

Customer Satisfaction Survey for Registration, Personalized Portal, and Online Social Security Statement



1. How well did the software match your expectations?

Did not match at all		Neutral		Matched very well
1	2	3	4	5

Please Explain: _____

2. How well did the software support the task that you were asked to perform?

Did not support at all		Neutral		Supported very well
1	2	3	4	5

Please Explain: _____

3. How difficult or easy was the software to use?

Very difficult		Neutral		Very easy
1	2	3	4	5

Please Explain: _____

4. Are you satisfied with the content?

Very dissatisfied		Neutral		Very satisfied
1	2	3	4	5

Please Explain: _____

5. How difficult or easy was it to move through sections of the software?

Very difficult		Neutral		Very easy
1	2	3	4	5

Please Explain: _____

6. How understandable was the terminology?

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?

Very dissatisfied

Neutral

Very satisfied

1

2

3

4

5

Please Explain: _____

8. How difficult or easy was it to find information you needed?

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?

A long time

Neutral

Very little time

1

2

3

4

5

Please Explain: _____

10. How confident did you feel using this application?

Not at all confident

Neutral

Very Confident

1

2

3

4

5

Please Explain: _____
