

Federal Feedback Button Project

Proposed question(s) for the Social Security Administration

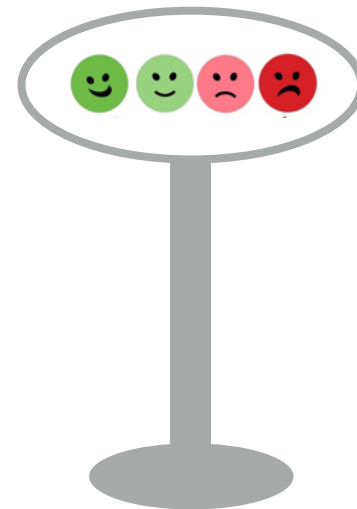
- How would you rate your overall experience today?
- How would you rate the quality of service you received?
 - F/u – What can we do to make it better (free form)
- How would you rate the timeliness of the service you received today?
 - Can compare this to actual wait times to get an idea of how people view waiting.
- Would you be willing to conduct this business online in the future?
- **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. The Office of Management and Budget approval number for this information collection is 0960-0788. We estimated that it would take approximately 1 to 3 minutes to participate in this survey. Send only comments on our time estimate to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401.**



How the SSA solution will work

Two-pronged approach to collect both high volume and rich data

BUTTON DEVICE



FULL MOBILE SURVEY





SSA survey - button device

10-30% response rate, question can be easily changed during the pilot



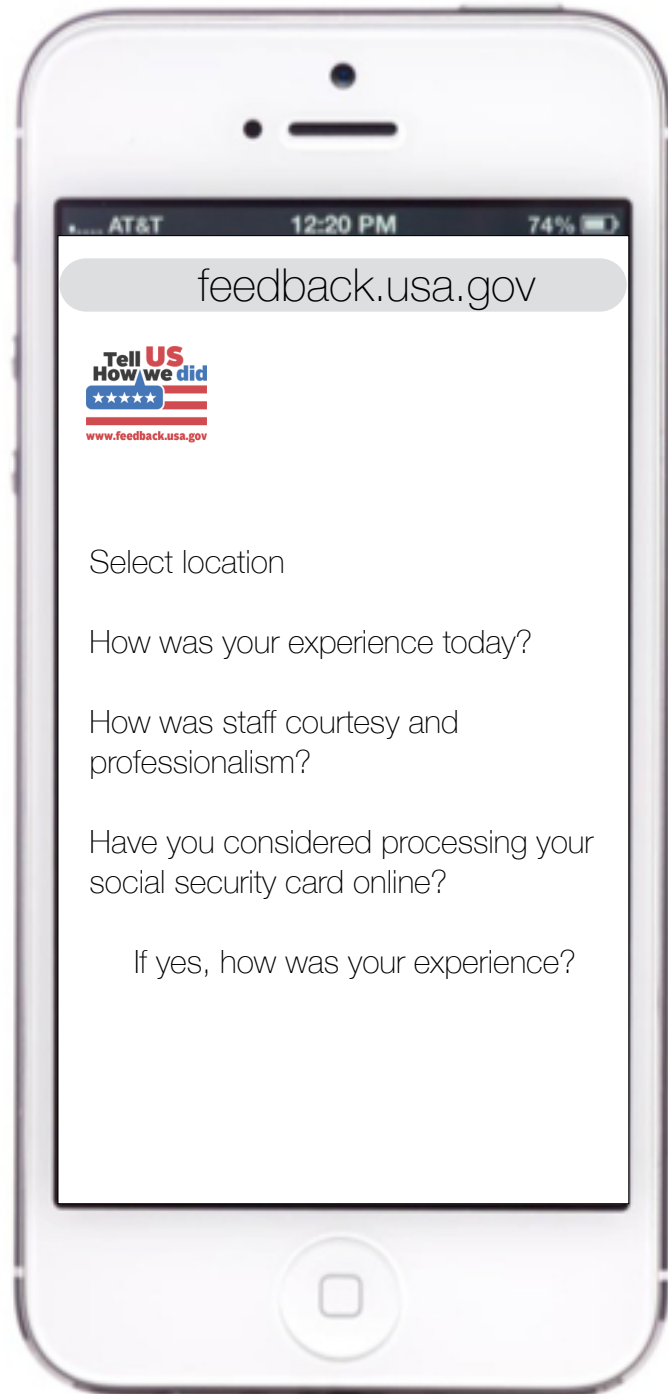
Single question, simple push button feedback:

1. How was your experience today?
2. Other questions TBD



SSA survey - mobile device

1% response rate, richer data collection



Posters at the locations direct citizens to website: feedback.usa.gov

1. How was your experience today?
2. Other questions TBD

