



News Release

SOCIAL SECURITY

Social Security's Online Services Continue to Win Accolades

Agency Sweeps Top Three Spots in National Survey

The Social Security Administration's online services have earned the highest overall score in the most recent e-Government Satisfaction Index. The Index, which is administered by ForeSee Results in conjunction with the University of Michigan's American Customer Satisfaction Index (ACSI), also gave three of SSA's applications the highest scores in government. In a separate survey, Nextgov, a website devoted to technology and the federal government, listed www.socialsecurity.gov as one of the top five federal websites in its review of best online practices.

"We are committed to providing the best online services in government, and these accolades are proof that the public appreciates our efforts," said Michael J. Astrue, Commissioner of Social Security. "Whether it's our *Retirement Estimator* or our online benefit applications, Social Security is continuing to offer new and improved eServices."

The ACSI shows that public satisfaction with government websites has never been higher, and Social Security's website is a major factor in that success. While the federal government's overall average score is 74 out of 100, SSA's overall score was 79, the highest in the federal government. SSA's *Retirement Estimator* (www.socialsecurity.gov/estimator) scored an 89. The online retirement application (www.socialsecurity.gov/applyonline) and the online Medicare Extra Help application each scored 87.

In recognizing the SSA homepage, Nextgov consulted web experts in government and academia and also did its own research and web browsing. Its report noted that Social Security "paid careful attention to what their users wanted to see and do online. With its applications consistently besting the top performers in the ACSI quarterly surveys, it's clear the Social Security Administration is doing something right with its Web site."

"The secret to socialsecurity.gov's popularity is its intense process for testing applications with real users before launching," Nextgov's report continued. "Members of the SSA customer satisfaction team continuously evaluate feedback they receive on their applications and conduct user testing before launching applications."

Finally, Nextgov noted that “information is categorized under easy-to-understand section headers. From a business standpoint, the simplicity of socialsecurity.gov is a smart move.”

For more information about the ACSI, please go to www.theacsi.org, click on “Scores and Commentary,” and then go to “Government Satisfaction Scores.”

For more information about Nextgov’s report on Social Security, please go to www.nextgov.com/nextgov/bestpractices.php and click on “SSA.”

###