

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: SSA
IA#: 30688 Amend 4
Date: 1/16/2019

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Content - Accuracy
2	Standard	Content - Quality
3	Standard	Content - Freshness
4	Standard	Look and Feel - Appeal
5	Standard	Look and Feel - Balance
6	Standard	Look and Feel - Readability
7	Standard	Site Performance - Loading
8	Standard	Site Performance - Consistency
9	Standard	Site Performance - Errors
10	Standard	Plain Language - Clear
11	Standard	Plain Language - Understandable
12	Standard	Plain Language - Concise
13	Standard	Sat - Overall
14	Standard	Sat - Expectations
15	Standard	Sat - Ideal
16	Standard	Return
17	Standard	Recommend
18	Custom	How Did You Hear
19	Custom	OE - How Did You Hear
20	Custom	Services Used
21	Custom	Payee Acct Form
22	Custom	Return to Payee Acct
23	Custom	Improve Internet Rep Payee Acct
24	Custom	Improve Business Services
25	Custom	Primary Business
26	Custom	OE - Describe
27	Custom	Size of Business
28	Custom	Ease to Locate
29	Custom	Freq of Use
30	Custom	Age

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Type Topic

Plain Language - Clear
Plain Language - Understandable
Plain Language - Concise
Navigation - Organized
Navigation - Options
Navigation - Layout
Navigation - Clicks
Site Information - Thoroughness
Site Information - Understandable
Site Information - Answers
Site Performance - Loading
Site Performance - Consistency
Site Performance - Completeness
Functionality - Usefulness
Functionality - Convenient
Functionality - Variety
Sat - Overall
Sat - Expectations
Sat - Ideal
Return
Use Web Channel Over Others
Difficulty_Single Select
Enter Cell Number
OE_Enter Cell Number
Describe mySSA Difficulty
OE_New mySSA Difficulty
How Many Times - New mySSA
Seek assistance - New mySSA
OE_Describe Assistance - New mySSA
Aware of Assistance - New mySSA
OE_Improvements for New mySSA
OE_Established mySSA Difficulty
How Many Times - Established mySSA
Seek assistance - Established mySSA
OE_Describe Assistance - Established mySSA
Aware of Assistance - Established mySSA
OE_Improvements-Established mySSA
OE_Difficulty with mySSA Services/Info mySSA Services/Info Trying to Use
OE_mySSA Services Looking For
Use RE

Plan to Use RE
Difficulty Navigating Between RE and mySSA
OE_Difficulty Navigating Between RE and mySSA
OPS_Other mySSA Service Difficulty
OE_Describe Uncertain mySSA Problem
Difficulty with App
App Trying to Find
OPS- App Trying to Find
OE_Where Looking for App
OE_Why Not Sure Correct Form
Why Not Complete App
OE_What Info Needed for App
OE_Difficulty with Returning to App
OE_Assistance Return App
OE_Assistance Needed to Complete App
OPS_ App Difficulty
Check Status Difficulty
OE_Where Looked - Check Status
OE_Unable to Access Check Status
OE_What Learned - Check Status
OPS_Check Status Difficulty
Obtain Assistance - Check Status
OE_Assistance -Check Status
RE Difficulty
OE_Where Look for RE
OE_Message Received- RE
OE_Why Unsuccessful - RE
OE_RE Estimates Not Provided
OE_Why Uncertain of RE Estimates
OPS_RE Difficulty
View Statement
Difficulty Navigating Between Statement and RE
OE_Difficulty Navigating Between Statement and RE
Plan to Review Statement
iAppeals Difficulty
OE_Where Looked - iAppeals
OE_Difficulty Accessing iAppeals Form
OE_Documents Needed-iAppeals
OPS_iAppeals Difficulty
Which BSO Service
OE_BSO Difficulty
OE_Assistance BSO
OE_Difficulty
OE_Other Difficulty -Why Unsuccessful
How Connected with SSA
Use SSA Icon
OE_How Linked to SSA (library)
OE_Location of Kiosk

OPS_How Connected with SSA

Use FAQ

FAQ Answers

OE_FAQ Concerns

OE_Overall Improvements

Prefer to Do Next

OPS_Prefer to Do Next

Online Solution

OPS_Online Solution

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Type Topic

Look and Feel - Appeal

Look and Feel - Balance

Look and Feel - Readability

Site Performance - Loading

Site Performance - Consistency

Site Performance - Errors

Plain Language - Clear

Plain Language - Understandable

Plain Language - Concise

Sat - Overall

Sat - Expectations

Sat - Ideal

Recommend

Use Other Online Services

OE_How Linked to SSA (library)

