

E-gov Postentitlement Survey - Successful IVR Users

Prior to beginning the survey, the interviewer will reiterate the purpose of the survey already described in the prenotice letter that will be sent to all participants. They will also confirm that participants recall the sampled change of address or direct deposit transaction.

Interviewers will ask participants if they would like to hear the Paperwork Reduction Act statement again. If so, they will read the following:

Paperwork Reduction Act Statement

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we have a valid Office of Management and Budget control number: The OMB control number for this survey is **0960-0526**. We estimate that it will take about 15 minutes to complete this survey. This includes the time it will take to listen to the questions and give your responses. You may send comments on our time estimate above to: Social Security Administration, 1338 Annex Building, Baltimore, MD 21235-0001. *Send only comments relating to our time estimate to this address.*

1. The first thing Social Security would like to know is whether you used the automated service on the 800 number yourself to report your [*insert type of business: change of address or telephone number; direct deposit information*] or did someone else do it for you?

(Select only one response.)

- a. Did it myself *(Skip to Q3.)*
- b. Someone else did it for me
- c. Don't know/don't remember *(Skip to end.)*

2. Who helped you? *(All responders to Q2 skip to end.)*

(Do not read responses. Select all that apply.)

- a. Spouse, relative or friend
- b. State or local government agency
- c. Private organization, like AARP
- d. Attorney or professional disability consultant
- e. Health care provider
- f. Employer or union
- g. Other *(Explain.)*
- h. Don't know/don't remember

3. When you called the 800 number to report your [*insert type of business: change of address or telephone number; direct deposit information*], how did you expect to do that? Did you expect to speak to a representative, use an automated service, or were you not sure what you would do?

(Select only one response.)

- a. Speak to a representative
 - b. Use automated service *(Skip to Q5.)*
 - c. Not sure what I would do
 - d. Don't know/don't remember *(Skip to Q5.)*
4. Since you [*insert response from Q3: expected to speak to a representative; weren't sure what you would do*], how did you feel about using the automated telephone service? Was your reaction to it positive, negative or would you say it was neutral?

(Select only one response.)

- a. Positive
 - b. Negative or
 - c. Neutral
 - d. Don't know/don't remember
5. Before you used Social Security's automated telephone service, did you try to use any other method to report your [*insert type of business: change of address or telephone number; direct deposit information*] to Social Security?

(Do not read responses. Select only one response.)

- a. Yes
 - b. No *(Skip to Q8.)*
 - c. Don't know/don't remember *(Skip to Q8.)*
6. What did you do?

(Do not read responses. Select all that apply.)

- a. Tried reaching a representative on Social Security's 800 number
- b. Tried calling a local office
- c. Tried visiting a local office
- d. Tried using Social Security's website
- e. Did something else *(Explain.)*
- f. Don't know/don't remember *(Skip to Q8.)*

7. Why didn't that work for you?

(Do not read responses. Select all that apply.)

- a. Too hard to get through on the phone
 - b. Had to wait too long in the office
 - c. Couldn't find service on Social Security's website
 - d. Was told I didn't qualify to use automated telephone/Internet service
 - e. Had problem with my password
 - f. Automated telephone/Internet service was hard to use/confusing/intimidating
 - g. My own lack of experience with computers/Internet
 - h. Had problems with my computer or Internet connection
 - i. Concerned about the security of my information online
 - j. Didn't have the information I needed to complete my business
 - k. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
 - l. Other *(Explain.)*
 - m. Don't know/don't remember
8. Overall, how easy or hard was it to take care of your business using Social Security's automated telephone service? Was it:

(Read rating scale. Select only one response.)

- a. Very easy *(Skip to Q11.)*
 - b. Somewhat easy *(Skip to Q11.)*
 - c. Somewhat hard, or
 - d. Very hard
 - e. Don't know/don't remember *(Skip to Q11.)*
9. *(Read Q9 for all responders to Q7; all others skip to Q10.)* Other than the problems you just told me about, were there any other reasons you thought it was hard?

(Do not read responses. Select only one response.)

- a. Yes
 - b. No *(Skip to Q11.)*
 - c. Don't know/don't remember *(Skip to Q11.)*
10. What *[if response to Q9 = yes, insert: else]* was hard about it?

(Do not read responses. Select all that apply.)

- a. Too hard to follow instructions; didn't understand what it wanted me to say
- b. Had to keep repeating myself
- c. Took too long to get through it
- d. Automated voice was too fast, too slow, not loud enough
- e. Don't like automated services; just prefer dealing with a person
- f. Other *(Explain.)*
- g. Don't know/don't remember

11. How likely would you be to recommend that others use Social Security's automated telephone service to report [*insert type of business*: a change of address or telephone number; direct deposit information]? Are you:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to recommend it
- e. Don't know/don't remember

12. In addition to being able to report [*insert type of business*: a change of address or telephone number; direct deposit information], Social Security has several other automated telephone services on its 800 number that people can use without waiting to speak to a representative. How likely would you be to use an automated telephone service to do other kinds of business with Social Security? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely (*Skip to Q14.*)
- b. Somewhat likely (*Skip to Q14.*)
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember (*Skip to Q17.*)

13. Why do you feel that way? (*All responders to Q13 skip to Q17.*)

(Do not read responses. Select all that apply.)

