

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SATISFACTION SURVEYS

TITLE OF INFORMATION COLLECTION:

Customer Satisfaction Survey for Registration, the Personalized Portal, and the Online Social Security Statement (Social Social employees)

SSA SUB-NUMBER: FAST TRACK 0960-0788

BACKGROUND:

The Social Security Administration (SSA) will be deploying an online process where members of the public are able to complete registration, view their personal information, and both view and print their Social Security statement (Statement) online. (OMB-approved information collection request, OMB Number 0960-0789, SSA's Public Credentialing and Authentication Process {PCAP}.) We are planning to deploy the online process using a controlled rollout. We will initially limit the use of the new functionality to a select group of Social Security employees who have volunteered as members of the public to use the new online process.

Goals and Objectives:

We are seeking feedback to:

- ensure accuracy of the personal information displayed,
- determine ease of use, and
- measure customer satisfaction.

Methodology:

We will ask survey participants to complete Part 1 of the customer satisfaction survey after they register, review their personal information, and both review and print their Social Security Statement. We will ask participants to complete Part 2 of the survey after they receive a notice from us stating they successfully registered and, if requested, asked for additional security.

Volunteers will link to the customer satisfaction survey through a Social Security intranet site. We will be testing the new functionality with a select group of SSA employees nationwide who have volunteered to participate as members of the public. We expect to conduct the registration process in early 2012.

Sharing Results of the Survey:

We will use the results of the survey within Social Security to improve the user experience of this new online process.

IF FOCUS GROUP/BULLETIN BOARD MEMBERS WILL RECEIVE A PAYMENT, INDICATE AMOUNT:

No payments are involved.

USE OF SURVEY RESULTS:

Survey results will be used to:

- ensure accuracy of the personal information displayed,
- determine ease of use, and,
- measure customer satisfaction.

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response time (/60) = annual burden hours*):

Number of Respondents: 300

Estimated Response Time: 10 minutes.

Annual Burden Hours: 50 hours

Cost to government: N/A

NAME OF CONTACT PERSON: Deb Larwood

PHONE NUMBER: 410-966-6135