

## *Give Social Security a Report Card...*

Please answer the following questions to give us your opinion of the online application you recently completed on Social Security's website.

### MARKING INSTRUCTIONS

Correct Marking Example:

- *Use blue or black pen or a number 2 pencil.*
- *Do not use pens with ink that soaks through the paper.*
- *Make no stray marks.*
- *Keep all entries within the boxes.*

1. How did you hear about Social Security's online application? **Mark all that apply.**
  - From Social Security (an employee, their website, written material, etc.)
  - From a family member or friend
  - From an Internet search engine or website other than Social Security's
  - From online social media (Facebook, Twitter, etc.)
  - From traditional media (newspaper, magazine, TV or radio, etc.)
  - From a doctor or other health care professional, social worker
  - From a nonprofit organization that serves the aged or people with disabilities (United Cerebral Palsy, ARC, etc.)
  - From an attorney or a paid professional consulting service (Allsup, Binder & Binder, etc.)
  - Somewhere else (employer, union, school, church, etc.)
  
2. Did you fill out the online application by yourself or was someone else there to help you with it? **Mark only ONE answer.**
  - Filled it out by myself → Please skip to **question 4**.
  - Someone else helped me → Please continue with **question 3**.
  
3. Who helped you? **Mark only ONE answer.**
  - Non-professional (family member, friend, etc.)
  - Professional (attorney, social worker, doctor, etc.)

**Please use the scale shown to rate the following aspects of your experience using Social Security's online application. If a question does not apply to you, please mark Not Applicable.**

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
<b>Mark [X] <u>ONE</u> answer for every item.</b>							
<i>When you decided to file online...</i>							
4. <u>Ease of finding</u> the online application on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. <u>Number of pages</u> you went through <u>before</u> you could start the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. <u>Appearance</u> of the online application <u>pages</u> (amount of information, how the information is arranged, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How well Social Security's website explained <u>what</u> information and documents <u>you needed</u> to complete your online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PLEASE CONTINUE TO PAGE 2**

Mark [X] ONE answer for every item.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
<b><i>Completing the online application...</i></b>							
8. <u>Ease of answering</u> the questions on the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. <u>Helpfulness</u> of the explanations in the “ <u>More Info</u> ” links on the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. <u>Availability of other help</u> from Social Security to complete the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. <u>Length of time</u> it took to complete the online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. About how long did it take you complete the online application?	<b>Mark <u>only ONE</u> answer.</b>						
<input type="checkbox"/> 15 minutes or less							
<input type="checkbox"/> Over 15 and up to 30 minutes							
<input type="checkbox"/> Over 30 and up to 45 minutes							
<input type="checkbox"/> Over 45 and up to 1 hour							
<input type="checkbox"/> Over 1 hour and up to 2 hours							
<input type="checkbox"/> More than 2 hours							

Mark [X] ONE answer for every item.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
<b><i>Explanations on Social Security’s website about...</i></b>							
13. What would happen <u>after you submitted</u> your online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. <u>Other information</u> you needed to know about your <u>benefits</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The <u>security</u> and <u>privacy</u> policies of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Your overall rating...</i></b>							
16. <u>Overall opinion</u> of Social Security’s online application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark [X] ONE answer for every item.

	Very Likely	Somewhat Likely	Not very Likely	Not at all Likely	Not Applicable
<b><i>Your likelihood to...</i></b>					
17. <u>Recommend</u> Social Security’s online application to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Use Social Security’s website for your <u>future business</u> (request information, change your address, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Use a handheld mobile device (smartphone, iPad, etc.) to do business on Social Security’s website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***Your need for special accommodations...***

20. When you do business with Social Security, in person, on the telephone, or online, do you need them to provide any special accommodations because of a medical condition?

Mark [X] **only ONE** answer.

- Yes (Answer **question 21** and tell us what special accommodations you need in question 22.)
- No (Skip to **question 22.**)

Mark [X] **only ONE** answer.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
21. How satisfied are you with how well Social Security meets your need for special accommodations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Please use this space to provide any comments you may have about Social Security's online application or to explain any of your answers.

