

**Survey:** SSA MySSA  
**IA#:** 30688 Amend 4  
**Date:** 12/12/2019

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

Survey Q#	Type#
	1 Standard
	2 Standard
	3 Standard
	4 Standard
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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
Access frequency
Create new mySSA account
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
Use of retirement calculator eliminate need to call
Estimates from RE easy to understand
RE displayed in easy format
Suggestions for displaying RE
RE Understanding of future earnings
Agency need
Other agency

Other primary purpose  
Purpose for SSN Card  
Other purpose for SSN Card  
Reporting for  
Relation to reporting for  
Benefit type reporting  
Person listed  
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  
Describe in person experience  
Instructions understandable  
Explain not clear about instructions  
Security concerns  
Describe 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