

You do not have to provide the information requested. However, the information you provide will help us evaluate and improve your kiosk experience in the future. Your individual answers are separate from your account activity and cannot affect your future benefits in any way. We estimate that it will take about 10 minutes to complete this interview.

Intercept questions for the **Primary Group** (Those who used the kiosk):

1. How was your experience with the CSS?
2. Were you able to complete your business at the CSS? If not, why?
3. If there's something that you would like to change or add, what would that be and why?
4. Would you use this again?
5. Would you recommend this to a friend or family member?
6. How did you become aware of the CSS?
7. Why did you decide to use the CSS?
8. How was your experience with the live video assistance?

Intercept questions for the **Secondary Group** (Those who visually acknowledged the kiosk but chose not to use it):

1. Are you aware there is a Social Security kiosk where you can complete many quick services?
2. Why did you choose not to use the CSS today?
3. Would you ever do Social Security business on the CSS?

#### Paperwork Reduction Act Statement

**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 display a valid Office of Management and Budget control number. The OMB control number is 0960-0788. We estimate that it will take about 10 **minutes** to complete this interview. You may send comments on our time estimate above: *SSA, 6401 Security Blvd., Baltimore, MD 21235-6401*. **Send only comments relating to our time estimate to this address.**