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OMB Control Number 0960-0526; Expiration Date: November 2015

*Thank you for taking the time to rate Social Security!  
Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.*

## *Give Social Security a Report Card...*

Please give us your opinion of the online disability form you recently completed on Social Security's website to file an application for disability benefits or to request a disability appeal.

### MARKING INSTRUCTIONS

Correct Marking Example:

- *Use blue or black pen or a number 2 pencil.*
  - *Do not use pens with ink that soaks through the paper.*
  - *Make no stray marks.*
  - *Keep all entries within the boxes.*
1. How did you hear about completing the disability form online? **Mark all that apply.**
- From Social Security (an employee, their website, written material, etc.)
  - From a family member or friend
  - From an Internet search engine or website other than Social Security's
  - From online social media (Facebook, Twitter, etc.)
  - From traditional media (newspaper, magazine, TV or radio, etc.)
  - From a doctor or other health care professional, social worker
  - From a nonprofit organization that serves the aged or people with disabilities (United Cerebral Palsy, ARC, etc.)
  - From an attorney or a paid professional consulting service (Allsup, Binder & Binder, etc.)
  - Somewhere else (employer, union, school, church, etc.)
2. Did you fill out the online disability form by yourself or was someone else there to help you with it?  
**Mark only ONE answer.**
- Filled it out by myself
  - Someone else helped me

Please use the scale shown to rate the following aspects of your experience using Social Security's online disability application or appeal. If a question does not apply to you, please mark Not Applicable.

Mark  **ONE** answer for every item.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
<b><i>Starting the online disability application or appeal...</i></b>							
3. <u>Ease of finding</u> the online form on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. <u>Number of pages</u> you went through <u>before</u> you could start the online form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How well Social Security's website explained <u>how</u> the online form <u>works</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How well Social Security's website explained <u>what information you needed</u> to complete the online form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. <u>Appearance</u> of the online <u>pages</u> (amount of information, how the information is arranged, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PLEASE CONTINUE TO PAGE 2**



Mark [X] ONE answer for every item.

	Very Likely	Somewhat Likely	Not very Likely	Not at all Likely	Not Applicable
<b><i>Your likelihood to...</i></b>					
19. <u>Recommend</u> Social Security's website to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Use Social Security's website for <u>future business</u> (look for information, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Use a handheld mobile device (smartphone, iPad, etc.) to do business on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b><i>Your need for special accommodations...</i></b>					
22. When you do business with Social Security, in person, on the telephone, or online, do you need them to provide any special accommodations because of a medical condition? <b>Mark [X] <u>only ONE</u> answer.</b>					
<input type="checkbox"/> Yes	<b>(Answer question 23 and tell us what special accommodations you need in question 24.)</b>				
<input type="checkbox"/> No	<b>(Skip to question 24.)</b>				

Mark [X] only ONE answer.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
23. How satisfied are you with how well Social Security meets your need for special accommodations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Please use this space to provide any comments you may have about Social Security's online Disability Report or to explain any of your answers.					

OMB Control Number 0960-0526; Expiration Date: November 2015

***Thank you for taking the time to rate Social Security!***  
***Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.***

## *Give Social Security a Report Card...*

Social Security's records show that you recently used Social Security's website to:

- obtain a proof of income letter (verify your payment amount, payment date, etc.), OR request a replacement SSA-1099 (statement of total benefits paid for tax purposes), OR request a replacement Medicare card.

Please answer the following questions to give us your opinion of the online service you used.

