



OMB No. 0960-0818

Beta Site – Intercept Survey

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Thank you for taking a few minutes to provide feedback on your experience on our website. 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 Social Security.

1. On a scale from 1 to 5 where 1 means “Poor” and 5 means “Excellent” how would you rate the overall look and feel of the website?
2. On the same scale from 1 to 5 where 1 means “Poor” and 5 means “Excellent”, how would you rate the ease of understanding the content?
3. On the same scale from 1 to 5 where 1 means “Poor” and 5 means “Excellent”, how would you rate the ease of navigation?
4. In comparison to the current site, would you say this beta site is...
 - a. Better
 - b. The same
 - c. Worse
5. Please provide any additional feedback you may have regarding the beta site:



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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 2 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.***