

**SOCIAL SECURITY ADMINISTRATION**  
**FIELD OFFICE NETWORK ENTERPRISE (FONE)**  
**SATISFACTION SURVEY (TELEPHONE SCRIPT)**

**Intro**

Hello. At Social Security, your satisfaction means the world to us. Your participation in this survey is voluntary, your responses will be confidential, and we will not ask for any identifying information. This survey has been approved by the Office of Management and Budget (OMB) as required by the Paperwork Reduction Act. The OMB approval number is 0960-0526 and the survey should take less than five minutes. We will begin now.

**1. We would like to ask about your reason for calling the local office. Which of the following categories best describes why you called today?**

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

**2. Using a scale from one through five, where one means “very poor” and five means “excellent”, how would you rate how long it took you to get served when you called?**

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

- Press “1” ... If this was the first time
- Press “2” ... If you contacted us more than once

**4. Did you try to resolve this issue on our website, [www.socialsecurity.gov](http://www.socialsecurity.gov)?**

- Press “1” For ... Yes
- Press “2” For ... No

**5. Did you try to resolve this issue by visiting your local office?**

- Press “1” For ... Yes
- Press “2” For ... No

**6. Using a scale from one to five, where one is “not very easy” and five is “very easy”, rate how easy was it to understand the automated answering system menu and instructions?**

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

Press "1" For ... Yes

Press "2" For ... No

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

Press "1" For ... Yes

Press "2" For ... No

**9. Were you placed on hold while waiting for a representative?**

Press "1" For ... Yes

Press "2" For ... No

**10. How long did it take a representative to answer your call?**

Press "1" For ... 0-5 minutes

Press "2" For ... 6-10 minutes

Press "3" For ... 11-15 minutes

**11. Using a scale from one to five, where one is "excessively long" and five is "short", how would you rate the amount of time you waited until a representative answered your call?**

**12. Using a scale from one to five, where one is "not very easy" and five is "very easy", rate how easy was it to reach a representative?**

**13. Using a scale from one to five, where one is "not very knowledgeable" and five is "very knowledgeable", rate how knowledgeable the representative was about your issue.**

**14. Using a scale from one to five, where one is "not very respectful" and five is "very respectful", rate how respectful the representative was in handling your call.**

**15. Using a scale from one to five, where one is "not very clear" and five is "very clear", rate how clear the representative's explanation was in response to your questions.**

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

Press "1" For ... Yes, my issues were completely resolved

Press "2" For ... Some of my issues were resolved

Press "3" For ... No, my issues were not resolved

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

Press "1" For ... Yes

Press “2” For ... No

**18. Did you understand what the letter was about?**

Press “1” For ... Yes

Press “2” For ... No

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

Press “1” For ... Yes, the instructions were clear

Press “2” For ... No, the instructions were not clear

Press “3” For ... I did not need to take any action

**20. Using a scale from one to five, where one is “not very easy” and five is “very easy”, rate how easy the layout and design of the letter was to read.**

**21. Using a scale from one to five where one is “Very dissatisfied” and five is “Very satisfied,” please rate your satisfaction with the service you received from Social Security.**

**22. Using a scale from one to five where one is “Not very close to the ideal” and five is “Very close to the ideal”, please rate how well did your recent experience with Social Security compare with that ideal service experience?**

**23. Did you know that the Social Security Administration has a website before you called the local office today?**

Press “1” For ... Yes

Press “2” For ... No

**24. Do you have a MySSA account?**

Press “1” For ... Yes

Press “2” For ... No

**25. Why didn’t you use our website to conduct your business today?**

Press “1” For ... What I needed to do could not be done online

Press “2” For ... I wanted to talk to a person

Press “3” For ... I don’t like using the Internet

Press “4” For ... I don’t have internet access

**26. Were you aware you could request this online at [www.socialsecurity.gov](http://www.socialsecurity.gov)?**

Press “1” For ... Yes

Press “2” For ... No

**27. Did you call to apply for benefits or ask questions about your benefits?**

Press “1” For ... Apply  
Press “2” For ... Ask questions

**28. Did you know you could apply for benefits faster online?**

Press “1” For ... Yes  
Press “2” For ... No

**29. Did you call the national 800 number?**

Press “1” For ... Yes  
Press “2” For ... No

**30. What made you visit or call your local office instead of calling the national 800 number?**

Press “1” For ... I’ve built a relationship with the employees in my local office  
Press “2” For ... My local office is near me  
Press “3” For ... I didn’t know the national 800 number  
Press “4” For ... I needed to submit paperwork

**31. Why weren’t you able to complete your business in your local office?**

Press “1” For ... I did complete my business there  
Press “2” For ... I did not have all the documents I needed  
Press “3” For ... The wait was too long

**32. Did you call the local office more than one time today?**

Press “1” For ... Yes  
Press “2” For ... No

**33. How many times did you called the local office today?**

Press “1” For ... Twice  
Press “2” For ... Three times  
Press “3” For ... More than three times

**34. What made you call the local office multiple times today?**

Press “1” For ... I needed to find documents and call back  
Press “2” For ... My issues were not resolved the first time  
Press “3” For ... I had additional business to handle  
Press “4” For ... The wait was too long

**35. Did you call the local office number more than once this month?**

Press “1” For ... Yes  
Press “2” For ... No

**36. What made you call the local office number more than once this month?**

Press “1” For ... I needed to find documents and call back  
Press “2” For ... My issues were not resolved the first time  
Press “3” For ... I had additional business to handle  
Press “4” For ... The wait was too long

**37. What method of contact with SSA are you most likely to use in the future?**

Press “1” For ... SSA website  
Press “2” For ... Call the national 800 number  
Press “3” For ... Call or visit a field office  
Press “4” For ... Not sure

**38. Is your call prompted by recent media coverage of SSA?**

Press “1” For ... Yes  
Press “2” For ... No

**Closing**

Thank you for taking the Social Security Field Office Customer Satisfaction Survey. Social Security will use your feedback, along with that of other callers, to help improve its service. Social Security estimated that this survey would take about five 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. Have a good day.