

Employee Customer Satisfaction Survey

Part 1 of the Survey

Registration Functions	
1)	<p>Were you able to register successfully for a MySSAccess username and password?</p> <p><input type="radio"/> Yes, the first time I tried</p> <p><input type="radio"/> Yes, after more than one try (go to 1a)</p> <p><input type="radio"/> No, I was unable to register (go to 1a)</p>
1.a)	<p>Please select the screen where you encountered an issue:</p> <p><input type="checkbox"/> Terms of Service</p> <p><input type="checkbox"/> Verify your Identity (Out Of Wallet)</p> <p><input type="checkbox"/> Add Extra Security</p> <p><input type="checkbox"/> Secure your Identity</p> <p><input type="checkbox"/> Create your Account</p> <p><input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)</p>
2)	<p>Were you able to successfully verify your financial information?</p> <p><input type="radio"/> Yes, the first time I tried</p> <p><input type="radio"/> Yes, after more than one try(go to 2a)</p> <p><input type="radio"/> No, I was unable to verify my financial information(go to 2a)</p>
2.a)	<p>Please indicate where you encountered an issue:</p> <p><input type="checkbox"/> Last 8 digits of Credit Card</p> <p><input type="checkbox"/> W-2</p> <p><input type="checkbox"/> 1040 Schedule SE</p> <p><input type="checkbox"/> Direct Deposit</p> <p><input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)</p>

3)	<p>Did you receive a notice by email confirming the creation of an online account?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>
4)	<p>How can we improve our registration process? (Please clarify in 1,000 characters or less.)</p>
<h2>Account Retrieval Functions</h2>	
5)	<p>Were you able to retrieve your username?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 5a)</p>
5.a)	<p>Please indicate the reason:</p> <p><input type="checkbox"/> Could not verify the information provided (name, DOB, SSN)</p> <p><input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)</p>
6)	<p>Were you able to reset your password using password reset questions?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 6a)</p>
6.a)	<p>Please indicate the reason:</p> <p><input type="checkbox"/> Could not verify the information provided (name, DOB, SSN)</p> <p><input type="checkbox"/> Could not remember the answer to my reset questions</p> <p><input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)</p>
7)	<p>Were you able to reset your password using email?</p> <p><input checked="" type="radio"/> Yes, I received the email (go to 7a)</p> <p><input type="radio"/> Yes, I received the email but it was filtered as spam (go to 7a)</p> <p><input type="radio"/> No (go to 7b)</p>
7.a)	<p>From the moment you entered your request to the moment when you received the email, how long was the time frame?</p> <p><input type="radio"/> Less than 1 minute</p> <p><input type="radio"/> Between 1 to 5 minutes</p> <p><input type="radio"/> Longer than 5 minutes</p> <p><input type="radio"/> Don't recall</p>

7.b)	Please indicate the reason below: <input type="checkbox"/> Could not verify the information provided (name, DOB, SSN) <input type="checkbox"/> Did not receive the email <input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)
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Account Maintenance Functions

8)	Were you able to update your password? <input type="radio"/> Yes <input type="radio"/> No
9)	Were you able to update your email? <input type="radio"/> Yes <input type="radio"/> No
10)	Were you able to update your password reset questions? <input type="radio"/> Yes <input type="radio"/> No
11)	How can we improve our Security Settings tab? (Please clarify in 1,000 characters or less.)

Site Functions

MySocialSecurity	
12)	Is your name displayed correctly? <input type="radio"/> Yes <input type="radio"/> No (go to 12a)
12.a)	What is displayed instead and what should have been displayed? (Please limit your response to fewer than 1,000 characters)
13)	Are the first five numbers of your SSN masked? <input type="radio"/> Yes <input type="radio"/> No (go to 13a)
13.a)	What is displayed instead? (Please limit your response to fewer than 1,000 characters)
14)	Is your DOB displayed? <input type="radio"/> Yes <input type="radio"/> No (go to 14a)
14.a)	What is displayed instead? (Please limit your response to fewer than 1,000 characters)

