

Survey: SSA iAppeals
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
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68 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

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