

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 (members of the American Payroll Association)

SSA SUB-NUMBER: FAST TRACK

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 members of the American Payroll Association (APA) who have volunteered 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 the customer satisfaction survey after they register, review their personal information, and both review and print their Social Security Statement.

We will disseminate the survey questionnaire to participants via electronic mail (email). The email contains the instructions for completing the survey; a link to the privacy and disclosure information on the Social Security website; the Paperwork Reduction Act statement and OMB approval number; and a link to Survey Monkey where the survey is available.

We decided to use Survey Monkey as the collection tool for the survey. Survey Monkey enables us to create our own web-survey displayed in a format participants can easily read and complete. 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: 30

Estimated Response Time: 5 minutes.

Annual Burden Hours: 2 ½ hours

Cost to government: N/A

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