- a. Might have questions I want to talk to someone about
- b. Automated telephone services are too hard to use, confusing, hard to follow, etc.
- c. Takes too long to get through it; tedious
- d. Options don't fit my situation; don't have what I need
- e. Not confident that the action will be processed
- f. Don't like dealing with automated services; just prefer dealing with a person
- g. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
- h. Other (*Explain.*)
- i. Don't know/don't remember

14. I'm going to read a short list of some different kinds of business you might have with Social Security in the future. As I read each one, please tell me how likely you would be to use an automated telephone service to complete this type of business? First, if you needed to report that you didn't receive your monthly benefit, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

15. If you needed to report the death of someone receiving Social Security benefits, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

16. If you needed to give your personal information to get a replacement Social Security card, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use an automated telephone service
- e. Don't know/don't remember

(If one of the responses to Q6 = tried Social Security's website, skip to Q18.)

17. Social Security would like to know how much experience you have doing business electronically. Do you currently use the Internet?

(Do not read responses. Select only one response.)

- a. Yes
- b. No *(Skip to Q38.)*
- c. Don't know/don't remember *(Skip to Q38.)*

18. *(If one of the responses to Q6 = tried Social Security's website, insert: You told me earlier that you tried using Social Security's website).* How would you rate your level of experience using the Internet? Are you:

(Read rating scale. Select only one response.)

- a. Very experienced
- b. Somewhat experienced
- c. Somewhat inexperienced, or
- d. Not at all experienced
- e. Don't know/don't remember

19. Where do you access the Internet?

(Read responses. Select only one response.)

- a. Only at home
- b. Only at work
- c. Both at home and at work, or
- d. Only somewhere else *(Explain.)*
- e. Don't know/don't remember

(If one of the responses to Q6 = tried Social Security's website, skip to Q21.)

20. Have you ever visited Social Security's Internet website?

(Do not read responses. Select only one response.)

- a. Yes
- b. No
- c. Don't know/don't remember

21. In general, how likely would you be to do business with Social Security on their Internet website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely *(Skip to Q23.)*
- b. Somewhat likely *(Skip to Q23.)*
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember *(Skip to Q38.)*

22. Why do you feel that way? (All responders to Q22 skip to Q38.)

(Do not read responses. Select all that apply.)

- a. Might have questions I want to talk to someone about
- b. Internet services are too hard to use, confusing, hard to follow, etc.
- c. Not confident that the action will be processed
- d. My own lack of experience with computers/Internet
- e. Problems with my computer or Internet connection
- f. Concerned about the security of my information online
- g. Don't do business on the Internet; just prefer dealing with a person
- h. Personal circumstance like limited education, hearing/speech problem, limited English skills, or other communication issue
- i. Other *(Explain.)*
- j. Don't know/don't remember

23. Social Security is interested in finding out what types of services people might be comfortable using on the Internet. I'm going to read a short list of some different kinds of business you might have with Social Security in the future. As I read each one, please tell me how likely you would be to use this type of Internet service if it were available on Social Security's website? First, if you needed to report a change of address or telephone number in the future, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

24. If you needed to report direct deposit information in the future, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

25. If you needed to report the death of someone receiving Social Security benefits, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

26. If you needed to give your personal information to get a replacement Social Security card, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely to use the Internet
- e. Don't know/don't remember

27. If you needed to request a statement showing the amount of your Social Security benefit, would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or *(Skip to Q29.)*
- d. Not at all likely to use the Internet *(Skip to Q29.)*
- e. Don't know/don't remember *(Skip to Q29.)*

28. Right now if you use Social Security's website to request a statement showing the amount of your monthly benefit, the information is not displayed on your computer screen and the statement is mailed to you. Some people think it would be more convenient to be able to get the statement right away. Knowing that Social Security would only display the information after they verified your identity, how comfortable would you be having the information shown on your computer screen and printing your own statement? Would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

29. There are several services Social Security is considering adding to help people use its Website to do business. If you needed help while using Social Security's website, please tell me how likely you would be to use each of the following methods. First, how likely would you be to use Instant Messaging to get help with Social Security's website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember

30. How likely would you be to use a special email address to get help with Social Security's website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember

31. How likely would you be to use a special toll-free number to get help with Social Security's website? Would you be:

(Read rating scale. Select only one response.)

- a. Very likely
- b. Somewhat likely
- c. Not very likely, or
- d. Not at all likely
- e. Don't know/don't remember

32. When people do business electronically, Social Security verifies their identity to protect the privacy of their records. Social Security would like to know how comfortable people are entering different kinds of personal information to verify their identity. If asked to enter information already in your Social Security record, such as your date and place of birth, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

33. If asked to enter your driver's license number, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

34. If asked to enter your credit card number, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

35. When you do business electronically, the personal information you enter has to be checked to verify your identity. If Social Security matched your personal information against their own records, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

36. If Social Security matched your personal information against records from other government agencies like Motor Vehicles, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

37. If Social Security matched your personal information against records from private companies like banks, would you feel:

(Read rating scale. Select only one response.)

- a. Very comfortable
- b. Somewhat comfortable
- c. Somewhat uncomfortable, or
- d. Very uncomfortable
- e. Don't know/don't remember

38. For their final question today, Social Security would like to know a little more about you. What is the highest grade you completed in school?

(Do not read responses. Select only one response. If responder is reluctant to give information, offer to read ranges.)

- a. Less than high school graduate
- b. High school graduate
- c. Some college
- d. Trade/technical/vocational training
- e. College graduate
- f. Graduate degree or postgraduate training
- g. Don't know/don't remember

End survey by thanking the person for participating.