

**FY11 Project List**

mySSA/Online Statement (includes COA, DD, iBEVE)

Registration on Most Everyone(ROME) to include end to end testing

Visitor Intake Process (VIP)

iAppeals Mandate

Spanish iClaim

eIAR - Electronic Interim Assistance Reimbursement Process Enhancements

Electronic Authorization (eAuthorization) FY11-FY14

Health IT Enhancements Release 6

**FY12 Project List**

eCDR Long-Term

Automated Scheduling FY12-13 (Registration)

ETNG - Continue to Upgrade and Improve EWR User-Centered Design (UCD)

Social Security Number Application Number Process (SSNAP) Rel 4.0 FY12-14

Health Information Technology Rel 3, FY11 - FY13

Medical and Vocational expert (ME/VE) online access to the CEF

iClaim Enhancements for FY11-14

Internet Benefit Verification (iBEVE) Application FY11-14

Electronic Authorization (eAuthorization) FY11-FY14

Medicare FY 11-14

National Vendor File FY11 - FY14

Online Decision Tree

Field Office Fee Charging System

eMail

eIAR - Electronic Interim Assistance Reimbursement Process FY12

iAppeals

ERE Enhancements FY12 - FY14

## **Typical User-Centered Design Interview Questions**

1. Do you use the Internet? If so, how long have you been using it? How often do you use the Internet?
2. What types of things do you do on the Internet?
  - Banking/Bills
  - Shopping
  - Social Networking
  - E-Mail
  - Other
3. Have you ever had to do any business with the Social Security Administration (SSA) before?
4. Do you have an expectation of what kind of services you may want or need from SSA in the future?
5. If you were interested in getting Retirement, Medicare, or Disability benefits through SSA, how would you contact us?
  - Do you know where your local field office is? If not, how would you find it?
  - How would you find the phone number to call?
  - Do you know what SSA's web address is? If not, how would you find SSA on the web?
6. You may know that SSA has a website to offer information and services to the public. Have you ever visited SSA.gov? What were your impressions?
7. What do you expect you might be able to do at SSA.gov?

From this point, we would start to focus on the tasks more specifically related to the application we're building; but only as it is applicable. Meaning that many of our applications would only be used once (iClaim, i3368), but some may be used more often or some may emulate other Internet processes that a user might use (Change of Address, FOLO, iAppointment). Questions may include:

8. How do you currently do *X process*?
9. What materials do you have with you when you perform *X process*?
10. What are your expectations when you are finished performing *X process*?
11. Would you please walk us through how you perform *X process*?
12. What do you find difficult about the current process?
13. What would improve the current process?

The answers to these questions would likely lead to follow-up/clarifying questions so that we can get into the detail of users' goals and needs.

## Demographics Questionnaire

About You: Please select your answer for the following questions to help us understand you better. No information is stored that could identify you personally.

1. How many hours per week do you use a computer? (Select only one)

\_\_\_ 21 or more hours per week

\_\_\_ 11 to 20 hours per week

\_\_\_ 1 to 10 hours per week

\_\_\_ Less than 1 hour per week

2. How often do you use the Internet for any reason? (Select only one)

\_\_\_ 20 or more hours per week

\_\_\_ 10 – 19 hours per week

\_\_\_ 1 – 9 hours per week

\_\_\_ Never (please go to Question 3)

If you use the Internet:

- Which of the following activities do you do online? (Select all that apply)

Banking and/or investing

Read the news

Shopping/Travel

Email

Government information

Games

Search for topical information

Maps, directions

3. Have you ever applied for Social Security (SS) benefits for yourself or anyone else, using paper forms? \_\_\_ Yes \_\_\_ No

4. Have you ever applied for Social Security (SS) benefits for yourself or anyone else, using SSA website? \_\_\_ Yes \_\_\_ No

5. What is your gender?

\_\_\_ Female \_\_\_ Male

6. What is your age?

\_\_\_ 18-39

\_\_\_ 40-54

\_\_\_ 55-65

\_\_\_ 66+

7. What is the highest education level you completed? (Select only one)

\_\_\_ Some high school

\_\_\_ High school graduate/GED

\_\_\_ Post high-school training certificate

\_\_\_ Some college/Associate's degree

\_\_\_ 4-year college degree

\_\_\_ Graduate degree



5. **How difficult or easy was it to move through sections of the software? (Please circle one.)**

Very difficult

Neutral

Very easy

1

2

3

4

5

**Please Explain:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. **How understandable was the terminology? (Please circle one.)**

Very difficult

Neutral

Very easy

1

2

3

4

5

**Please Explain:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. **How satisfied are you with the speed at which you can complete tasks? (Please circle one.)**

Very dissatisfied

Neutral

Very satisfied

1

2

3

4

5

**Please Explain:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. **How difficult or easy was it to find information you needed? (Please circle one.)**

Very difficult

Neutral

Very easy

1

2

3

4

5

**Please Explain:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**9. How long would it take you to learn to use this software? (Please Circle one.)**

A long time

Neutral

Very little time

1

2

3

4

5

**Please Explain:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**10. How confident did you feel using this application? (Please circle one.)**

Not at all confident

Neutral

Very Confident

1

2

3

4

5

**Please Explain:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Additional comments and Suggestions**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Title: Project Name**  
**Version: Version Number**  
**Date:**

**Instructions:**

Please enter your selection ranging in scale from “strongly disagree” to “strongly agree” for each of the 10 questions based on your experience with the (Projects name) Site. For example marking a “3” would indicate that you neither agree nor disagree with the statement asked in the corresponding question.

	Strongly disagree							Strongly agree							
1. I think that I would like to use this system frequently	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
2. I found the system unnecessarily complex	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
3. I thought the system was easy to use	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
4. I think that I would need the support of a technical person to be able to use this system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
5. I found the various functions in this system were well integrated	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
6. I thought there was too much inconsistency in this system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
7. I would imagine that most people would learn to use this system very quickly	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
8. I found the system very cumbersome to use	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
9. I felt very confident using the system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5
10. I needed to learn a lot of things before I could get going with this system	<table border="1" style="width: 100%; height: 20px;"><tr><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td><td style="width: 20%;"></td></tr></table>										1	2	3	4	5

