Abandoned iClaim Survey Questionnaire

1. Social Security records show that you tried to use their online benefit application, but didn't finish it and filed another way instead. Did you try to use it:

   [Read responses; select only one.]

   a. By yourself

   b. With help from someone else, or did

   c. Someone else try to use it for you *[Skip to end.]*

   d. Don't know/didn't use online application *[Do not read. Skip to end.]*

   e. Refused *[Do not read. Skip to end.]*

2. Social Security would like to understand what keeps people from successfully completing their online application. Can you tell me why you didn't finish your application online?

   [Do not read responses; select all that apply.]

   a. Didn't have the necessary information, such as names, addresses, or dates

   b. Didn't understand what questions meant or how to answer them

   c. Had to decide what to do; what benefits to apply for; when to start benefits

   d. The application was taking too long; had too many questions

   e. Had technical problems, such as an error message, a mistake I couldn't fix, or the application froze or timed out

   f. Didn't have the necessary computer skills

   g. Unable to continue because of a disabling condition or effects of medication

   h. Other *[Record response.]*

   i. Don't know

   j. Refused

3. They would also like to know a little more about your experience with their online application. Can you tell me how you heard about filing online in the first place?

    [Do not read responses; select all that apply.]

    a. From a Social Security employee

    b. From another Social Security source (their website, printed material, etc.)

    c. From a family member or friend

    d. From an Internet search engine or website other than Social Security's

    e. From online social media (Facebook, Twitter, etc.)

    f. From traditional media (newspaper, magazine, TV or radio, billboard, etc.)

    g. From any other source (attorney, health care professional, non-profit organization, employer, etc.)

    h. Don't know

    i. Refused

4. How clearly did Social Security's website explain what information and documents you needed to complete your online application? Were the explanations:

    [Read responses; select only one.]

    a. Very clear

    b. Somewhat clear

    c. Not very clear, or

    d. Not at all clear

    e. Don't know *[Do not read.]*

    f. Refused *[Do not read.]*

5. How easy was it to answer the questions on the online application? Was it:

    [Read responses; select only one.]

    a. Very easy

    b. Somewhat easy

    c. Somewhat hard, or

    d. Very hard

    e. Don't know *[Do not read.]*

    f. Refused *[Do not read.]*

6. The online application has links called "More Info" that provide additional details to help you with the application. Did you use any of the "More Info" links?

   [Do not read responses; select only one.]

   a. Yes

   b. No *[Skip to Q8.]*

   c. Don't know *[Skip to Q8.]*

   d. Refused *[Skip to Q8.]*

7. How helpful were the explanations in the "More Info" links? Were they:

   [Read responses; select only one.]

   a. Very helpful

   b. Somewhat helpful

   c. Not very helpful, or

   d. Not at all helpful

   e. Don't know *[Do not read.]*

   f. Refused *[Do not read.]*

8. Did you contact Social Security for help in any other way while working on your online application?

   [Do not read responses; select only one.]

   a. Yes

   b. No *[Skip to Q12.]*

   c. Don't know *[Skip to Q12.]*

   d. Refused *[Skip to Q12.]*

9. How did you contact them? Did you:

   [Read responses; pause after each one to let respondent answer; select all that apply.]

   a. Call Social Security's National 800 number

   b. Call a local Social Security office

   c. Visit a local Social Security office

   d. Email, fax, or write to Social Security

   e. Other *[Do not read; record response.]*

   f. Don't know *[Do not read.]*

   g. Refused *[Do not read.]*

10. How easy was it to reach someone at Social Security? Was it:

    [Read responses; select only one.]

    a. Very easy

    b. Somewhat easy

    c. Somewhat hard, or

    d. Very hard

    e. Don't know *[Do not read.]*

    f. Refused *[Do not read.]*

11. Would you say the assistance they gave you was:

    [Read responses; select only one.]

    a. Very helpful

    b. Somewhat helpful

    c. Not very helpful, or

    d. Not at all helpful

    e. Can't say; didn't get through to anyone *[Do not read.]*

    f. Don't know *[Do not read.]*

    g. Refused *[Do not read.]*

12. Now I'm going to ask you about how much time you spent working on the online application. First, the online application is set up so that you don't have to finish it all at once. How many different times did you work on it?

