

Online Forms Medallia Survey Questions

Placement and Language for Badge/Link:

“Help us improve”

1. Badge on each form’s SSA.gov landing page, and
2. Link to survey in all Adobe Sign emails (initial, reminder, final emails)



Proposed Questions – All Always On:

1. Were you able to complete your task online today? YES or NO
2. How did you find this online form? (Select one)
 1. An SSA employee
 2. An SSA email or text message
 3. A letter or publication from SSA
 4. A friend or family member
 5. My appointed representative
 6. A search on SSA.gov
 7. A search engine (Google, Bing, Yahoo, etc)
 8. Other way not listed – Please **do not** enter any personal information (name, SSN, email, date of birth, etc.) [Open Text Box]
3. Why did you choose to use this online service? (Select all that apply)
 1. I prefer doing things online
 2. I did not know there was another way
 3. I thought it would be faster
 4. Other reason(s) not listed – Please **do not** enter any personal information (name, SSN, email, date of birth, etc.) [Open Text Box]
4. On a scale from 1 to 5, where 1 means “Very Dissatisfied” and 5 means “Very Satisfied”, overall, how satisfied were you with your recent experience?
 1. Very Dissatisfied
 - 2.
 - 3.
 - 4.
 5. Very Satisfied
5. Please provide us with any additional information about your experience and/or suggestions for improvement. Please **do not** enter any personal information (name, SSN, email, date of birth, etc.)