



OMB No. 0960-0818

OHO Online Hearing 2021 Survey

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Thank you for taking a few minutes to provide feedback on your online/video hearing experience. This anonymous survey should take as little as five minutes and will be used to improve the service available to you and others who interact with SSA. As you complete this survey, please focus on the technology being used and not the personal details of your hearing.

1. Thinking about your online/video hearing experience, on a scale from 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree", please rate the following statements:
 - a. The instructions sent in advance were helpful
 - b. It was easy to connect to my online video hearing
 - c. I was satisfied with the audio quality of my online video hearing
 - d. I was satisfied with the video quality of my online video hearing
 - e. I found the online video hearing convenient
 - f. **[Representative Only]** Online video hearings allow for effective interaction with the administrative law judge

2. **[Representative Only]** Online video hearings are _____ compared to traditional OHO video hearings.
 - a. Better
 - b. The same
 - c. Worse
 - d. Not Applicable – I have not participated in a traditional video hearing

3. **[If Q2=A,B, or C]** Please explain your rating.

4. What type of device did you use during your online hearing?
 - a. Laptop computer
 - b. Desktop computer
 - c. iPad or other tablet
 - d. Cell phone
 - e. Other (please specify)

Thank you for taking the time to complete the survey! We greatly appreciate it.



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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 display a valid Office of Management and Budget (OMB) control number. We estimate that it will take about 5 minutes to read the instructions, gather the facts, and answer the questions. ***Send only comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.***