### MARKING INSTRUCTIONS

Correct Marking Example:

- *Use blue or black pen or a number 2 pencil.*
  - *Do not use pens with ink that soaks through the paper.*
  - *Make no stray marks.*
  - *Keep all entries within the boxes.*
1. How did you hear about the service on Social Security's website? **Mark [X] all that apply.**
    - From Social Security (an employee, their website, written material, etc.)
    - From a family member or friend
    - From an Internet search engine or website other than Social Security's
    - From a doctor, pharmacist or other health care professional, social worker
    - From a nonprofit organization that serves the aged or people with disabilities (United Cerebral Palsy, etc.)
    - From traditional media (newspaper, magazine, TV or radio, etc.)
    - From online social media (Facebook, Twitter, etc.)
    - Somewhere else (accountant, school, church, etc.)
  2. Did you complete the online request by yourself or was someone else there to help you?  
**Mark [X] only ONE answer.**
    - Completed it by myself → **Please skip to question 4.**
    - Someone else helped me → **Please continue with question 3.**
  3. Who helped you? **Mark [X] only ONE answer.**
    - Non-professional (family member, friend, etc.)
    - Professional (accountant, social worker, etc.)
  4. Social Security requires that you have an online account (a username and password) in order to request personal information on their website. For your recent request, did you create an online account for the first time or did you use an online account that you created earlier?  
**Mark [X] only ONE answer.**
    - I created an online account for the first time → **Please continue with question 5.**
    - I used an online account I created earlier → **Please skip to question 6.**

PLEASE CONTINUE TO PAGE 2



Mark [X] ONE answer for every item.

	Very Likely	Somewhat Likely	Not very Likely	Not at all Likely	Not Applicable
<b><i>Your likelihood to...</i></b>					
18. <u>Recommend</u> Social Security's website to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Use Social Security's website for your <u>future business</u> (request other information, report a change, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Use a handheld mobile device (smartphone, iPad, etc.) to do business on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b><i>Your need for special accommodations...</i></b>					
21. When you do business with Social Security, in person, on the telephone or online, do you need them to provide any special accommodations because of a medical condition? <b>Mark [X] <u>only ONE</u> answer.</b>					
<input type="checkbox"/> Yes ( <b>Answer <u>question 22</u> and tell us what special accommodations you need in question 23.</b> )					
<input type="checkbox"/> No ( <b>Skip to <u>question 23.</u></b> )					

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
<b>Mark [X] <u>only ONE</u> answer.</b>					
22. How satisfied are you with how well Social Security meets your need for special accommodations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Please use this space to provide any comments you may have about Social Security's online service or to explain any of your answers.					

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*Thank you for taking the time to rate Social Security!  
Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.*

## *Give Social Security a Report Card...*

Please answer the following questions to give us your opinion of the change of address or direct deposit service you recently used on Social Security's website.

### MARKING INSTRUCTIONS

Correct Marking Example:

- *Use blue or black pen or a number 2 pencil.*
- *Do not use pens with ink that soaks through the paper.*
- *Make no stray marks.*
- *Keep all entries within the boxes.*

1. How did you hear about the change of address or direct deposit service on Social Security's website?

Mark **[X]** all that apply.

- From Social Security (an employee, their website, written material, etc.)
- From a family member or friend
- From an Internet search engine or website other than Social Security's
- From online social media (Facebook, Twitter, etc.)
- From traditional media (newspaper, magazine, TV or radio, etc.)
- From a bank or financial institution
- Somewhere else (employer, school, church, etc.)

2. Did you complete the online request for a change of address or direct deposit by yourself or was someone else there to help you? Mark **[X]** only ONE answer.

- Completed it by myself → Please skip to question 4.
- Someone else helped me → Please continue with question 3.

3. Who helped you? Mark **[X]** only ONE answer.

- Non-professional (family member, friend, etc.)
- Professional (bank employee, attorney, social worker, etc.)

4. Social Security requires that you have an online account (a username and password) in order to use the change of address or direct deposit service on their website. To report your change, did you create an online account for the first time or did you use an online account that you created earlier?

Mark **[X]** only ONE answer.

- I created an online account for the first time → Please continue with question 5.
- I used an online account I created earlier → Please skip to question 6.



Mark [X] only ONE answer.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
<b>Your overall rating...</b>							
18. Overall <u>opinion</u> of Social Security's online change of address or direct deposit service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark [X] ONE answer for every item.

