



Social Security Administration Video Conference Survey

1. Which of the following Social Security offices did you travel to for your video hearing?

- Waukegan, Illinois
- Harrisburg, Illinois
- Rockford, Illinois
- Chicago (North), Illinois
- Carbondale, Illinois
- Chicago Disability Hearings Unit

2. How satisfied were you that the video hearing was a convenient way to conduct business with Social Security?

- Very satisfied
- Somewhat satisfied
- Nether satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

3. Please rate your satisfaction with the sound quality of the video hearing:

- Very satisfied
- Somewhat satisfied
- Nether satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

4. Please rate your satisfaction with the video quality of the video hearing:

- Very satisfied
- Somewhat satisfied
- Nether satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

6. In the future, how do you prefer to conduct business with the SSA?

- In person
- Telephone only
- Video conferencing (live audio and video)

7. Please explain any problems you experienced with the conferencing process during the hearing

Thank you for your feedback!