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| **Survey: SSA MySSA** |  |  | | |  |
| **IA#:** |  |  | | |  |
| **Date: 7/30/2019** |  |  | | |  |
|  |  | |  |  | |
| **SURVEY TYPE:** |  | |  | | |
|  |  | |  |  | |
| **Survey Q#** | **Type#** | **Topic Type** | | |  |

1 Model Visual appeal

2 Model Balance of graphics/text

3 Model Readability of pages

4 Model Site organization

5 Model Navigation options

6 Model Site helps find

7 Model Quickly pages load

8 Model Consistency of page load speed

9 Model Page load without error

10 Model Thoroughness of info

11 Model Quality of info

12 Model Info provides answers

13 Model Clarity of wording

14 Model Understand wording

15 Model Use of short, clear sentences

16 Model Overall satisfaction

17 ` Model Meet expectations

18 Model Compare to ideal

19 Model Likelihood to recommend

20 Model Likelihood to return

21 Model Likelihood to use channel

22 Custom Access frequency

23 Custom Primary reason

24 Custom Ease of access COLA

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| **Survey Q#** | **Type#** | **Topic Type** | | |

25 Custom Improve Online notices

26 Custom` Pay online option

27 Custom Communication delivery

28 Custom Ease of changing comm delivery

29 Custom Comfort receiving notices

30 Custom Recommend accessing online

31 Custom Frequency view statement

32 Custom Agency need

33 Custom Purpose for SSN Card

34 Custom Reporting for

35 Custom` Benefit type reporting

36 Custom Employer listed

37 Custom Reporting multiple employers

38 Custom Currently working

39 Custom Time to submit wages

40 Custom Other reporting methods

41 Custom Plan to report electronically

42 Custom How report again

43 Custom Preferred method of reporting

44 Custom Instructions helpful

45 Custom How registered

46 Custom Registration time

47 Custom Registered in person

48 Custom Instructions understandable

49 Custom Security concerns

50 Custom A11 - Satisfied

51 Custom A11 - Trust

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|  |  | |  |  | |
| **Survey Q#** | **Type#** | **Topic Type** | | |

52 Custom A11 - Quality

53 Custom A11 – Ease

54 Custom A11 - Speed

55 Custom Ability to accomplish

56 Custom Contacted SSA

57 Custom Click to chat - wait

58 Custom Click to chat - answer

59 Custom Click to chat - call

60 Custom Click to chat - service

61 Custom Click to chat - representative

62 Custom Click to chat – other feedback

63 Custom Use help or call back button

64 Custom Message center

65 Custom Use message center in future

66 Custom Age

67 Custom Zip

68 Custom Improve registration process

69 Custom Improve content and features