

**Survey:** SSA BSO  
**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

Type Topic
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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

How Did You Hear

OE - How Did You Hear

Services Used

Payee Acct Form

Return to Payee Acct

Improve Internet Rep Payee Acct

Improve Business Services

Primary Business

OE - Describe

Size of Business

Ease to Locate

Satisfied with service

Increased confidence

Need addressed

Easy to complete

Reasonable time