

# RATE SOCIAL SECURITY'S SERVICE

## ABOUT OUR SURVEY

Social Security would like to know how well we served you when you wanted to create an online account to do business on our website. This survey asks about the service we provided you in person and on the telephone. It also asks about your experience completing the online account pages on our website. The survey should take less than 10 minutes to complete.

- Answer all questions as directed. The instructions may tell you to skip over some questions. When that happens, you will see an arrow with a note telling you what question to answer next:

Example:       Yes

No → **SKIP to Question 1.**

- Please use the space provided on the last page to explain any of your answers, especially any reasons for dissatisfaction, or to offer any other comments you may have about creating an online account.

## INSTRUCTIONS FOR MARKING YOUR ANSWERS

- Use a pen with blue or black ink.
- Make no stray marks.
- Do not use a pen with ink that soaks through the paper.
- Keep all entries within the appropriate boxes.
- Mark X to indicate your answer. If you want to change your answer, completely fill in the answer box for the wrong answer and mark X in the box next to the correct answer.

## CREATING AN ONLINE ACCOUNT WITH SOCIAL SECURITY

1. Social Security records show that you recently wanted to create an online account for doing business on our website. Which of the following best describes your situation?

Mark [X] **ONE** answer.

- I wanted to create an online account without extra security added.
- I wanted to create an online account with extra security added.
- I wanted to add extra security to an online account I had created earlier.

2. How did you hear about creating an online account to do business on Social Security's website?

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

- From Social Security's website
- From an Internet search or website other than Social Security's
- From a Social Security employee
- From informational material from Social Security (pamphlet, letter, etc.)
- From an event in the community
- From traditional media (newspaper, magazine, TV or radio, etc.)
- From online social media (Facebook, Twitter, etc.)
- From a family member or friend
- Somewhere else

**Please explain:** \_\_\_\_\_  
\_\_\_\_\_

3. Why did you want to create an online account with Social Security? I wanted to:

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

- View my Social Security Statement (record of my earnings and estimate of my future benefits)
- Change my address/telephone number (I already receive benefits)
- Add or change my direct deposit information (I already receive benefits)
- Get a proof of income letter verifying the Social Security benefits I receive
- Check information about the Social Security benefits I receive, e.g., see the date my payment is sent, the bank it goes to, etc.
- Just curious; wanted to see how it worked, see what I could do with an online account
- Social Security recommended I create an account
- Some other reason

**Please explain:** \_\_\_\_\_  
\_\_\_\_\_

4. To create an online account, did you visit a Social Security office or did you speak with someone at a community event?

**Mark [X] ONE answer.**

- Visited an office **→ Continue with question 5.**
- Spoke with Social Security at an event **→ Skip to question 20.**
- Both **→ Continue with question 5.**

## VISITING SOCIAL SECURITY

Please rate the service you received when you visited the Social Security office about your online account.  Mark [X] <u>ONE</u> answer for every item.	Excellent	Very Good	Good	Fair	Poor	Very Poor
5. Office <u>location</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Office <u>hours</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. <u>Signs/instructions</u> explaining how to check in when you got to the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Office <u>comfort</u> (seating, temperature, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Office <u>appearance</u> (clean, pleasant, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Office <u>privacy</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. <u>Courtesy</u> of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. <u>Helpfulness</u> of the staff in resolving your online account business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. How <u>knowledgeable</u> the staff was about your online account business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. How <u>clearly</u> the staff <u>explained</u> what you needed to do for your online account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. <u>Waiting time</u> to be served in the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark [X] <u>ONE</u> answer.	Less than 10 minutes	Between 10 and 30 minutes	Between 31 and 60 minutes	More than 60 minutes
16. How long did you wait to be served?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Did you have to visit the office more than once about creating your online account?

Mark [X] ONE answer.

- Yes      → Continue with question 18.
- No        → Skip to question 19.

18. During your previous visit, did the office staff explain that they were going to correct information on your Social Security record so you could try to create your online account?

Mark [X] ONE answer.

- Yes
- No

<b>Mark [X] <u>ONE</u> answer.</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>
19. <u>Overall</u> , how would you rate the service you received when you <u>visited</u> the office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**CALLING SOCIAL SECURITY**

20. In addition to speaking to an employee in person, did you ever speak to Social Security staff on the telephone about creating your online account?