15)	Is the email you entered at registration displayed? <input type="radio"/> Yes <input type="radio"/> No (go to 15a)
15.a)	What is displayed instead? (Please limit your response to fewer than 1,000 characters)
16)	Is the date of your last login displayed correctly? (If this is your first time using MySocialSecurity, it should be today's date.) <input type="radio"/> Yes <input type="radio"/> No (go to 16a and 16 b)
16.a)	If displayed incorrectly, what date is shown instead?
16.b)	If displayed incorrectly, what should be the date of your last login?
Online Statement	
17)	Is the Benefits Estimate Tab displayed? <input type="radio"/> Yes <input type="radio"/> No
18)	Was your benefit estimate displayed at full retirement age on the Overview tab? <input type="radio"/> Yes <input type="radio"/> No (go to 18a)
18.a)	What explanation under the Overview tab were you given as to why you did not receive an estimate? <input type="checkbox"/> "Please call us" is displayed <input type="checkbox"/> "Estimated benefit not available" is displayed <input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)
19)	Were you able to open the Statement from the "print/save" link? <input type="radio"/> Yes <input type="radio"/> No (go to 19a)
19.a)	Why not? <input type="checkbox"/> "Print/save" link did not display correctly <input type="checkbox"/> Nothing happened after I clicked on "print/save" link <input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)

20)	<p>On the estimate page did you see all of the following:</p> <ul style="list-style-type: none"> <input type="radio"/> Retirement benefit estimate <input type="radio"/> Disability benefit estimate <input type="radio"/> Survivor benefits estimate <input type="radio"/> Family benefit estimate <input type="radio"/> Medicare benefit information <p><input type="radio"/> Yes <input type="radio"/> No (go to 20a)</p>
20.a)	<p>Which was missing?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Retirement benefit estimate <input type="checkbox"/> Disability benefit estimate <input type="checkbox"/> Survivor benefits estimate <input type="checkbox"/> Family benefit estimate <input type="checkbox"/> Medicare benefit information
21)	<p>Please select the category that includes your age.</p> <ul style="list-style-type: none"> <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-54 <input type="checkbox"/> 55-59 <input type="checkbox"/> 60-61 <input type="checkbox"/> 62 + <input type="checkbox"/> I prefer not to answer
	<p>Was the following link(s) present(s):</p>
22)	<p>The link to apply for Retirement benefits.</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>
23)	<p>The link to apply for Disability online.</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>

24)	The option to change your Statement delivery option. <input type="radio"/> Yes <input type="radio"/> No
25)	Are you able to access the More Information Links from the estimate page? <input type="radio"/> Yes <input type="radio"/> No (go to 25a)
25.a)	Is it missing? <input type="radio"/> Yes <input type="radio"/> No
26)	Is the following promotional information displayed below the More Information Links? (go to 26a, 26b)
26.a)	"What you should know... about Social Security & saving." <input type="radio"/> Yes <input type="radio"/> No (go to 26aa)
26.a.a)	What is displayed instead of "What you should know..."? <input type="checkbox"/> "Thinking of retiring?" is displayed instead <input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)
26.b)	"Thinking of retiring? Some things to consider." <input type="radio"/> Yes <input type="radio"/> No (go to 26ba)
26.b.a)	What is displayed instead of "Thinking of retiring?" <input type="checkbox"/> "What you should know..." is displayed instead <input type="checkbox"/> Other
27)	Is the Earnings tab displayed? <input type="radio"/> Yes <input type="radio"/> No
28)	Are your earnings from 2010 displayed on the Overview tab? <input type="radio"/> Yes <input type="radio"/> No (go to 28a)
28.a)	What is displayed?

29)	<p>On the earnings page did you see all of the following:</p> <ul style="list-style-type: none"> o Taxed Social Security earnings listed o Estimated total taxes paid for Social Security o Taxed Medicare earnings listed <p>Estimated total taxes paid for Medicare purposes</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 29a)</p>
29.a)	<p>What was missing?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Taxed Social Security earnings listed <input type="checkbox"/> Estimated total taxes paid for Social Security <input type="checkbox"/> Taxed Medicare earnings listed <input type="checkbox"/> Estimated total taxes paid for Medicare purposes
Help Center	
30)	<p>Is the Help Center tab displayed?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 30a)</p>
30.a)	<p>If no, what is displayed? (Please limit your response to fewer than 1,000 characters)</p>
31)	<p>On the Help Center page did you see all of the following:</p> <ul style="list-style-type: none"> o Contact Us o Find an Office o Frequently Asked Questions <p><input type="radio"/> Yes <input type="radio"/> No (go to 31a)</p>
31.a)	<p>What was missing?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contact Us <input type="checkbox"/> Find an Office <input type="checkbox"/> Frequently Asked Questions <input type="checkbox"/> None of the above (go to 31b)
31.b)	<p>If none of the above, what is displayed? (Please limit your response to fewer than 1,000 characters)</p>

