



OMB# 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. This survey is authorized by the U.S. Office of Management and Budget, Control No. 0960-0818. As you complete this survey, please focus on the technology being used and not the personal details of your hearing. Please click "Begin Survey" to start.

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 (OMB. 0960-0818). 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.

1. Where did you participate in your online video hearing?
 - a. In my home
 - b. At my representative's office
 - c. Other location (please specify)
2. 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)
3. 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 statement:
 - a. I am satisfied with my online video hearing experience with Social Security
4. 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
5. **[IF Q4a <=3]** Which of the following, if any, describes your experience with the instructions?
 - a. I never received the instructions
 - b. The instructions were difficult to follow
 - c. I could not open the instructions
 - d. Other (please specify)
6. **[IF Q4b <=3]** Which of the following, if any, did you experience when trying to connect?
 - a. I had a problem with my device
 - b. I had a problem with my internet connection
 - c. I had a problem but I am not sure what caused it.
 - d. Other (please specify)



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7. **[IF Q4c <=3]** Which of the following, if any, did you experience your experience with the audio quality?
- a. It was hard to find the volume controls in Microsoft Teams
 - b. The sound kept going in and out
 - c. I could not figure out how to turn on the sound
 - d. The maximum volume was not enough for me
 - e. There was a lot of background noise
 - f. Other (please specify)
8. **[IF Q4d <=3]** Which of the following, if any, did you experience with the video quality?
- a. The picture was unclear
 - b. The people on the screen were too small
 - c. I could not get the video to start working
 - d. Other (please specify)

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

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