**Mark [X] ONE answer.**

- Yes      **→ Continue with question 21.**
- No        **→ Skip to question 29.**

21. Did you call Social Security’s National 800 number (1-800-772-1213), a local office or both?

**Mark [X] ONE answer.**

- National 800 number
- Local office
- Both
- Not sure

<b>Please rate the service you received when you called Social Security about your online account.</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>
<b>Mark [X] <u>ONE</u> answer for every item.</b>						
22. How <u>long</u> it took you to <u>reach</u> the telephone staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. <u>Courtesy</u> of the telephone staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. How <u>helpful</u> the telephone staff was in responding to your question	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. How <u>knowledgeable</u> the telephone staff was about your online account business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. How <u>clearly</u> the telephone staff <u>explained</u> what you needed to do for your online account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Did you have to make more than one call to Social Security about creating your online account?

Mark [X] ONE answer.

- Yes
- No

Mark [X] <u>ONE</u> answer.	Excellent	Very Good	Good	Fair	Poor	Very Poor
28. <u>Overall</u> , how would you rate the service you received when you <u>called</u> Social Security?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**LETTERS FROM SOCIAL SECURITY**

29. Social Security provided a letter that explained what you needed to do to finish creating your online account. The letter contained special codes to enter on Social Security’s website. How did you receive your letter from Social Security?

Mark [X] ONE answer.

- I was handed a letter by a Social Security employee and I received one in the mail. **→ Continue with question 30.**
- I received a letter in the mail only. **→ Continue with question 30.**
- I received a letter from a Social Security employee only. **→ Skip to question 32.**
- I did not receive a letter yet. **→ Skip to question 33.**

Mark [X] <u>ONE</u> answer.	Less than 1 week later	Between 1 and 2 weeks later	More than 2 weeks later
30. How soon did you receive the letter in the mail?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate the letter(s) you received from Social Security with instructions for creating your online account.  Mark [X] <u>ONE</u> answer for each item.	Excellent	Very Good	Good	Fair	Poor	Very Poor
31. <u>How long</u> it took to receive the letter(s) in the mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. How <u>clearly</u> the letter(s) <u>explained</u> what steps you had to take	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**CREATING THE ONLINE ACCOUNT ON SOCIAL SECURITY'S WEBSITE**

33. At this point, have you already finished creating your online account on Social Security's website?

Mark [X] ONE answer.

- Yes → Continue with question 34.  
 No → Skip to question 52.

Please rate the online account service on Social Security's website. Mark [X] <u>ONE</u> answer for every item.	Excellent	Very Good	Good	Fair	Poor	Very Poor
34. <u>Ease of finding</u> the pages to create your online account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. <u>Appearance</u> of the online account pages (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"/>
36. <u>Ease of answering</u> the questions on the online account pages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. <u>Helpfulness</u> of the explanations provided in the links, instructional video, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Explanations of the <u>security</u> and <u>privacy</u> policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. <u>Length of time</u> it took to complete the online account pages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark [X] <u>ONE</u> answer.	Less than 10 minutes	10 to 15 minutes	16 to 20 minutes	More than 20 minutes
40. How long did it take to complete the online account pages?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark [X] <u>ONE</u> answer.	Excellent	Very Good	Good	Fair	Poor	Very Poor
41. <u>Overall</u> , how would you rate Social Security's website for creating your online account?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark [X] <u>ONE</u> answer.	Very Confident	Somewhat Confident	Not Very Confident	Not at all Confident
42. After creating your online account, how confident are you that your information is secure on Social Security's website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**YOUR OVERALL OPINION**

<b>Mark [X] <u>ONE</u> answer.</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>
43. <u>From start to finish</u> , how would you rate your <u>entire</u> experience creating an online account with Social Security?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Mark [X] <u>ONE</u> answer.</b>	<b>Very Likely</b>	<b>Somewhat Likely</b>	<b>Not Very Likely</b>	<b>Not at all Likely</b>
44. How likely are you to recommend that others create an online account with Social Security?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Listed below are various types of online services Social Security now offers or may offer in the future on our website. You may have already used one of these services. In the future, how likely would you be to use our online services for the following:

<b>Mark [X] <u>ONE</u> answer for every item.</b>	<b>Very Likely</b>	<b>Somewhat Likely</b>	<b>Not Very Likely</b>	<b>Not at all Likely</b>
45. View a statement of my earnings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46. View an estimate of my monthly Social Security benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. Replace my Social Security card or change my name on my card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48. Apply for Social Security benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49. Ask a question and receive personal information about my Social Security benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. Report a change to my Social Security benefit record, such as new direct deposit information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. Report the death of someone who receives Social Security benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IF YOU HAVEN'T FINISHED CREATING YOUR ONLINE ACCOUNT**

**Question 52 should only be answered by people who have not yet finished creating their online account.  
All others should skip to question 53.**

52. We'd like to know why you haven't finished creating your online account on Social Security's website yet.

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

- Haven't had a chance to do it
- Didn't receive the letter with the code I needed
- Tried to do it but had problems (e.g., error message, computer or Internet access issues)
- Decided I didn't want an online account because of security/privacy concerns
- Decided I didn't want an online account for some other reason

**Please explain :** \_\_\_\_\_

- Decided I didn't want to add extra security
- No longer need online account; took care of my business when I visited/called Social Security

**A LITTLE MORE ABOUT YOU**

<b>Mark [X] <u>ONE</u> answer.</b>	<b>Very Experienced</b>	<b>Somewhat Experienced</b>	<b>Not Very Experienced</b>	<b>Not at all Experienced</b>
53. Please rate your level of experience as an Internet user.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Mark [X] <u>ONE</u> answer.</b>	<b>18 - 24</b>	<b>25 -34</b>	<b>35 - 44</b>	<b>45 - 54</b>	<b>55 - 64</b>	<b>65 and over</b>
54. What is your age?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



55. What is the highest level of education you've completed?

Mark [X] ONE answer.

- Not a high school graduate
- High school graduate or GED
- Trade/technical or vocational school
- Some college
- Undergraduate degree
- Graduate degree or postgraduate training

56. Please use this space to explain any of your answers, especially any reasons for dissatisfaction, or to provide any other comments you may have about creating your online account.

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**Thank you for your time and attention with this survey. Social Security will use your answers to improve our services! Please return the completed questionnaire in the postage-paid envelope as soon as possible to:**

**Social Security Survey**  
 Westat  
 1600 Research Boulevard, Room RC B16  
 Rockville, Maryland 20850

<p><b>PRIVACY ACT STATEMENT</b></p> <p>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.</p>	<p><b>PAPERWORK REDUCTION ACT STATEMENT</b></p> <p>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 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.</p> <p><i>Send <u>only</u> comments relating to our time estimate to this address, not the completed form.</i></p>
<p><b>OMB Control No:</b> 0960-0526  <b>Expiration Date:</b> November 2015</p>	

## **Online Authentication 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 of the service we provided for your recent business.

In a few days, you will receive a short questionnaire in the mail from Westat, 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.

Peter D. Spencer  
Deputy Commissioner for Budget, Finance, Quality, and Management  
Social Security Administration

## Online Authentication Survey – Initial Cover Letter

Dear Social Security Customer:

As noted in our recent postcard, Social Security is conducting a survey to find out how well we served you when you wanted to create a *my* Social Security account on our website. We ask that you take a few minutes to fill out the enclosed questionnaire 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 Westat, 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](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,

Peter D. Spencer  
Deputy Commissioner for Budget, Finance, Quality, and Management  
Social Security Administration

Enclosures

## Online Authentication Survey – Follow-up Postcard

Dear Social Security Customer:

About a week ago we sent you a survey form asking for your opinion of the service you received for your recent business with Social Security.

- **If you have already mailed back your completed survey**, thank you for your quick response.
- **If not**, please take 10 minutes now to complete and return the survey in the postage-paid envelope provided.
- **If you no longer have the survey**, you don't need to do anything. Westat, who is conducting the survey for us, will be mailing another form to you shortly.

Thank you for your help with this survey.

Peter D. Spencer  
Deputy Commissioner for Budget, Finance, Quality, and Management  
Social Security Administration

## Online Authentication Survey – Follow-up Cover Letter

Dear Social Security Customer:

A few weeks ago we sent you a survey form to find out how well we served you when you wanted to create a *my* Social Security account on our website. 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 10 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 Westat, 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](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,

Peter D. Spencer  
Deputy Commissioner for Budget, Finance, Quality, and Management  
Social Security Administration

Enclosures