# OMB Control No. 0960-0526

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# Ticket to Work Website Satisfaction Survey

Thank you for visiting the Ticket to Work program website. Please take our brief survey and tell us about your experience on our site. Your feedback will provide us with valuable information to help us ensure that you can find information, that the site is easy to use, and that the website is designed to meet your needs. We appreciate you taking our survey and we may use your feedback to continue to improve the site. You may also send comments to [support@chooseworkttw.net](mailto:support@chooseworkttw.net).

Initial Survey Questions

1. How did you find our website (choose the top three that apply)?
   1. Search Engine
   2. Social Media (Facebook, Twitter, YouTube)
   3. Referred from Ticket to Work Help Line
   4. Received a phone call from Social Security
   5. Received a postcard from Social Security
   6. Received an email about the Ticket to Work program
   7. Referred by a Social Security employee
   8. Referred by an Employment Network or Work Incentives Planning and Assistance counselor or case worker
   9. Referred by a friend or family
   10. Saw website address in a Social Security brochure or on a card
   11. Saw or clicked on website address on another website
   12. From a Work Incentives Seminar Event (WISE) Webinar
   13. Saw a video on YouTube
   14. Heard a podcast on iTunes
   15. TV, Radio, Newspaper
   16. Mobile phone text message
   17. Recommendation from a friend
   18. Other (please comment)
2. How satisfied were you with these aspects of our website?

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| --- | --- |
| Its visual appeal | Scale completely dissatisfied to completely satisfied |
| Its ease of use | ditto |
| The value of its content | ditto |
| How well it met your accessibility needs | Add a “not applicable” to the scale |

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1. Why did you visit our website today (select all that apply)?
2. To learn how to assign my Ticket
3. To register for a WISE webinar or other event
4. To learn about the Ticket to Work program
5. To find a job
6. To learn how to earn more money
7. To find a Ticket to Work program service provider (Employment Network (EN), Vocational Rehabilitation (VR) Agency)
8. How likely are you to return to our website?
9. Unlikely
10. Likely
11. Don’t Know

1. Which areas of our website did you visit? (select all that apply)?
2. Find Help Tool
3. Employment Network Report Card
4. Choose Work Blog
5. Find Help Tutorial
6. WISE Webinar Registration
7. Contact Us
8. FAQs
9. Success Stories
10. Ticket Talk Podcasts
11. Document/Media Library
12. Other (fill-in)
13. Please rate the following website features on a scale of 1 to 5 (5 being best).
14. Find Help Tool
15. Employment Network Report Card
16. Choose Work Blog
17. Find Help Tutorial
18. WISE Webinar Registration
19. Contact Us
20. FAQs
21. Success Stories
22. Ticket Talk Podcasts
23. Document/Media Library
24. After visiting our website, what action are you planning to take?
25. Find a service provider
26. Assign my ticket
27. Register for a WISE webinar
28. Call the Help Line
29. Other (comment)
30. Which of the following best describes you (select all that apply)?
31. SSDI Beneficiary
32. SSI Beneficiary
33. Family member of a Social Security beneficiary
34. Community Partner
35. Employment Network (EN)
36. American Job Center Employment Network
37. Vocational Rehabilitation (VR) Agency
38. Other Ticket to Work Service Provider
39. Veteran (with a disability)
40. Student (with a disability)
41. Other (Specify)
42. What is your gender?
43. Male
44. Female
45. What is your age?
46. Under the age of 18
47. 18-24
48. 25-34
49. 35-44
50. 45-54
51. 55-64
52. 65 or older
53. Prefer not to answer

Please share any suggestions for ways we can improve our website? (Comment field)?

Alternate Questions

1. You answered that you were either somewhat dissatisfied or completely dissatisfied with this website. Please tell us why you were not satisfied or what we can do to improve the site (Comment field).
2. You answered that you were either somewhat satisfied or completely satisfied with this website. Please tell what you liked best about the site (Comment field).
3. Which of the following resources did you use to help you on our website today (select all that apply)?
   1. Find Help Tool
   2. Find Help Tutorial
   3. Webinar Registration
   4. Contact Us/Help Line
   5. FAQs
   6. None of the above
   7. Other (comment)
4. Other (comment)If you were unable to find the information you needed, please tell us what you were looking for that you could not find (Comment field).
5. How often do you visit our website?
6. This is my first time visiting
7. Daily
8. Weekly
9. Monthly
10. Did you use the search feature during your visit?
    1. Yes
    2. No
    3. Not applicable
11. If you used our search feature during your visit, please tell us about your experience.
12. Search results were helpful
13. Results were not relevant/not what I wanted
14. Too many results/I needed to refine my search
15. Not enough results
16. Returned NO results
17. Received error message(s)
18. Search speed was too slow
19. I experienced a different search issue (please explain):
20. Not applicable
21. Do you subscribe to any of the following on GovDelivery (select all that apply)?
22. You Can Work Success Stories Series
23. Ticket Talk Podcasts
24. Choose Work Blog
25. Ticket to Work News and Events
26. WISE Webinars
27. Ticket to Work Email updates
28. None of the above
29. Are you following Ticket to Work on a social network (select all that apply)?
    1. Facebook
    2. Twitter
    3. YouTube
30. Approximately how long was your visit to our website today?
    1. Less than 10 minutes
    2. 10-15 minutes
    3. 15-30 minutes
    4. 30 minutes - 1 hour
    5. Longer than 1 hour
31. What is the highest level/grade of education that you have completed?
32. Did not complete high school
33. High School graduate
34. Some college/vocational school
35. College graduate
36. Some postgraduate school
37. Graduate/professional degree

**Paperwork Reduction Act Statement**

Paperwork Reduction Act Statement – This information collection meets the 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 10 minutes to complete this survey. You may send comments on our time estimate above: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address.**