Navigation/Look and feel

32)	<p>Were you able to perform all of the following tasks:</p> <ul style="list-style-type: none"><input type="radio"/> Change the text size<input type="radio"/> Access the accessibility help functions<input type="radio"/> Access the footers <p><input type="radio"/> Yes <input type="radio"/> No (go to 32a, 32b)</p>
32.a)	<p>Please select the tasks you were unable to perform:</p> <ul style="list-style-type: none"><input type="checkbox"/> Change the text size<input type="checkbox"/> Access the accessibility help functions<input type="checkbox"/> Access the footers
32.b)	<p>Please describe what prevented you from completing the tasks. (Please limit your response to fewer than 1,000 characters)</p>
33)	<p>Were you able to sign out?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 33a)</p>
33.a)	<p>Why not?</p> <ul style="list-style-type: none"><input type="checkbox"/> Sign out button did not display correctly<input type="checkbox"/> Nothing happened after I clicked on the sign out button<input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)
34)	<p>Were you able to see the SSA logo throughout the entire experience?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 34a, 34b)</p>
34.a)	<p>If no, why not?</p> <ul style="list-style-type: none"><input type="checkbox"/> Saw the SSA logo intermittently during this experience<input type="checkbox"/> SSA logo is displaying incorrectly (no display or distorted)<input type="checkbox"/> Other

34.b)	<p>What browser are you currently using?</p> <ul style="list-style-type: none"> <input type="radio"/> Internet Explorer <input type="radio"/> Firefox <input type="radio"/> Chrome <input type="radio"/> Safari <input type="radio"/> Other (Please clarify in 1,000 characters or less.)
35)	<p>Please rate how quickly pages load on this site?</p> <ul style="list-style-type: none"> <input type="radio"/> Slower than expected (go to 35a, 35b) <input type="radio"/> As expected <input type="radio"/> Faster than expected
35.a)	<p>What browser are you currently using?</p> <ul style="list-style-type: none"> <input type="radio"/> Internet Explorer <input type="radio"/> Firefox <input type="radio"/> Chrome <input type="radio"/> Safari <input type="radio"/> Other (Please clarify in 1,000 characters or less.)
35.b)	<p>Where did you access the MySocialSecurity and Online Statement services?</p> <ul style="list-style-type: none"> <input type="radio"/> From home <input type="radio"/> From SSA workstation <input type="radio"/> Other
36)	<p>Please tell us how we can improve the look and feel of this site. (Please limit your response to fewer than 1,000 characters)</p>

General Questions

37)	<p>Please provide an overall rating for how well the site is organized.</p> <ul style="list-style-type: none"><input type="radio"/> Very poorly (go to 37a, 37b)<input type="radio"/> Poorly (go to 37a, 37b)<input type="radio"/> Neutral<input type="radio"/> Well<input type="radio"/> Very Well
37.a)	<p>Please select the area of the site that was not well organized.</p> <ul style="list-style-type: none"><input type="checkbox"/> Registration<input type="checkbox"/> MySocialSecurity landing page<input type="checkbox"/> Online Statement<input type="checkbox"/> Help Center<input type="checkbox"/> Security Settings
37.b)	<p>Please describe if any specific navigation links or paths did not take you where you expected. (Please limit your response to fewer than 1,000 characters)</p>
38)	<p>Did you expect additional information to be available on MySocialSecurity?</p> <p><input type="radio"/> Yes (go to 38a) <input checked="" type="radio"/> No</p>
38.a)	<p>What other information did you expect to be available on MySocialSecurity? (Please limit your response to fewer than 1,000 characters)</p>
39)	<p>Was there any information on the site that was unclear to you?</p> <p><input type="radio"/> Yes (go to 39a) <input type="radio"/> No</p>
39.a)	<p>Please describe what was unclear to you. (Please limit your response to fewer than 1,000 characters)</p>
40)	<p>How easy was it to navigate the site today?</p> <ul style="list-style-type: none"><input type="radio"/> Very difficult (go to 40a)<input type="radio"/> Difficult (go to 40a)<input type="radio"/> Neutral<input type="radio"/> Easy<input type="radio"/> Very easy