Visit Reason

Use Reentry Number

No Access

OE_Why Stop

Print app

Print issues

OE_Print Issues

App For

Easy to Find

OE_Why Not Easy to Find

Hear About App

OE_Hear About App

Website Use

OE_Website Use

Age

OE_Problems

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Type Topic

Look and Feel - Appeal
Look and Feel - Balance
Look and Feel - Readability
Site Performance - Loading
Site Performance - Consistency
Site Performance - Errors
Plain Language - Clear
Plain Language - Understandable
Plain Language - Concise
Sat - Overall
Sat - Expectations
Sat - Ideal
Use Other Online Services
First try
Appeal Category
Medical Role
Medical Attorney Appeal
Medical Num of Clients
Medical Frequency
Medical Start or Return
Medical Why Return
Medical Submit
Number of attempts
Medical Not Submit
OE_Medical Not Submit
Medical Do Next
Medical Time
Medical Form Experience
OE_Medical Form Experience
Medical Info
OE_Medical Info
Medical Info Help
Medical Improvement
Other Role
Other Time
Other Form Experience
OE_Other Form Experience
Other Info
OE_Other Info
Other Info Help
Other Submit

Other Do Next
OE_Do next
Other Improvement
Number of Clients
OE_How Linked to SSA (library)
OPS Why Not Complete today
OE_UploadDifficulty
OE_Did Not Attach
Upload Docs
Use Attachment Feature
Ease of Upload
OE_UploadDifficulty
Did Not Attach
OE_Did Not Attach
Welcome Page
Pop-up Help Links
Checklist Helpful
Ease of Navigating
Residence
Age

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Type Topic

Site Information - Thoroughness

SiteInformation - Understandable

SiteInformation - Answers

Site Performance - Consistency

Site Performance - Errors

Site Performance - Loading

Navigation - Organized

Navigation - Options

Navigation - Layout

Navigation - Clicks

Plain Language - Clear

Plain Language - Understandable

Plain Language - Concise

Sat - Overall

Sat - Expectations

Sat - Ideal

Recommend

Use Other Online Services

Type of Benefits

OE_Contact SSA Employee

OE_Difficult to Find

OE_Role

Applying for

Log in

Why not log in

OE_Why not log in

How Connected with SSA

From Where Connected with SSA

Use SSA Icon

OE_How Linked to SSA (library)

OE_Location of Kiosk

OPS_How Connected with SSA

OE_How Linked to SSA (library)

Learn about App

SSA Employee Contact

OPS SSA Employee Contact

OPS Learn about App

Prepare for App

Rate Statement

Rate RE Tools

Rate Video

Rate Other Info on Website
Checklist helpful
OPS Prepare for App
How determine
App Status
Access Saved App
Aware find reentry
Have mySSA account
Create New App
Complete App
Other Benefit Info
Benefit info clear
How improve benefit info
Not Complete App
OPS Why Not Complete today
Time Spent
Arrive at App
OPS Arrive at app
Find App
Why hard to find
OPS Hard to Find
Why Online
OPS Why Online
OPS Why Local Office
Do Next Y/N
Marital Status
Age
OE_Improvement

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Type Topic

Look and Feel - Appeal
Look and Feel - Readability
Navigation - Organized
Navigation - Options
Site Information - Thoroughness
Site Information - Answers
Site Performance - Loading
Site Performance - Completeness
Satisfaction - Overall
Satisfaction - Expectations
Satisfaction - Ideal
Recommend
Return
Preferred Channel
OPS_PREFERRED Channel
Role
OPS_Role
Primary Reason
OPS_Primary Reason
Accomplish Task
OE_Why Not Accomplish
Have mySSA Account
Why Not Have mySSA Account
OE_Why Prefer Not to Have mySSA Account
OPS_Why Not Have mySSA Account
Why Registered for mySSA
OPS_Why Registered for mySSA
Age
OE_Improvement - New

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Type Topic

Look and Feel - Appeal
Look and Feel - Balance
Look and Feel - Readability
Navigation - Organized
Navigation - Options
Navigation - Layout
Site Performance - Loading
Use Web Channel Over Others
Site Performance - Consistency
Site Performance - Errors
My Social Security Information - Thoroughness
My Social Security Information - Quality
My Social Security Information - Provided Answers
Plain Language - Clear
Plain Language - Understandable
Plain Language - Concise
Sat - Overall
Sat - Expectations
Sat - Ideal
Recommend
Return
From Where Connected with SSA
OE_How Linked to SSA (library)
Learn about
OPS_Learn about
Access Frequency - NEW
OE_Instructions
OE_Security Concerns
Cash Benefits
Benefit Type
Primary Reason
Ease of access COLA
Comfortable COLA online
Recommend COLA online
Improve Online notices
Freq View Statement
OE_Difficulty Navigating Between mySSA and RE
Agency Need
OPS_Other Agency
OPS_Primary Reason
SSA 1099 Action

Why Request 1099
OPS_SSA 1099 Action
Plan to Replace
Purpose for SSN Card
OPS_Purpose Other
Why Applying for SSN Card
OPS_Why Applying
Reporting For
OE_Report For
Benefit Type Reporting
OE_Relationship
Employer listed
Reporting multiple employers
Currently working
Time Submit Wage
Other reporting methods
Plan report electronically
How Report Again
Preferred method reporting
Instructions Helpful
OE_Improve Instructions
How Registered
Reg Time
Reg Attempts
Reg In person
OE_In-person Experience
Xtra Security Reg
Easy Create Account
OE_Easy Create Account
Instructions Understand
OE_Instructions
Security Policies
Security Concerns
OE_Security Concern
Easy Sign In
OE_Easy Sign In
Click to chat wait
Click to chat answer
Still called 1800 number
Ability to Accomplish
OE_Trying to accomplish
Do Next
OPS_Do Next
Contacted SSA
How contacted SSA
Click to chat wait
Click to chat answer
Click to chat Call

