

Survey: SSA MySSA
IA#: 30688 Amend 4
Date: 6/9/2020

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#
1	Standard
2	Standard
3	Standard
4	Standard
5	Standard
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21	Custom
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Type Topic

Site Performance -Speed
Site Performance - Complete
Site Performance - Responsiveness
Look and Feel - Appeal
Look and Feel - Spacing
Look and Feel - Legibility
Navigation - Ease of finding
Navigation - Page layout
Navigation - Links
Site Information - Relevance
Site Information - Thoroughness
Site Information - Readability
Account Management - Simplicity
Account Management - Efficiency
Account Management - Essential Info
Sat - Overall
Sat - Expectations
Sat - Ideal
Recommend
Use other services
Access frequency
Create new mySSA account
Notice preference
Receive paper and online
Why both ways
Primary reason
Ease of access COLA
Improve Online notices
Pay online option
Communication delivery
Ease of changing comm delivery
Comfort receiving notices
Recommend accessing online
Frequency view statement
Use of retirement calculator eliminate need to call
Estimates from RE easy to understand
RE displayed in easy format
Suggestions for displaying RE
RE Understanding of future earnings
Agency need

Other agency
Other primary purpose
Purpose for SSN Card
Other purpose for SSN Card
Reporting for
Relation to reporting for
Benefit type reporting
Person listed
Employer listed
Reporting multiple employers
Currently working
Time to submit wages
Other reporting methods
Plan to report electronically
How report again
Preferred method of reporting
Instructions helpful
SNO Notice
Satisfied with SNO notice
Use SNO notice
Stop receiving SNO form
Know how to stopp
Why stop
How registered
Registration time
Registered in person
Describe in person experience
Instructions understandable
Explain not clear about instructions
Security concerns
Describe security concerns
A11 - Satisfied
A11 - Trust
A11 - Quality
A11 - Ease
A11 - Speed
Ability to accomplish
Contacted SSA
Click to chat - wait
Click to chat - answer
Click to chat - call
Click to chat - service
Click to chat - representative
Click to chat - other feedback
Use help or call back button
Message center
Use message center in future
Age

Zip

Improve registration process

Improve content and features