

Give Social Security a Report Card...

Using the rating scale shown below, please rate the service that you received on the day you visited the local Social Security office.

E = Excellent	VG = Very Good	G = Good	F = Fair	P = Poor	VP = Very Poor	
<i>Based on your recent visit, mark [X] ONE rating for:</i>						
1. Office location	E	VG	G	F	P	VP
2. Office hours	E	VG	G	F	P	VP
3. Signs/instructions explaining how to check in when you got to the office	E	VG	G	F	P	VP
4. Usefulness of Social Security information in the waiting area (posters, pamphlets, TV presentations, etc.)	E	VG	G	F	P	VP
5. Office comfort (seating, temperature, etc.)	E	VG	G	F	P	VP
6. Office appearance (clean, pleasant, etc.)	E	VG	G	F	P	VP
7. Office privacy	E	VG	G	F	P	VP
8. Did you have an appointment? <i>Mark [X] one.</i> <input type="checkbox"/> Yes → <i>(Go to 9.)</i> <input type="checkbox"/> No → <i>(Skip to 11.)</i>						
9. How quickly you got an appointment	E	VG	G	F	P	VP
10. Convenience of the date and time of your the appointment	E	VG	G	F	P	VP
11. Waiting time to be served in the office	E	VG	G	F	P	VP
12. About how many minutes did you have to wait? <i>Mark [X] only ONE.</i> <input type="checkbox"/> Up to 10 minutes <input type="checkbox"/> More than 10 and up to 30 minutes <input type="checkbox"/> More than 30 and up to 60 minutes <input type="checkbox"/> More than 60 minutes						
13. Helpfulness of the staff	E	VG	G	F	P	VP
14. Courtesy of the staff	E	VG	G	F	P	VP
15. How well the staff knew their jobs	E	VG	G	F	P	VP
16. How clearly the staff explained things	E	VG	G	F	P	VP

17. Were you able to take care of your business in one visit to the office? Mark [X] <u>one</u>. <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>						
Mark [X] <u>ONE</u> rating.	E	VG	G	F	P	VP
18. Overall, how would you rate Social Security's service during your recent office visit?	E	VG	G	F	P	VP
19. If you contact Social Security again, what are you most likely to do? Will you: Mark [X] <u>only ONE</u>. <div style="margin-top: 10px;"> <input type="checkbox"/> Call Social Security's National 800 number <input type="checkbox"/> Call a Social Security office <input type="checkbox"/> Visit a Social Security office <input type="checkbox"/> Use Social Security's website <input type="checkbox"/> Other Explain: _____ </div>						
To serve you better in the future, we would like to know how you prefer to do business with Social Security. 20. First, do you currently use the Internet? Mark [X] <u>one</u> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No → (Skip to 24.) </div>						
21. How do you access the Internet? Do you use a: Mark [X] <u>all that apply</u>. <div style="margin-top: 10px;"> <input type="checkbox"/> Personal computer or laptop <input type="checkbox"/> Wireless handheld device (smartphone, iPad, etc.) </div>						
22. Have you ever visited Social Security's Internet site? Mark [X] <u>one</u> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>						
23. If you could have taken care of your recent business by using the Internet <u>instead</u> of visiting Social Security, how likely would you have been to do that? Would you have been: Mark [X] <u>only ONE</u>. <div style="margin-top: 10px;"> <input type="checkbox"/> Very likely <input type="checkbox"/> Somewhat likely <input type="checkbox"/> Not very likely, or <input type="checkbox"/> Not at all likely to use the Internet instead of visiting </div>						

24. 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] one

☐ Yes ➔ **(Answer 25 and tell us what special accommodations you need in 26.)**

☐ No ➔ **(Skip to 26.)**

25. How satisfied are you with how well Social Security meets your need for special accommodations? Are you:

Mark [X] only ONE.

☐ Very satisfied

☐ Somewhat satisfied

☐ Somewhat dissatisfied, or

☐ Very dissatisfied

26. Please use this space to explain why you rated any item **“F”** (fair), **“P”** (poor), or **“VP”** (very poor) or to explain any of your other answers.

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...

We would like to ask you a few questions about how you found out what you needed to do to apply for a Social Security card.

- 1.** First, did you contact Social Security to find out how to apply for a new or replacement Social Security card before you visited the Social Security Card Center?

Mark [X] one

☐ Yes

☐ No → ***(Skip to 4)***

- 2.** How did you contact Social Security for that information? Did you:

Mark [X] all that apply.

