Survey: SSA MySSA

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
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67 Custom
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
Access frequency
Primary reason
Ease of access COLA
Improve Online notices
Pay online option
Communication delivery
Ease of changing comm delivery
Comfort receiving notices
Recommend accessing online
Frequency view statement
Agency need
Purpose for SSN Card
Reporting for
Benefit type reporting
Employer listed
Reporting multiple employers
Currently working
Time to submit wages

Other reporting methods
Plan to report electronically
How report again
Preferred method of reporting
Instructions helpful
How registered
Registration time
Registered in person
Instructions understandable
Security concerns
A11 - Satisfied
A11 - Trust
A11 - Quality
A11 – Ease
A11 - Speed
Ability to accomplish
Contacted SSA
Click to chat - wait
Click to chat - answer
Click to chat - call
Click to chat - service
Click to chat - representative
Click to chat – other feedback
Use help or call back button
Message center
Use message center in future
Age
Zip
Improve registration process
Improve content and features