

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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I have limited experience taking exams online.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I do not have the necessary equipment or technology to take the exam online.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The instructions on how to access the exam online were confusing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. There was not enough information on how to take the exam online.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I was not aware that I could take the exam online at this time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I did not know how to get started or how to set up the exam online.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I had concerns about how my privacy was going to be protected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I was not sure how to schedule an exam with the proctor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I was uncomfortable knowing that a proctor was going to have access to my computer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. 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.

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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. All of my questions about using ProctorU were answered on the testing website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Any concerns I had about ProctorU protecting my privacy were addressed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I was happy overall with the online examination process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I had no issues accessing the exam.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I enjoyed taking the exam at any location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The instructions on how to access the exam online were clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I had no technical difficulties while taking the online exam.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. There was enough information on how to take the exam online that I felt confident about the process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I agree that the questions and answers were clearly stated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I used the CFR reference during the exam (If not, please provide feedback below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I had enough time to complete the exam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. 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.