

**Survey:** SSA iClaim  
**IA#:** 30688 Amend 4  
**Date:** 8/19/2019

**SURVEY TYPE:** Relationship (tab 4)

Survey Q#	Type#
	1 Standard
	2 Standard
	3 Standard
	4 Standard
	5 Standard
	6 Standard
	7 Standard
	8 Standard
	9 Standard
	10 Standard
	11 Standard
	12 Standard
	13 Standard
	14 Standard
	15 Standard
	16 Standard
	17 Standard
	18 Standard
	19 Standard
	20 Standard
	21 Custom
	22 Custom
	23 Custom
	24 Custom
	25 Custom
	26 Custom
	27 Custom
	28 Custom
	29 Custom
	30 Custom
	31 Custom
	32 Custom
	33 Custom
	34 Custom
	35 Custom
	36 Custom
	37 Custom
	38 Custom

39 Custom

40 Custom

41 Custom

42 Custom

43 Custom

44 Custom

45 Custom

46 Custom

47 Custom

48 Custom

49 Custom

50 Custom

51 Custom

52 Custom

53 Custom

54 Custom

55 Custom

56 Custom

57 Custom

58 Custom

59 Custom

60 Custom

61 Custom

62 Custom

63 Custom

64 Custom

65 Custom

66 Custom

67 Custom

68 Custom

69 Custom

70 Custom

71 Custom

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  
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