

To: 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 [Here \(insert link to Static Page\)](#) to start the registration process.

When you are finished, please complete this 10-question [survey](#) (insert link to Survey Monkey)*. It should not take more than 5 minutes to complete. If you have any questions, please feel free to contact _____ 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 [privacy and disclosure webpage](#)

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: _____
