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

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

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