То:	Subgroup of the Social Security Alumni Association (SSAA) (Volunteers to be
	determined)

Subject: SSAA Invitation

Thank you for agreeing to test our new online registration process, personalized portal, and the online Social Security Statement. Your participation and feedback is critical to the success of our online services.

You will personally register for a username and password so you can gain access to the new MySocialSecurity portal and view your Social Security Statement online. Please take the time to try out as much of the functionality as possible during your session.

# It is very important to note that the link provided below is for your personal use, only. Please do not forward or share the link with others.

To begin, please click <u>Here (insert link to Static Page)</u> to start the registration process.

When you are finished, please complete this 10-question	on survey (insert link to Survey
Monkey)*. It should not take more than 5 minutes to co	omplete. If you have any
questions, please feel free to contacta	at
Thank you for your participation and confidentiality.	

#### **Survey Information**

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 5 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 <u>privacy and disclosure webpage</u>

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

	How well did the so Did not match at all	oftware ma	tch your expectati Neutral	ons?	Matched very well
	1	2	3	4	5
	Please Explain:			-	
	<b>How well did the s</b> o Did not support at a		oport the task that Neutral	you were a	asked to perform? Supported very we
	1	2	3	4	5
	Please Explain:				
	How difficult or eas	sy was the			
,	Very difficult		Neutral		Very easy
	1	2	3	4	5
	Please Explain:				
-	Are you satisfied w	<i>i</i> ith the cor	ntent?		
,	Very dissatisfied		Neutral		Very satisfied
	1	2	3	4	5
	Please Explain:				
-	11				
	How difficult or eas	sy was it to	-	cuons of th	
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<b>How understanda</b> Very difficult		Neutral		Very easy			
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Please Explain:	· · · · · · · · · · · · · · · · · · ·						
How satisfied are Very dissatisfied	you with the	e speed at which y Neutral	ou can con	<b>plete tasks?</b> Very satisfied			
1	2	3	4	5			
Please Explain:							
How difficult or easy was it to find information you needed?Very difficultNeutralVery easy							
	asy was it to		/ou needed				
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Very difficult	2	Neutral 3	4	Very easy 5			
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Very difficult 1 Please Explain: How long would it A long time	2 t take you to 2	Neutral 3 learn to use this s Neutral 3	4 software? 4	Very easy 5 Very little tim 5			
 Very difficult 1 Please Explain: How long would it A long time 1	2 take you to 2	Neutral 3 learn to use this s Neutral 3	4 software? 4	Very easy 5 Very little tim 5			