

SOCIAL SECURITY ADMINISTRATION

POST-CALL SURVEY

Intro

Hello. At Social Security, your satisfaction means the world to us. We value your opinion and want to learn more about your recent contact with us. Please take a few moments to respond to our survey. We like to assure you that we will not ask you for any identifying information during the survey. Your participation in the survey is voluntary, and your responses will be confidential. If in any way we did not meet your needs, we want to hear about it.

Before you start the survey, we need to tell you this survey has been approved by the Office of Management and Budget (OMB) as required by the Paperwork Reduction Action. The OMB approval number for this survey is 0960-0526. The survey should only take about 5 minutes.

We will begin the survey now.

1. First, we would like to ask about your reason for calling Social Security’s National 800 Number. Which of the following categories best describes why you called today?

- Press or Say “1”...For Applying for benefits
- Press or Say “2”...For Making changes to your information
- Press or Say “3”...For Medicare
- Press or Say “4”...For Proof of Income or Benefit Statement
- Press or Say “5”...For Replacement Card
- Press or Say “6”...For Something else
- Press or Say “*” to repeat this question

2. How would you rate how long it took you to get served when you called?

- Press or Say “1”...For excellent
- Press or Say “2”...For good
- Press or Say “3”...For poor
- Press or Say “*” to repeat this question

3. How many times have you contacted us about this issue?

- Press or Say “1” ... If this was the first time
- Press or Say “2” ... If you contacted us more than once
- Press or Say “*” to repeat this question

4. Did you try to resolve this issue on our website, www.socialsecurity.gov?

- Press or Say “1” for ...Yes

Press or Say "2" for ... No
Press or Say "*" to repeat this question

5. Did you try to resolve this issue by either calling or visiting your local office?

Press or Say "1" for ... Yes
Press or Say "2" for ... No
Press or Say "*" to repeat this question

6. How easy was it to understand the automated answering system menu and instructions? Please use a scale from "1" to "5", where "1" is "not very easy" and "5" is "very easy."

Press or Say "*" to repeat this question

7. Was the automated system able to understand what you were saying?

Press or Say "1" for ... Yes
Press or Say "2" for ... No
Press or Say "*" to repeat this question

8. Were you able to accomplish what you wanted to with the automated phone system without having to speak with a representative?

Press or Say "1" for ... Yes
Press or Say "2" for ... No
Press or Say "*" to repeat this question

9. Rather than waiting on hold, did you request to have a representative call you back?

Press or Say "1" for ... Yes
Press or Say "2" for ... No
Press or Say "*" to repeat this question

10. How would you rate the amount of time you waited until a representative answered your call? Please use a scale from "1" to "5", where "1" is excessively long and "5" is short

Press or Say "*" to repeat this question

11. How easy was it to reach a representative? Please use a scale from "1" to "5", where "1" is "not very easy" and "5" is "very easy."

Press or Say "*" to repeat this question

12. How knowledgeable was the representative about your issue? Please use a scale from “1” to “5”, where “1” is “not very knowledgeable” and “5” is “very knowledgeable.”

Press or Say “*” to repeat this question

13. How respectful was the representative in handling your call? Please use a scale from “1” to “5”, where “1” is “not very respectful” and “5” is “very respectful.”

Press or Say “*” to repeat this question

14. How clear was the representative’s explanation in response to your questions? Please use a scale from “1” to “5”, where “1” is “not very clear” and “5” is “very clear.”

Press or Say “*” to repeat this question

15. At the completion of your phone call, did you feel your issues were resolved?

Press or Say “1” for ...Yes, my issues were completely resolved

Press or Say “2” for ...Some of my issues were resolved

Press or Say “3” for ...No, my issues were not resolved

Press or Say “*” to repeat this question

16. Did you call about a letter received from Social Security?

Press or Say “1” for ...Yes

Press or Say “2” for ... No

Press or Say “*” to repeat this question

17. Did you understand what the letter was about?

Press or Say “1” for ... Yes

Press or Say “2” for ... No

Press or Say “*” to repeat this question

18. Did the letter provide clear instructions regarding what action, if any, you need to take?

Press or Say “1” for ...Yes, the instructions were clear

Press or Say “2” for ... No, the instructions were not clear

Press or Say “3” for ... I did not need to take any action

Press or Say “*” to repeat this question

19. How easy to read was the layout and design of the letter? Please use a scale from “1” to “5”, where “1” is “not very easy” and “5” is “very easy.”

Press or Say "*" to repeat this question

20. Using a scale from "1" to "5" where "1" means "Very dissatisfied" and "5" means "Very satisfied," please rate your satisfaction with the service you received from Social Security.

Press or Say "*" to repeat this question

21. Finally, imagine an ideal customer service experience. Using a scale from "1" to "5" where "1" means "Not very close to the ideal" and "5" means "Very close to the ideal, please rate how well did your recent experience with Social Security compare with that ideal service experience?"

Press or Say "*" to repeat this question

Paperwork Reduction Action Statement

Social Security estimated that this survey would take about 5 minutes to complete.

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 may send comments on this time estimate to: *Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-6401.*

Closing

Thank you for taking the Social Security National 800 number Customer Satisfaction Survey. Social Security will use your feedback, along with that of other callers, to help improve its service. Have a good day.