☐ Call Social Security's National 800 number

☐ Call a Social Security office

☐ Visit a Social Security office, or

☐ Visit Social Security's website

- 3.** How clear was the information you received about how to apply for a new or replacement Social Security card? Was it:

Mark [X] one

☐ Very clear

☐ Somewhat clear

☐ Not very clear, or

☐ Not at all clear

Using the rating scale shown below, please rate the service that you received on the day you visited the Social Security Card Center.

E = Excellent **VG** = Very Good **G** = Good **F** = Fair **P** = Poor **VP** = Very Poor

Based on your recent visit, mark [X] ONE rating for:

4. Office location	E	VG	G	F	P	VP
5. Office hours	E	VG	G	F	P	VP
6. Signs/instructions explaining how to check in when you got to the office	E	VG	G	F	P	VP
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10. Office privacy	E	VG	G	F	P	VP
11. Waiting time to be served in the office	E	VG	G	F	P	VP

12. About how many minutes did you have to wait? Mark [X] <u>only ONE</u>. <input type="checkbox"/> Up to 10 minutes <input type="checkbox"/> More than 10 and up to 30 minutes <input type="checkbox"/> More than 30 and up to 60 minutes <input type="checkbox"/> More than 60 minutes						
Mark [X] <u>ONE</u> rating.	E	VG	G	F	P	VP
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16. How clearly the staff explained things	E	VG	G	F	P	VP
17. Were you able to take care of your business in one visit to the Social Security Card Center? Mark [X] <u>one</u> <input type="checkbox"/> Yes <input type="checkbox"/> No						
Mark [X] <u>ONE</u> rating.	E	VG	G	F	P	VP
18. Overall, how would you rate Social Security's service during your recent visit?	E	VG	G	F	P	VP
19. To serve you better in the future, we would like to know how you prefer to do business with Social Security. First, what is your preferred language? Mark [X] <u>only ONE</u>. <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other Explain: _____						
20. Do you currently use the Internet? Mark [X] <u>one</u> <input type="checkbox"/> Yes <input type="checkbox"/> No → (Skip to 24.)						
21. How do you access the Internet? Do you use a: Mark [X] <u>all that apply</u>. <input type="checkbox"/> Personal computer or laptop <input type="checkbox"/> Wireless handheld device (smartphone, iPad, etc.)						
22. Have you ever visited Social Security's Internet site? Mark [X] <u>one</u> <input type="checkbox"/> Yes <input type="checkbox"/> No						

23. If you could have taken care of your recent business by using the Internet instead of visiting Social Security, how likely would you have been to do that? Would you have been:

Mark [X] only ONE.

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Not very likely, or
- ☐ Not at all likely to use the Internet instead of visiting

24. 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] one

- ☐ Yes → **(Answer 25 and tell us what special accommodations you need in 26.)**
- ☐ No → **(Skip to 26.)**

25. How satisfied are you with how well Social Security meets your need for special accommodations? Are you:

Mark [X] only ONE.

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied, or
- ☐ Very dissatisfied

26. Please use this space to explain why you rated any item “**F**” (fair), “**P**” (poor), or “**VP**” (very poor) or to explain any of your other answers.

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.

Second Survey Interval

FY 2014 Office Visitor Survey - Pre-Notice 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 service you received during a recent visit to a local Social Security office or Social Security hearing office.

In a few days, you will receive a short questionnaire in the mail from *[insert contractor name]*, 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 service.

We look forward to hearing your opinions.

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration

Second Survey Interval

FY 2014 Office Visitor Survey – Initial Cover Letter

Dear Social Security Customer:

As I noted in my recent postcard, Social Security is conducting a survey to find out how well we served you during your recent visit to a local Social Security office or Social Security hearing office. 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 be assured that *[insert contractor name]*, who is conducting this survey for us, will only give your responses to my 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 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,

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration

Enclosures

Second Survey Interval

FY 2014 Office Visitor Survey – Follow-up Cover Letter

Dear Social Security Customer:

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 visited a local Social Security office or Social Security hearing office. 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 be assured that *[insert contractor name]*, who is conducting this survey for us, will only give your responses to my 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.

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

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Second Survey Interval

FY 2014 Social Security Card Center Survey - Pre-Notice 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 service you (or someone else on your behalf) received during a recent visit to a Social Security Card Center.

In a few days, you will receive a short questionnaire in the mail from *[insert contractor name]*, 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 service.

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Sincerely,

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration

Enclosures

First Survey Interval

Office Visitor Survey and Social Security Card Center 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.