give us your opinion about the service you received during a recent visit *[to a local Social Security office or Social Security hearing office] [to a Social Security Card Center]*.

In a few days, you will receive a short questionnaire in the mail from *[insert contractor name]*, who is conducting this survey for Social Security. When you receive their envelope, we hope that you will take the time to answer our questions and tell us what you think of our service.

We look forward to hearing your opinions.

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

FY 2011 Office Visitor Survey – Initial Cover Letter

Dear Social Security Customer:

As I noted in my recent postcard, Social Security is conducting a survey to find out how well we served you during your recent visit [*to a local Social Security office or Social Security hearing office*] [*to a Social Security Card Center*]. Please take 5 minutes to fill out the enclosed "Report Card" and return the form as soon as possible in the postage-paid envelope provided.

Please be assured that [*insert contractor name*], who is conducting this survey for us, 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.

If you have a question about Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213. (To protect your privacy, my staff cannot answer questions about your eligibility or benefits.)

We appreciate your taking time out of your busy schedule to answer our survey.

Sincerely,

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

Enclosures

FY 2011 Office Visitor Survey – Follow-up Cover Letter

Dear Social Security Customer:

About a week ago we sent you a survey form, “Give Social Security a Report Card,” to find out how well we served you when you visited *[a local Social Security office or Social Security hearing office] [a Social Security Card Center]*. We haven’t yet heard from you and it’s important that we gather opinions from as many people as possible. If you have already mailed in your completed survey form, please discard this letter. We sincerely appreciate your help, and we look forward to receiving your response.

However, if you have not yet had time to fill out and return your survey, please take a few minutes right now to do that. The form is short and takes less than 5 minutes to complete. In case you misplaced the survey, we have enclosed another copy along with a postage-paid return envelope.

Please be assured that *[insert contractor name]*, who is conducting this survey for us, 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.

If you have a question about Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213. (To protect your privacy, my staff cannot answer questions about your eligibility or benefits.)

We would appreciate receiving your completed survey as soon as possible.

Sincerely,

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

Enclosures

**FY 2011 Office Visitor Survey
Privacy Act and Paperwork Reduction Act Statements**

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, OMB No. 0960-0526, 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 5 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 21235-0001. Send only comments relating to our time estimate to this address, not the completed form.