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 <u>Paperwork Reduction Act of 1995.</u> 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 <u>only</u> 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
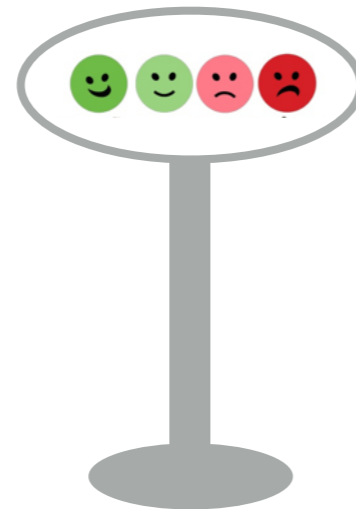
FULL MOBILE SURVEY

SSA survey - button device

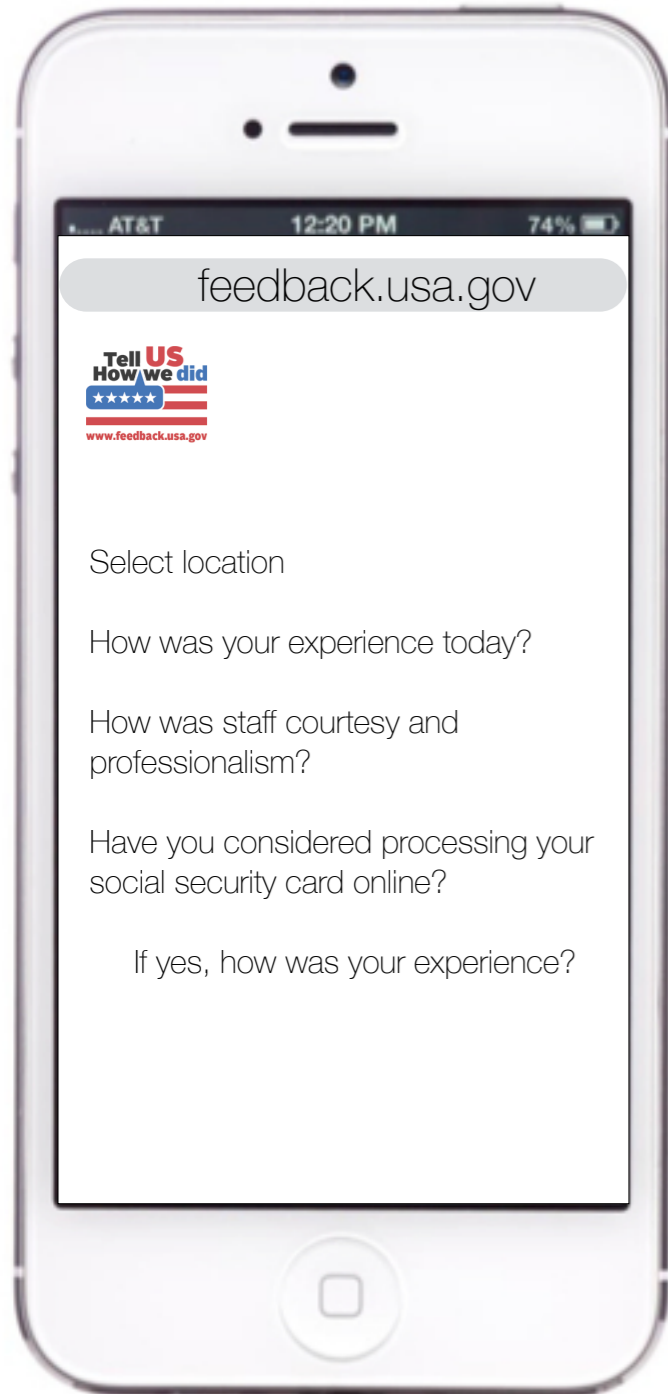10-30% response rate, question can be easily changed during the pilot

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

feedback.usa.gov

Tell US How we did
★★★★★
www.feedback.usa.gov

Select location

How was your experience today?

How was staff courtesy and professionalism?

Have you considered processing your social security card online?

If yes, how was your experience?

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

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