[Do not read responses; select only one.]

   a. One

   b. Two

   c. Three

   d. Four or more

   e. Don't know

   f. Refused

13. Altogether, how much time did you spend working on the online application?

[Do not read responses; select only one; if respondent is having trouble recalling, offer to read ranges.]

   a. 30 minutes or less

   b. Over 30 minutes and up to 1 hour

   c. Over 1 hour and up to 2 hours

   d. More than 2 hours

   e. Don't know

   f. Refused

14. *If RIB, read:* Overall, thinking about how easy or hard it was to apply for benefits, how would you rate the experience? Was it:

If DIB, read: Overall, thinking about how easy or hard it has been to apply for benefits, how would you rate the experience so far? Has it been:

[Read responses; select only one.]

   a. Very easy

   b. Somewhat easy

   c. Somewhat hard, or

   d. Very hard

   e. Don't know *[Do not read.]*

   f. Refused *[Do not read.]*

15. Social Security would like to know how you would prefer to conduct your business with them in the future. For example, you may want to change your address or your direct deposit information. For your future business, what are you **most** likely to do:

    [Read responses; select only one.]

    a. Call Social Security's National 800 number

    b. Call a local Social Security office

    c. Visit a local office, or

    d. Use their website

    e. Some other way *[Do not read.]*

    f. Don't know *[Do not read.]*

    g. Refused *[Do not read.]*

16. Social Security offers a service called "*my Social Security*" where people can create a secure online account with a user name and password to conduct various types of business. Have you already created your "*my Social Security*" account?

    [Do not read responses; select only one.]

    a. Yes *[Skip to Q19.]*

    b. No

    c. Don't know *[Skip to Q19.]*

    d. Refused *[Skip to Q19.]*

17. With your "*my Social Security*" account, you can do things like view or change the information on your records and get proof of the benefits you receive. How likely would you be to create a "*my Social Security*" account for handling future Social Security business?

    [Read responses; select only one.]

    a. Very likely *[Skip to Q19.]*

    b. Somewhat likely *[Skip to Q19.]*

    c. Not very likely, or

    d. Not at all likely

    e. Don't know *[Do not read.]* *[Skip to Q19.]*

    f. Refused *[Do not read.]* *[Skip to Q19.]*

18. What is the **main** reason you might not be likely to create a "*my Social Security*" account?

    [Do not read responses; select only one.]

    a. Prefer to speak to a person

    b. Concerned about security or privacy of my information

    c. Problem with computer or Internet access

    d. Concerned that completing my business online might be too hard, complicated

    e. Other *[Record response.]*

    f. Don't know

    g. Refused

19. There are several features that Social Security is considering adding to help people do business online. One is online chat that allows customers to instant message with a Social Security employee to receive help. How likely would you be to use online chat?

    [Read responses; select only one.]

    a. Very likely

    b. Somewhat likely

    c. Not very likely, or

    d. Not at all likely

    e. Don't know *[Do not read.]*

    f. Refused *[Do not read.]*

20. How likely would you be to use a link that allows you to speak with a Social Security employee while you're working online?

    [Read responses; select only one.]

    a. Very likely

    b. Somewhat likely

    c. Not very likely, or

    d. Not at all likely

    e. Don't know *[Do not read.]*

    f. Refused *[Do not read.]*

21. How likely would you be to use secure email to ask Social Security questions about your online business?

    [Read responses; select only one.]

    a. Very likely

    b. Somewhat likely

    c. Not very likely, or

    d. Not at all likely

    e. Don't know *[Do not read.]*

    f. Refused *[Do not read.]*

22. Just a couple final questions; what is the highest level of education you have completed?

    [Do not read responses; select only one. If respondent is reluctant to give information, offer to read ranges.]

    a. Not a high school graduate

    b. High school graduate or GED

    c. Trade, technical, or vocational training

    d. Some college

    e. College graduate

    f. Graduate degree or postgraduate training

    g. Don't know

    h. Refused

23. Is there anything else you would like to tell Social Security about your experience working on the online application or conducting your business online?

    [Do not read responses; select only one.]

    a. Yes *[Record response.]*

    b. No

    c. Don't know

    d. Refused

[End survey by thanking the person for participating.]

A MESSAGE FROM SOCIAL SECURITY…

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 about your experience using Social Security's online application for *[insert retirement, Medicare or disability*] benefits.

Over the next month, an interviewer from *[insert contractor name]* will be calling to ask you to take part in our survey. When you receive their call, we hope that you will take the time to answer our questions. 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.

The telephone number we have for you is *[insert sampled individual's telephone number]*. If this number is incorrect, or if there is another number that is more convenient for us to reach you on, please contact *[insert contractor name]* toll-free at *[insert contractor's toll-free phone number]* to give them that number.

If you have a question about your Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213. The interviewers at *[insert contractor name]* cannot answer questions about your benefits.

The survey will only take about 10 minutes to complete and it can be scheduled at your convenience. We look forward to hearing your opinions.

Sincerely,

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

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 provide a valid Office of Management and Budget control number. The OMB control number for this survey is 0960-0526. We estimate that it will take about 10 minutes to listen to the questions and give your responses. *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.***