

# Railroad Retirement Board

Thank you for visiting the Railroad Retirement Board website. You have been randomly selected to take part in a brief survey to let us know what we are doing well, and areas where we can improve.

Please take a few minutes to share your thoughts and opinions. This will help us provide the best online experience for you and many others.

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## Demographic and Purpose

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1. Please tell us which of the following options best describes you.
  - a. Active Rail Employee, Former Rail Employee, Spouse/Family Member [if selected show i-vi]
    - i. Active Rail Employee
    - ii. Unemployment Claimant
    - iii. Sickness Claimant
    - iv. Disability Annuitant
    - v. Retirement Annuitant
    - vi. Spouse/Widow
  - b. Rail Employer
  - c. General Public
2. What is the primary purpose of your visit to RRB.gov? [1a respondents get a-h options, 1b respondents get i-m options, 1c respondents get n-o options]
  - a. File application for unemployment benefits
  - b. File unemployment claim(s)
  - c. Download forms
    - i. Please specify what form(s) you downloaded (open end)
  - d. File sickness claim(s)
  - e. Locate my closest field office
  - f. Estimate Retirement benefits through the “My Estimator Tool”
  - g. Review service and compensation record
  - h. Other (please specify open end)
  - i. Access ERSNet Login
  - j. Access EFTPS.gov
  - k. Access Pay.gov

l. Download Forms or review reporting instructions

m. Other (please specify open end)

n. Looking for information about RRB

o. Other (please specify open end)

3. How often do you visit RRB.gov?

a. First time

b. Daily

c. Weekly

d. Monthly

e. Bi-annually

f. Annually

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### Satisfaction

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4. Thinking about the RRB.gov website, using a scale where 1 means “Very dissatisfied” and 10 means “Very satisfied”, how satisfied are you with RRB.gov overall?

5. Thinking about RRB.gov website performance relative to your expectations, using a scale where 1 means “Falls short of your expectations” and 10 means “Exceeds your expectations”, how does RRB.gov performance compare to your expectations?

6. Thinking about RRB.gov website performance relative to an ideal website performance, using a scale where 1 means “Not very close to the ideal” and 10 means “Very close to the ideal”, how does RRB.gov compare to the ideal website experience?

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### Look and Feel

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Using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate the site on the following?

7. Ease of reading information on the site

8. Visual appeal of the site

9. Balance of graphics and text

10. How well the site layout helps you understand where you are

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### Navigation

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Thinking about navigating the site and using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate the site on the following?

11. Number of clicks to get where you want

12. How well the site layout helps you find what you are looking for
13. How well the site is organized
14. Options for navigating the site

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**Search**

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Thinking about the search function for the site and using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate the site on the following?

15. Search options help narrow the desired criteria
16. Organization of search results
17. Relevance of search results
18. Ease of finding the search box

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**Functionality**

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Thinking about the functionality of the site and using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate the site on the following?

19. Usefulness of the features/services on this site
20. Site’s functionality helps accomplish task

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**Content**

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Thinking about the content of the site and using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, how would you rate the site on the following?

21. Accuracy of information provided
22. Quality of information provided
23. How well the information viewed answered your questions
24. How understandable the information is

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**Future Behaviors**

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25. Using a scale of 1 to 10, where 1 means “Very unlikely” and 10 means “Very likely”, how likely are you to use RRB.gov as your primary resource for RRB information?
26. Using a scale of 1 to 10, where 1 means “Very unlikely” and 10 means “Very likely”, how likely are you to recommend RRB.gov to others?

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**Custom**

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27. What was your primary task on ERSNet today? [2i respondents only]
  - a. Review forms/statements provided by RRB
  - b. Submit forms/reports

c. Other (please specify open end)

28. Thinking about ERSNet, using a scale where 1 means “Very Dissatisfied” and 10 means “Very satisfied”, how satisfied are you with the following? [2i respondents only]

a. Notifications from RRB

b. Login process

c. Access to online forms

d. Submission of online forms

29. Did you submit your application to file for unemployment benefits today? [2a respondent only]

a. Yes

b. No

c. Started application, but did not complete

30. Are there any changes RRB can make to improve the unemployment application process? (Open end) [29a respondents only]

31. Please let us know why you did not submit the unemployment application. (Open end) [29b respondents only]

32. Did you accomplish what you came to the site to do today?

a. Yes

b. No

33. Please tell us what you were unable to accomplish today: (Open end) [32b respondents only]

34. Do you plan to contact the RRB to help accomplish your task? [32b respondents only]

a. Yes

b. No

35. How will you contact the agency? [34a respondents only]

a. Send secure email message

b. Call the toll-free number

c. Send a letter via USPS

d. Visit field office in person

36. Using a scale 1 to 10, where 1 is “very unlikely” and 10 is “very likely”, If RRB.gov offered the following services online, how likely would you use the site for?

a. Applying for Retirement benefits online

b. Applying for Disability benefits online

c. Applying for Medicare benefits online

d. Changing your address

- e. Changing your direct deposit
- f. Adjusting your tax withholding
- g. Viewing your annual RRB tax forms: 1099/1099R, 099-G, or W-2
- h. Reporting a death
- i. Viewing letters that have been sent to you by RRB

37. If you could make one improvement to the RRB site, what would it be? (Open ended)