

Survey: Customer Satisfaction

SSA FO

I/A#: 30688

Date: 12/20/2019

SURVEY TYPE:

| Survey Q# | Type# | Topic Type |
|-----------|--------|-----------------------------------|
| 1 | Model | Satisfaction - Overall |
| 2 | Model | Satisfaction - Expectations |
| 3 | Model | Satisfaction - Ideal |
| 4 | Model | Recommend |
| 5 | Model | Recommend |
| 6 | Model | Accessibility - Convenience |
| 7 | Model | Accessibility - Easy Connection |
| 8 | Model | Accessibility - Wait Time |
| 9 | Model | Representative - Understanding |
| 10 | Model | Representative - Empathy |
| 11 | Model | Representative - Knowledge |
| 12 | Model | Representative - Authority |
| 13 | Model | Service Resolution - Complete |
| 14 | Model | Service Resolution - Thoroughness |
| 15 | Model | Service Resolution - Efficiency |
| 16 | Model | Visit Again |
| 17 | Custom | A11-Satisfied |
| 18 | Custom | A11-Trust |
| 19 | Custom | A11-Quality |
| 20 | Custom | A11-Ease |
| 21 | Custom | A11-Speed |
| 22 | Custom | A11-Treatment |
| 23 | Custom | A11-Helpful |
| 24 | Custom | Accessible |
| 25 | Custom | Appearance |
| 26 | Custom | Comfort |
| 27 | Custom | Check-in |
| 28 | Custom | Waiting |
| 29 | Custom | Privacy |
| 30 | Custom | Knowledgeable |
| 31 | Custom | Primary Reason |
| 32 | Custom | Primary Reason Other |

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|----|--------|---------------------------------------|
| 33 | Custom | Online Aware Apply |
| 34 | Custom | Why Not Apply Online |
| 35 | Custom | Online Aware B |
| 36 | Custom | OE_Online Aware B |
| 37 | Custom | Online Aware C |
| 38 | Custom | OE_Online Aware C |
| 39 | Custom | Online Aware Letter |
| 40 | Custom | OE_Online Aware Letter |
| 41 | Custom | Online Aware Status |
| 42 | Custom | OE_Online Aware Status |
| 43 | Custom | Accomplish |
| 44 | Custom | Why Not Accomplish |
| 45 | Custom | Do Next Not Accomplish |
| 46 | Custom | Do Next Other |
| 47 | Custom | Prior Attempt |
| 48 | Custom | Westchester Pilot |
| 49 | Custom | Westchester Pilot_On Behalf |
| 50 | Custom | Westchester Pilot_Appointment |
| 51 | Custom | Westchester Pilot_Rep Interact |
| 52 | Custom | Westchester Pilot_Device |
| 53 | Custom | Westchester Pilot_Smart Tablet |
| 54 | Custom | OE_Westchester Pilot_Smart Tablet |
| 55 | Custom | Westchester Pilot_Express Services |
| 56 | Custom | OE_Westchester Pilot_Express Services |
| 57 | Custom | Westchester Pilot_Self Serve |
| 58 | Custom | OE_Westchester Pilot_Self Serve |
| 59 | Custom | Westchester Pilot_Info Center |
| 60 | Custom | OE_Westchester Pilot_Info Center |
| 61 | Custom | Westchester Pilot_Hologram |
| 62 | Custom | OE_Westchester Pilot_Hologram |
| 63 | Custom | Westchester Pilot_Tools |
| 64 | Custom | OE_Westchester Pilot_Tools Future Use |
| 65 | Custom | Westchester Pilot_Recommend |
| 66 | Custom | OE_Westchester Pilot_Recommend |
| 67 | Custom | Westchester Pilot_Other Channels |
| 68 | Custom | Westchester Pilot_mySS Account |
| 69 | Custom | Westchester Pilot_Demo Education |
| 70 | Custom | Chicago Pilot |
| 71 | Custom | Chicago Pilot_Reason |
| 72 | Custom | Chicago Pilot_Orange Station |
| 73 | Custom | Chicago Pilot_Grey SSA Card |
| 74 | Custom | Chicago Pilot_Informational Video |
| 75 | Custom | Chicago Pilot_On Behalf |
| 76 | Custom | Chicago Pilot_Appointment |

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| 77 | Custom | Chicago Pilot_Barcode Xpress |
| 78 | Custom | Chicago Pilot_Letter Xpress |
| 79 | Custom | Chicago Pilot_Xpress Appointment Didnt Use |
| 80 | Custom | Chicago Pilot_Xpress Pictures |
| 81 | Custom | Chicago Pilot_QR Code |
| 82 | Custom | Chicago Pilot_iCalendar |
| 83 | Custom | Chicago Pilot_Toni |
| 84 | Custom | Chicago Pilot_Monitor |
| 85 | Custom | Chicago Pilot_Smart Phone |
| 86 | Custom | Chicago Pilot_Interact |
| 87 | Custom | Chicago Pilot_Sound Quality |
| 88 | Custom | Chicago Pilot_Self Help |
| 89 | Custom | OE_Chicago Pilot_Self Help |
| 90 | Custom | Chicago Pilot_Self Help Tools |
| 91 | Custom | Chicago Pilot_Hear Rep |
| 92 | Custom | Chicago Pilot_Headset |
| 93 | Custom | Chicago Pilot_Vidoes Helpful |
| 94 | Custom | Chicago Pilot_Conduct Online |
| 95 | Custom | Chicago Pilot_Tablet |
| 96 | Custom | Chicago Pilot_Tablet Businesses |
| 97 | Custom | OE_Chicago Pilot_Tablet Businesses |
| 98 | Custom | OE_Chicago Pilot_Tablet SSA Card |
| 99 | Custom | Chicago Pilot_SSA Card Help |
| 100 | Custom | Chicago Pilot_Comfort Elsewhere |
| 101 | Custom | OE_Chicago Pilot_Additional Comments |
| 102 | Custom | Chicago Pilot_Demo Education |