	Very Likely	Somewhat Likely	Not very Likely	Not at all Likely	Not Applicable
<b>Your likelihood to...</b>					
19. <u>Recommend</u> Social Security's website to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Use Social Security's website for your <u>future business</u> (request information, report a change, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Use a handheld mobile device (smartphone, iPad, etc.) to do business on Social Security's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your need for special accommodations...**

22. When you do business with Social Security, in person, on the telephone or online, do you need them to provide any special accommodations because of a medical condition? **Mark [X] only ONE answer.**
- Yes **(Answer question 23 and tell us what special accommodations you need in question 24.)**
- No **(Skip to question 24.)**

Mark [X] only ONE answer.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
23. How satisfied are you with how well Social Security meets your need for special accommodations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Please use this space to provide any comments you may have about Social Security's online change of address or direct deposit service or to explain any of your answers.	<hr/> <hr/> <hr/>				

OMB Control Number 0960-0526; Expiration Date: November 2015

*Thank you for taking the time to rate Social Security!  
Please send us your "Report Card" in the enclosed postage-paid envelope as soon as possible.*

## **Internet Report Card Survey - Prenotice Postcard**

Dear Social Security Customer:

Social Security believes that conducting surveys is one of the best ways to find out how well we are serving you. That's why we will soon be asking you to give us your opinion about the business that you recently completed on our website for yourself or on behalf of another person.

In a few days, you will receive a short questionnaire in the mail from (*Contractor*) who is conducting this survey for Social Security. When you receive their envelope, we hope that you will take the time to answer our questions and tell us what you think of our online service.

We look forward to hearing your opinions.

*Social Security Administration*

## Internet Report Card Survey – Initial Cover Letter

RE: *[Insert type of online business from sample file]*

Dear *[Insert name from sample file]*:

As noted in our recent postcard, Social Security is conducting a survey to find out how well we served you when you used our website to complete the business shown above for yourself or on behalf of another person. Please take 5 minutes to fill out the enclosed "Report Card" and return the form as soon as possible in the postage-paid envelope provided. **Please do not put any information related to Social Security business in the envelope with your completed survey.**

Please be assured that (*Contractor*), who is conducting this survey for us, will only give your responses to the staff here at Social Security and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses.

If you have a question about Social Security benefits, please visit our web site at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call our toll-free information line at 1-800-772-1213.

We appreciate your taking time out of your busy schedule to answer our survey.

Sincerely,

*Social Security Administration*

Enclosures

## **Internet Report Card Survey – Privacy Act**

### **PRIVACY ACT STATEMENT**

The Social Security Administration is authorized to collect the information for this survey under Executive Order 12862, “Setting Customer Service Standards.” Your response to these questions is strictly voluntary. The information you provide will be used to help us improve the service that we give you. Your response will not be disclosed to any other government or private agency.

### **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 5 minutes to read the instructions, gather the facts, and answer the questions. *You may send comments on our time estimate above to: Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address, not the completed form.*

## Internet Report Card Survey – Follow-up Cover Letter

RE: *[Insert type of online business from sample file]*

Dear *[Insert name from sample file]*:

About a week ago we sent you a survey form, “Give Social Security a Report Card,” to find out how well we served you when you used our website to complete the business shown above for yourself or on behalf of another person. We haven’t yet heard from you and it’s important that we gather opinions from as many people as possible. If you have already mailed in your completed survey form, please discard this letter. We sincerely appreciate your help, and we look forward to receiving your response.

However, if you have not yet had time to fill out and return your survey, please take a few minutes right now to do that. The form is short and takes less than 5 minutes to complete. In case you misplaced the survey, we have enclosed another copy along with a postage-paid return envelope. **Please do not put any information related to Social Security business in the envelope with your completed survey.**

Please be assured that (*Contractor*), who is conducting this survey for us, will only give your responses to the staff here at Social Security and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses.

If you have a question about Social Security benefits, please visit our web site at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call our toll-free information line at 1-800-772-1213.

We would appreciate receiving your completed survey as soon as possible.

Sincerely,

*Social Security Administration*

Enclosures