Click to chat service
Click to chat representative
Chat Feedback
AccountClarity
OE_Account Clarity
Get Help Button or Call Back
Message Center
Courtesy Notifications
Use Message Center Future
OE_Do Next
Age
OE_ZIP
OE_Improve Reg
OE_Improve Contents

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51	Custom

Type Topic

Look and Feel - Appeal
Look and Feel - Balance
Look and Feel - Readability
Site Performance - Loading
Site Performance - Consistency
Site Performance - Errors
Plain Language - Clear
Plain Language - Understandable
Plain Language - Concise
Sat - Overall
Sat - Expectations
Sat - Ideal
Apply in Office
Apply Online
Recommend
Return
Use Other Online Services
How Connected with SSA
From Where Connected with SSA
Use SSA Icon
OE_How Linked to SSA (library)
OE_Location of Kiosk
OPS_How Connected with SSA
OE_How Linked to SSA (library)
Learned about RE
Other learned about
OE_Website
Frequency
Expect to File
How to File
Review SS Statement
Difficulty Navigating Between RE and Statement
OE_Difficulty Navigating Between RE and Statement
Plan to Review SS Statement
Accomplish Goal
OE_Did not accomplish
RE Based on Earnings
OE_Not based on earnings
Navigation Experience
Other Difficulty
Other learned about

Other Resources

OPS Other Resources

Do Next Y/N

Have mySSA Account

Why Not Have mySSA Account

OPS_Why Not Have mySSA Account

Age

Marital Status

Other Marital

Improvement

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48	Custom

Type Topic

Look and Feel - Appeal
Look and Feel - Balance
Look and Feel - Readability
Navigation - Organized
Navigation - Options
Navigation - Layout
SSA Information - Thoroughness
SSA Information - Quality
SSA Information - Provided Answers
Site Performance - Loading
Site Performance - Consistency
Site Performance - Errors
Plain Language - Clear
Plain Language - Understandable
Plain Language - Concise
Sat - Overall
Sat - Expectations
Sat - Ideal
Recommend
Return
OE_How Linked to SSA (library)
Best Describes
OE - Best Describes
Log into mySSA
Successful Log in
Reason for Visit
OPS_Reason for Visit
Accomplish
OE_Help Accomplish
Do Next
OPS_Other plan next
OPS_Prefer to Do Next
Online Solution
OPS_Online Solution
OE_FAQ Concerns
Other Search Experience
Search Word
OPS_Why Not Have mySSA Account
Phone Type
Tablet Type
Mobile Site Usage

Mobile Primary Reason
MobileDesired Resources
How compares
OE_Why Better
OE_Why Worse
Age
Change One Thing

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Type Topic

Site Information - Thoroughness
SiteInformation - Understandable
SiteInformation - Answers
Site Performance - Consistency
Site Performance - Errors
Site Performance - Load quickly
Navigation - Organized
Navigation - Options
Navigation - Layout
Navigation - Clicks
Plain Language - Clear
Plain Language - Understandable
Plain Language - Concise
Sat - Overall
Sat - Expectations
Sat - Ideal
Recommend
Use Other Online Services
Applying for
Create or log into mySSA
Why not log in mySSA
OE_Why not log in mySSA
OE_How Linked to SSA (library)
OE_How Linked to SSA (library)
Learn about App
OPS_learned of app
First try
Prepare for App
Rate Statement
Rate Video
Rate Other Info on Website
OPS Prepare for App
SSI Apply Today
SSI Apply Future
SSI Criteria Aware
Clearly describe SSI
OE_Not clear about SSI
App Status
Access Saved App
Reentry number aware
Have mySSA account

Create New App
Complete App
Not Complete App
OPS Why Not Complete today
Do next
OE_Do next
Time Spent
Number of times
Arrive at App
OPS Arrive at app
Find App
Why hard to find
OPS Hard to Find
Difficulties
OPS Hard to Find
Disability Starter Kit_Help Complete
Role
Rate Helpfulness of Checklist
OE_Reason for stopping
OE_Did not finish Report
Why Online
OPS Why Online
Marital Status
OPS_Why Not Have mySSA Account
Age
OE_Improvement

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Type Topic

Look and Feel - Appeal

Look and Feel - Readability

Navigation - Organized

Navigation - Options

App Performance - Loading

App Performance - Errors

Sat - Overall

Sat - Expectations

Sat - Ideal

Use Mobile App Again

Mobile App Channel Preference

Reporting for

OE_Relationship

Reporting multiple employers

Role

Use app

Use again

OE_Why Not Again

Find Out About App

Instructions Packet

Use app between 11pm-5am

Registered for mySSA

Use Other Apps with Mobile

Other app used

First try

Accomplish

Do Next

OPS_Other plan next

OE_Improvement