Social Security National 800 Number Network Survey
Final Version

Introduction

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. If in any way we did not meet your needs, we want to hear about it.

This survey is authorized by the Office of Management and Budget Control Number 1090-0007 and will take approximately 5-7 minutes. Your participation in the survey is voluntary, and your responses will be confidential.

Did you recently call the Social Security Administration's National 800 number?

Press 1 for …Yes (CONTINUE)
Press 2 for …No (TERMINATE CALL)
Press 3 for …Don't Know (TERMINATE CALL)

Thank you for your time today.

Reason for Call/Background

What was the main reason for your most recent call to us?
        Please speak your response. (OPEN END)

How many times have you contacted us about this issue?

        Press 1 … If this was the first time
        Press 2 … If you contacted us twice
        Press 3 … If you contacted us 3 times
        Press 4 … If you contacted us 4 times or more

Press * to repeat this question.

B3. Did you use any other methods such as the Social Security Administration's website or contacting a field office to resolve your issue before you called the National 800 Number?

        Press 1 for … Yes
        Press 2 for … No

Press * to repeat this question.

ONLY ASK QUESTIONS B4, B5 IF B3=1 YES

B4.   Did you try to resolve this issue on our website, www.socialsecurity.gov?

        Press 1 for … Yes
        Press 2 for … No

Press * to repeat this question.

B5. Did you try to resolve this issue by either calling or visiting your local office?

        Press 1 for … Yes
        Press 2 for … No

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Press * to repeat this question.

ONLY ASK B6 IF B2=2,3,4 OR IF B3=1 YES

B6. Did you get different answers to the same question?

        Press 1 for … Yes
        Press 2 for … No

Press * to repeat this question.

Automated Phone System

Now, please think about your most recent call to us and the automated system that initially answered your call.

Q1. How easy was it to understand the automated answering system menu and instructions? Please use a scale from "1" to "9", where "1" is "not very easy" and "9" is "very easy."

Press * to repeat this question.

Q2. How easy was it navigating through the menu options?
        Please use a scale from "1" to "9", where "1" is "not very easy" and "9" is "very easy."

Press * to repeat this question.

Q3. Was the automated system able to understand what you were saying?

        Press 1 for … Yes
        Press 2 for … No
        Press 3 for … Does not apply

Press * to repeat this question.

Q4. How easy was it to find the menu choice that fit your question or need?

Please use a scale from "1" to "9", where "1" is "not very easy" and "9" is "very easy."

Press * to repeat this question.

Q5. 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

Press * to repeat this question.

IF Q5=1 YESSKIP TO Q15; If Q5=2 NO ASK Q6

Q6. Did you stay on the line to speak with a representative?

        Press 1 for … Yes
        Press 2 for … No

Press * to repeat this question.

IF Q6=1 YES SKIP TO INTRO BEFORE Q9; IF Q6=2 NO ASK Q7

Q7. Rather than waiting on hold, did you request to have a representative call you back?

>Press 1 for … Yes
>Press 2 for … No

Press * to repeat this question.

IF Q7=1 YES ASK Q8; IF Q7=2 NO SKIP TO Q15

Q8.   Did the representative call you back?

>Press 1 for … Yes
>Press 2 for … No

>Press * to repeat this question.

IF Q8 = 1 YES CONTINUE TO INTRO BEFORE Q9; IF Q8=2 NO SKIP TO Q15

Representative

Now we would like to ask a few questions about the representative who helped you during your most recent call.

Q9.   How easy was it to reach a representative?

>Please use a scale from "1" to "9", where "1" is "not very easy" and "9" is "very easy."

>Press * to repeat this question.

Q10.   How knowledgeable was the representative about your issue?

>Please use a scale from "1" to "9", where "1" is "not very knowledgeable" and "9" is "very knowledgeable."

>Press * to repeat this question.

Q11.   How respectful was the representative in handling your call?

>Please use a scale from "1" to "9", where "1" is "not very respectful" and "9" is "very respectful."

>Press * to repeat this question.

Q12.   How clear was the representative's explanation in response to your questions?

>Please use a scale from "1" to "9", where "1" is "not very clear" and "9" is "very clear."

>Press * to repeat this question.

Q13.   At the completion of your phone call, did you feel your issues were resolved?

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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
Press 4 for… No Comment

Press * to repeat this question.

IF Q13=2 or 3 ASK Q13a
Q13a.   You indicated that only some or none of your issues were resolved. Please explain.
Please speak your response. (OPEN END)

Q14.   Did you get all the information you needed during this call?

Press 1 for … Yes
Press 2 for … No
Press 3 for … Don't know

Press * to repeat this question.

Notices

Q15.   Did you call about a letter received from Social Security?

Press 1 for … Yes
Press 2 for … No

Press * to repeat this question.

IFQ15=1 YES ASK Q16-Q19; IF Q15=2 NO SKIP TO Q20

Now we would like to ask you a few questions about the letter you received.

Q16.   What was the letter about?
Please speak your response. (OPEN END)

Q17.   Did you understand what the letter was about?

Press 1 for … Yes
Press 2 for … No

Press * to repeat this question.

Q18.   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

Press * to repeat this question.

Q19.   How easy to read was the layout and design of the letter?

Please use a scale from "1" to "9", where "1" is "not very easy" and "9" is "very easy."

Press * to repeat this question.

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ACSI Benchmark Questions

Q20.   Using a scale from "1" to "9" where "1" means "Very dissatisfied" and "9" means "Very satisfied," please rate your satisfaction with the service you received from Social Security.

Press * to repeat this question.

Q21.   Now, using a scale from "1" to "9" where "1" means "Falls short of expectations" and "9" means "Exceeds expectations," please rate the service you received from Social Security.

Press * to repeat this question.

Q22.   Now imagine an ideal customer service experience. How well did your recent experience with Social Security compare with that ideal service experience? "1" means "Not very close to the ideal," and "9", means "Very close to the ideal."

Press * to repeat this question.

Open end

Q23.   Lastly, we would like to know what suggestions you have for improving the service we provide. Please tell us your comments.

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.

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