

**Justification for Non-Substantive Changes for
Appointment Scheduling Calendar (ASC)
OMB No. 0960-0828**

Background

As part of our ongoing efforts to enhance customer service, we are updating the ASC customer scheduling path to provide better self-scheduling experience. We have streamlined the process by removing redundant pages, making it faster and more efficient to schedule an appointment. Additionally, we have revised and simplified the language throughout the scheduling pages to improve readability and provide clearer instructions for navigating the scheduling process.

Changes to the ASC Internet screens for self-scheduling:

- **Change #1:** We are removing the Privacy Act Statement, Important Information and Terms of Service collapsible landing page. At the bottom of the page, we will remove “footer” links and keep OMB link throughout all screens.

Justification #1: This page is redundant. After successfully credentialing, customer lands on the page where there is a link to the Privacy Act Statement and Terms of Service. The customer can access this information by clicking the link.

- **Change #2:** We are removing the Reason for Appointment page.

Justification #2: This is a “Read Only” page that displays the appointment type the customer may be eligible for based on their answers to the online questionnaire. Since there is no action for the customer to take on this page, we will combine Reason for Appointment with another page.

- **Change #3:** We will add the “Reason for Appointment” to the “Customer Information” page. Reason for Appointment will be retitled “Appointment Reason.” In addition, we are adding a tool tip next to the “Appointment Reason” informing the customer if the topic is incorrect, call N8NN.

Justification #3: This will streamline the scheduling process by consolidating screens, thereby reducing the number of screens the customer needs to navigate to schedule an appointment.

- **Change #4:** We are changing the title of the “Person Information” page to “Customer Information.” Additionally, we are adding the “Your Information” section to the bottom of the Customer Information page. The “Your information” section will display based on the selection the customer chooses under “Who is this appointment for?” (i.e. Myself, A Child I’m responsible for etc.). We added the “Residential State” selection to this page.

Justification #4: This will assist the customer by clearly specifying whose information is required when completing information for this page

- **Change #5:** We are changing the title of the “Select Appointment” page to “Appointment Details.” We are revising the language the customer sees when scheduling an appointment and capturing the customer’s phone number for the appointment. In addition, we are removing the “Select Another Time” button and will have one button titled “Change Time or Date.”

Justification #5: This will make the page easier and faster to read by eliminating unnecessary text and reducing the number clicks needed to select an appointment. The “Select Another Time” button and “Change Time or Date” have the same functionality. It was determined that only the “Change Time or Date” button was needed for customers to select a different appointment.

- **Change #6:** We are adding the Language Preference to the Communications Preferences page. In addition, we removed the “Yes, I consent” and “No, I do not consent” options for electronic messaging and added text informing customer, that text or email is needed to schedule an appointment.

Justification #6: We removed unnecessary text and updated language to improve readability and to make the page easier for customers to understand when completing required fields. Additionally, we included the Language Preference option on the Communications Preferences page to minimize the number of screens the customer needs to navigate during scheduling.

- **Change #7:** We are updating and removing language on the Review and Submit page. From this page, customers will only be able to edit Residential State, Appointment Details, and Communications Preferences sections before scheduling.

Justification #7: We are providing the customer with a more consolidated view of the information entered during the scheduling path before submitting appointment. Additionally, it allows them to clearly see what information can be edited before scheduling their appointment.

- **Change #8:** On the Confirmation page, we removed some unnecessary language and added collapsible fields for “Having these items ready will help your appointment get faster” and “The date you file your application can affect your benefits.”

Justification #8: We removed unnecessary verbiage and updated language to provide the customer with a consolidated view and comprehensive important information necessary for the appointment they scheduled.

- **Change #9:** We are adding a progress bar in the customer scheduling path.

Justification #9: This will inform the customer of where they are in the scheduling process and give them an indication what screens have been completed and what screens remain.

SSA will implement these revisions upon OMB's approval. We expect to release by May 9, 2026.