Hello,

Please help Social Security Administration (SSA) and CPS make improvements to the online EDPNA exam. SSA and CPS HR request your feedback about the online EDPNA exam process and the reasons on why you decided against taking the online EDPNA exam.

* I decided not to take the online EDPNA exam at this time due to scheduling conflicts. You can stop the survey now.
* I decided not to take the online EDPNA exam at this time because I prefer to take the exam in person or experienced technical issues. Please continue the survey and answer questions below.

Below is a list of potential barriers that may have influenced your decision not to take the online EDPNA exam. Please respond to each statement.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Strongly disagree** | | **Disagree** | | **Neither agree nor disagree** | | **Agree** | | **Strongly agree** |
| 1. I prefer paper-based exams. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I have limited experience taking exams online. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I do not have the necessary equipment or technology to take the exam online. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. The instructions on how to access the exam online were confusing. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. There was not enough information on how to take the exam online. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I was not aware that I could take the exam online at this time. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I did not know how to get started or how to set up the exam online. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I had concerns about how my privacy was going to be protected. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I was not sure how to schedule an exam with the proctor. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I was uncomfortable knowing that a proctor was going to have access to my computer. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. Please share any feedback about your reasons for not taking the online EDPNA exam. Any and all information is helpful to SSA and CPS so please feel free to share even minor concerns you may have had about the online EDPNA exam. | | | | | | | | | | |
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We truly value your feedback. SSA and CPS will use this information to ensure that the EDPNA exam is accessible to all candidates. Thank you for your help!

Hello,

The Social Security Administration (SSA) and CPS HR request your feedback on the online EDPNA exam process so we can continue to improve the exam process.

Please respond to each statement as it relates to your experience with the online EDPNA exam. Please note, some questions will ask you about your experience with ProctorU, the online proctoring service. While other questions are about your overall experience with the online EDPNA exam.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Strongly disagree** | | **Disagree** | | **Neither agree nor disagree** | | **Agree** | | **Strongly agree** |
| 1. It was easy to schedule my online exam with ProctorU. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. All of my questions about using ProctorU were answered on the testing website. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. Any concerns I had about ProctorU protecting my privacy were addressed. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I was happy overall with the online examination process. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I had no issues accessing the exam. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I enjoyed taking the exam at any location. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. The instructions on how to access the exam online were clear. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I had no technical difficulties while taking the online exam. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. There was enough information on how to take the exam online that I felt confident about the process. | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I agree that the questions and answers were clearly stated | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I used the CFR reference during the exam (If not, please provide feedback below) | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. I had enough time to complete the exam | 🞎 | | 🞎 | | 🞎 | | 🞎 | | 🞎 | |
| 1. Please share any other feedback you have about your experience taking the online EDPNA exam. | | | | | | | | | | |
|  | | | | | | | | | | |

1. I would take the online EDPNA exam again.
   * Yes, taking the online exam was easy and convenient.
   * Yes, if my concerns listed above were resolved.
   * No, I tried it but online exams are not for me.
   * No, the overall experience (e.g., software, system requirements, privacy concerns) did not meet my expectations.

We truly value your feedback. SSA and CPS will use this information to continue to improve the EDPNA examination process.