



OMB# 0960-0818

OHO Online Hearing 2021 Survey - Representatives

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Thank you for taking a few minutes to provide feedback on your experience with online video hearings. We have been working hard to make this new hearing option with Social Security a convenient and easy process for you and your clients.

As a representative, your input is critical to assist SSA in evaluating and improving the online video hearing experience. Please complete this anonymous, five-minute survey. As you complete this survey, please focus on the technology and overall online video hearing experience, and not the specific case details of the hearings you have participated in. Please click "Begin Survey" to start.

1. Have you participated in an online video hearing with Social Security?
 - a. Yes
 - b. No
2. **[IF Q1=A]** How many online video hearings have you participated in?
 - a. 1-5
 - b. 5-10
 - c. More than 10
3. **[IF Q1=B]** Have you been scheduled for an online video hearing but chosen not to participate?
 - a. Yes
 - b. No
 - c. No but I have online video hearings scheduled in the near future
4. **[IF Q3=A]** What is the primary reason you have chosen not to participate in an online hearing?
 - a. I don't have the necessary technology
 - b. My clients don't have the necessary technology
 - c. I prefer in-person hearings
 - d. My clients prefer in-person hearings
 - e. Other (please specify)
5. **[IF Q3=A]** What, if anything, would make you consider participating in online hearings in the future?
6. **[IF Q1=A]** Where did you participate in your online video hearing?
 - a. In my home
 - b. At my office
 - c. Other location (please specify)
7. **[IF Q1=A]** 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)
8. **[IF Q1=A]** Thinking about your online /video hearing experiences, 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
9. **[IF Q1=A]** Thinking about your online/video hearing experiences, on a scale from 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree", please rate the following statements:



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- a. The instructions sent in advance are helpful
 - b. It is easy to connect to online video hearings
 - c. I am satisfied with the audio quality of my online video hearings
 - d. I am satisfied with the video quality of my online video hearings
 - e. I find attending online video hearings convenient
 - f. I am able to easily interact with my client and the judge
10. **[IF Q9a <=3]** Which of the following, if any, describes your experience with the instructions? Please select all that apply.
- a. I never received the instructions
 - b. The instructions are difficult to follow
 - c. At times I could not open the instructions
 - d. Other (please specify)
11. **[IF Q9b <=3]** Which of the following, if any, did you experience when trying to connect? Please select all that apply.
- a. I have had problems with my device
 - b. I have had problems with my internet connection
 - c. I have had problems but I am not sure of the cause.
 - d. Other (please specify)
12. **[IF Q9c <=3]** Which of the following, if any, did you experience your experience with the audio quality? Please select all that apply.
- a. It is hard to find the volume controls in Microsoft Teams
 - b. The sound often goes in and out
 - c. I could not figure out how to turn on the sound
 - d. The maximum volume is not enough for me
 - e. There has been a lot of background noise
 - f. Other (please specify)
13. **[IF Q9d <=3]** Which of the following, if any, did you experience with the video quality? Please select all that apply.
- a. The picture has been unclear
 - b. The people on the screen are too small
 - c. There were times I could not get the video to start working
 - d. Other (please specify)
14. **[IF Q9e <=3]** Why do you not find the online video hearings convenient? Please select all that apply.
- a. I have had difficulty connecting my clients through this hearing modality
 - b. I have had difficulty finding a private location to attend
 - c. Other (please specify)
15. **[IF Q9f <=3]** Why do you not feel you can easily interact with your client and the judge? Please select all that apply.
- a. It is sometimes difficult to understand the Administrative Law Judge.
 - b. It's difficult to speak to clients privately when remote
 - c. Other (please specify)

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

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.