40.a)	What difficulties did you experience? (Please limit your response to fewer than 1,000 characters)
41)	How likely are you to return to this site? <input type="radio"/> Very unlikely (go to 41a) <input type="radio"/> Unlikely (go to 41a) <input type="radio"/> Neutral <input type="radio"/> Likely <input type="radio"/> Very likely
41.a)	If unlikely to return to this site - Why not? (Please limit your response to fewer than 1,000 characters)
42)	How likely are you to recommend this site to someone else? <input type="radio"/> Very unlikely (go to 42a) <input type="radio"/> Unlikely(go to 42a) <input type="radio"/> Neutral <input type="radio"/> Likely <input type="radio"/> Very likely
42.a)	If unlikely to recommend this site to someone else - Why not? (Please limit your response to fewer than 1,000 characters)
43)	What did you like most about MySocialSecurity? (Please limit your response to fewer than 1,000 characters)
44)	What did you like least about MySocialSecurity? (Please limit your response to fewer than 1,000 characters)
45)	What would you like to be able to do on this site that is not currently available to you? (Services, etc...) (Please limit your response to fewer than 1,000 characters)
46)	Please tell us about any other problems you encountered during the process that we have not captured previously. (Please limit your response to fewer than 1,000 characters)

OMB Number: 0960-0788

Paperwork Reduction Act Statement

This information collection meets the clearance 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 to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401.

Privacy

For information about the Social Security Administration's privacy practices, please visit our [privacy and disclosure webpage](#)

Part 2 of the Survey

Follow up General Questions	
47)	Did you receive a notice in the mail confirming the creation of an online account? <input type="radio"/> Yes(go to 47a) <input type="radio"/> No
47.a)	Please tell us when you received the notice in the mail.
48)	Did you receive a notice in the mail with instructions to add extra security to your online account? <input type="radio"/> Yes(go to 48a) <input checked="" type="radio"/> No
48.a)	Please tell us when you received the notice with instructions to add extra security in the mail.
49)	Please provide an overall rating for how well the site is organized. <input type="radio"/> Very poorly (go to 49a) <input type="radio"/> Poorly (go to 49a) <input type="radio"/> Well <input type="radio"/> Very Well <input type="radio"/> Excellent
49.a)	Please select the area of the site that was not well organized. <input type="checkbox"/> Registration <input type="checkbox"/> MySocialSecurity Landing page <input type="checkbox"/> Online Statement <input type="checkbox"/> Help Center <input type="checkbox"/> Security Settings
50)	Please tell us how we can improve the look and feel of this site.
51)	Please tell us about any other problems you encountered during the process that we have not captured previously.

Follow Up Registration Questions

52)	<p>Were you able to complete the upgrade process?</p> <p><input type="radio"/> Yes, the first time I tried</p> <p><input type="radio"/> Yes, after more than one try</p> <p><input type="radio"/> No, I was unable to upgrade (go to 52a)</p>
52.a)	<p>Please indicate where you encountered an issue:</p> <p><input type="checkbox"/> Add your Cell Phone Number</p> <p><input type="checkbox"/> Enter the Upgrade Code</p> <p><input type="checkbox"/> Did not receive text message</p> <p><input type="checkbox"/> Did not receive letter with upgrade code</p> <p><input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)</p>

Follow Up Account Retrieval Questions

53)	<p>Were you able to request your cell phone reset letter?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 53a)</p>
53.a)	<p>Please describe what happened when you request your cell phone reset letter:</p> <p><input type="checkbox"/> Could not verify the address provided</p> <p><input type="checkbox"/> Other (Please clarify in 1,000 characters or less.)</p>
54)	<p>Were you able to set up a new cell phone number?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 54a)</p>
54.a)	<p>Please describe what happened when you tried to set up a new cell phone number: (Please clarify in 1,000 characters or less.)</p>
55)	<p>Were you able to disable the extra security feature?</p> <p><input type="radio"/> Yes <input type="radio"/> No (go to 55a)</p>
55.a)	<p>Please describe what happened when you tried to disable the extra security feature: (Please clarify in 1,000 characters or less.)</p>

Follow Up Account Maintenance Questions

56)	Were you able to disable your extra security? <input type="radio"/> Yes <input type="radio"/> No (go to 56a)
56.a)	Please describe what happened when you tried to disable your extra security. (Please clarify in 1,000 characters or less.)
57)	Were you able to update your cell phone number? <input type="radio"/> Yes <input type="radio"/> No (go to 57a)
57.a)	Please describe what happened when you tried to update your cell phone number. (Please clarify in 1,000 characters or less.)
58)	How can we improve our security settings tab? (Please clarify in 1,000 characters or less.)

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Privacy

For information about the Social Security Administration’s privacy practices, please visit our [privacy and disclosure webpage](#)