

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.

Initial Survey Questions

1. How did you find our website (choose the top three that apply)?
 - a. Search Engine
 - b. Social Media (Facebook, Twitter, YouTube)
 - c. Referred from Ticket to Work Help Line
 - d. Received a phone call from Social Security
 - e. Received a postcard from Social Security
 - f. Received an email about the Ticket to Work program
 - g. Referred by a Social Security employee
 - h. Referred by an Employment Network or Work Incentives Planning and Assistance counselor or case worker
 - i. Referred by a friend or family
 - j. Saw website address in a Social Security brochure or on a card
 - k. Saw or clicked on website address on another website
 - l. From a Work Incentives Seminar Event (WISE) Webinar
 - m. Saw a video on YouTube
 - n. Heard a podcast on iTunes
 - o. TV, Radio, Newspaper
 - p. Mobile phone text message
 - q. Recommendation from a friend
 - r. Other (please comment)

2. How satisfied were you with these aspects of our website?

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

3. Why did you visit our website today (select all that apply)?

- a. To learn how to assign my Ticket
 - b. To register for a WISE webinar or other event
 - c. To learn about the Ticket to Work program
 - d. To find a job
 - e. To learn how to earn more money
 - f. To find a Ticket to Work program service provider (Employment Network (EN), Vocational Rehabilitation (VR) Agency)
4. How likely are you to return to our website?
 - a. Unlikely
 - b. Likely
 - c. Don't Know
5. Which areas of our website did you visit? (select all that apply)?
 - a. Find Help Tool
 - b. Employment Network Report Card
 - c. Choose Work Blog
 - d. Find Help Tutorial
 - e. WISE Webinar Registration
 - f. Contact Us
 - g. FAQs
 - h. Success Stories
 - i. Ticket Talk Podcasts
 - j. Document/Media Library
 - k. Other (fill-in)
6. Please rate the following website features on a scale of 1 to 5 (5 being best).
 - a. Find Help Tool
 - b. Employment Network Report Card
 - c. Choose Work Blog
 - d. Find Help Tutorial
 - e. WISE Webinar Registration
 - f. Contact Us
 - g. FAQs
 - h. Success Stories
 - i. Ticket Talk Podcasts
 - j. Document/Media Library
7. After visiting our website, what action are you planning to take?
 - a. Find a service provider
 - b. Assign my ticket
 - c. Register for a WISE webinar
 - d. Call the Help Line
 - e. Other (comment)
8. Which of the following best describes you (select all that apply)?

- a. SSDI Beneficiary
- b. SSI Beneficiary
- c. Family member of a Social Security beneficiary
- d. Community Partner
- e. Employment Network (EN)
- f. American Job Center Employment Network
- g. Vocational Rehabilitation (VR) Agency
- h. Other Ticket to Work Service Provider
- i. Veteran (with a disability)
- j. Student (with a disability)
- k. Other (Specify)

9. What is your gender?

- a. Male
- b. Female

10. What is your age?

- a. Under the age of 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65 or older
- h. 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)?
 - a. Find Help Tool
 - b. Find Help Tutorial
 - c. Webinar Registration
 - d. Contact Us/Help Line
 - e. FAQs
 - f. None of the above

- g. 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?
 - a. This is my first time visiting
 - b. Daily
 - c. Weekly
 - d. Monthly
 6. Did you use the search feature during your visit?
 - a. Yes
 - b. No
 - c. Not applicable
 7. If you used our search feature during your visit, please tell us about your experience.
 - a. Search results were helpful
 - b. Results were not relevant/not what I wanted
 - c. Too many results/I needed to refine my search
 - d. Not enough results
 - e. Returned NO results
 - f. Received error message(s)
 - g. Search speed was too slow
 - h. I experienced a different search issue (please explain):
 - i. Not applicable
 8. Do you subscribe to any of the following on GovDelivery (select all that apply)?
 - a. You Can Work Success Stories Series
 - b. Ticket Talk Podcasts
 - c. Choose Work Blog
 - d. Ticket to Work News and Events
 - e. WISE Webinars
 - f. Ticket to Work Email updates
 - g. None of the above
 9. Are you following Ticket to Work on a social network (select all that apply)?
 - a. Facebook
 - b. Twitter
 - c. YouTube
 10. Approximately how long was your visit to our website today?
 - a. Less than 10 minutes
 - b. 10-15 minutes

- c. 15-30 minutes
 - d. 30 minutes - 1 hour
 - e. Longer than 1 hour
11. What is the highest level/grade of education that you have completed?
- a. Did not complete high school
 - b. High School graduate
 - c. Some college/vocational school
 - d. College graduate
 - e. Some postgraduate school
 - f. 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.**