

Redesigned SSA Home Page

Testing questions and scenarios

Please read to or display the following Paperwork Reduction Act statement to participants:

Paperwork Reduction Act Statement – This electronic bulletin board/focus group, cleared under OMB No. 0960-0788, meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. Participation in this activity is voluntary. We estimate that it will take approximately 90 minutes to complete. If you would like to comment on our time estimate, please send your comments to: SSA, 6401 Security Blvd Baltimore, MD 21235-6401.

First impressions

- 1) What is the very first thing you notice on this page?
- 2) What are the first three areas or links your eyes are drawn?

Content

- 3) Is the amount of information presented on the home page too much, too little or about right?
- 4) Is there any information you feel shouldn't be there? Explain.
- 5) Is there any information you would expect to find on the home page, which isn't there? Explain.

Navigation – testing scenarios

- 6) You applied for Social Security benefits several weeks ago. You haven't heard anything from Social Security yet about your application. You want to know what's happening with your application.
- 7) You have Medicare, but you're having trouble paying for your prescription medicines. You heard that there is a program that will help you pay for your prescriptions and you want to sign up.
- 8) You lost your Social Security card and want to apply for a new one.
- 9) You are a small business owner and want to file W-2 forms to report your employees' wages.

- 10) You are 62 years old and have stopped working. You want to apply for Social Security retirement benefits.
- 11) You receive a paper benefit check from Social Security each month. You want to start receiving your check by direct deposit into your bank account.
- 12) You have a child who is disabled and you want to apply for disability benefits for him.
- 13) You want an estimate of how much your retirement benefits will be.
- 14) You are a doctor and you want to send some medical records to Social Security electronically for one of your patients who is applying for disability benefits.
- 15) You are 65 years old and want to apply for Medicare.

- 16) You receive Social Security benefits and want to look at the amount of your monthly benefit and the address that Social Security has on file for you.
- 17) You want to get a copy of your *Social Security Statement* that has a record of your earnings and an estimate of your future benefits.
- 18) You want to know what Social Security benefits you might be eligible for.
- 19) You are blind and want Social Security to send you information in Braille from now on.
- 20) You recently applied for Social Security disability benefits, but your claim was denied. You want to appeal this decision.
- 21) You get Social Security benefits and are trying to rent an apartment. The landlord told you to get a letter from Social Security stating the amount you receive every month.
- 22) You recently were injured and can no longer work at your job. You want to apply for Social Security disability benefits.
- 23) You are a researcher and want to find out the most popular names given to babies in each state of the U.S. last year.
- 24) You want to block access to your Social Security information from anyone that comes to the Internet.
- 25) You want to apply for Social Security benefits for your child.

- 26) You just got married and want to change your name on your Social Security card.
- 27) As a government employee, you want to use the services that Social Security offers to other government agencies.
- 28) You want to get a password so you can do business with Social Security online.
- 29) You lost your Medicare card and you need to get a new one.
- 30) Your spouse recently died and you want to apply for Social Security benefits as a widow or widower.
- 31) You receive Social Security benefits and will soon be moving. You want to change your address with Social Security.
- 32) You want to plan for your retirement.
- 33) Your aged mother cannot manage her money, so you receive her Social Security checks for her as her representative payee. Social Security is asking you to submit a report telling how you used the money you received for your mother.
- 34) You have very little income and suffer from a severe medical condition. You want to apply for Supplemental Security Income (SSI).
- 35) You recently applied for retirement benefits. You received a letter saying that your claim was denied because you did not work long enough under Social Security to qualify for benefits. You don't agree with this decision and you want to appeal it.
- 36) You want to apply for benefits on your spouse's Social Security account.
- 37) You just received a letter saying that your application for Social Security benefits has been approved. The letter tells you to go on the Internet and choose a password so you can do business online with Social Security.
- 38) You are an employer and are hiring a new employee. You want to make sure that the Social Security number he gave you is valid.
- 39) You received form 1099/1042 from Social Security in January stating the amount of benefits you received last year. You lost the form and need to get a copy.
- 40) You have low income and your daughter is disabled. Someone told you that you could apply for Supplemental Security Income (SSI) for her.

- 41) You want to know how Social Security works. You want to find a publication that gives you information about the program.
- 42) You received a letter in the mail saying that your application for Social Security benefits was denied. You do not agree with this decision and want to know how to appeal it.
- 43) You want some information about Supplemental Security Income (SSI) benefits for an adult.
- 44) You are trying to decide what to name the baby that you will be having in a few months. You need some ideas for names.
- 45) You are an attorney who has been asked to represent someone in a Social Security case. You want to find out what you should do.
- 46) You receive Social Security benefits by paper check every month. You do not have a bank account. You heard there was a way you could get your benefit electronically using a special card to withdraw your benefits from an ATM machine. You want to know more about this program.
- 47) You want to find out how much you will get from Social Security when you retire.
- 48) You want to find out how to get a job with Social Security.
- 49) You want to find the death record of a relative who died many years ago.
- 50) You want some information about Social Security disability benefits.
- 51) You want to find out who was president when the Social Security program started.
- 52) You think someone stole your Social Security number. You want to find out what you should do.
- 53) You want some information about what Medicare pays for.
- 54) You are a Human Resource Manager in a large company. You need information about Social Security to answer questions from employees.
- 55) You are a researcher and need some information about Social Security regulations.

- 56) Your father just passed away. You want to know if your mother can get Social Security benefits.
- 57) You have worked most of your life for the government as a middle school teacher and will receive a pension when you retire. However, you did pay Social Security taxes in a part-time job you had giving night classes at a local community college. You heard that your Social Security benefits will be reduced because of your teacher's pension when you retire. You want to find out more about this reduction to your benefits.
- 58) You heard there was a program for people with Medicare to get help paying for their prescription drugs. You want to find out more about this program.
- 59) You want to know how long you will have to work in order to qualify for Social Security benefits.
- 60) You get your Social Security benefits by paper check every month. You want to know if it would be a good idea to have your benefits go directly to your bank account instead.
- 61) You want to find out if your disabled child can get Supplemental Security Income (SSI) benefits.
- 62) You do not see what you want in the list of choices. What do you do?
- 63) You work as a Financial Planner for a small firm. You want some Social Security information so you can properly advise your clients on a financial decision.
- 64) You want to know how old you have to be to sign up for Social Security retirement benefits.
- 65) You want to know if you can get Social Security benefits on your spouse's record.
- 66) You want some information about Social Security retirement benefits.