# SSA New Hire Survey

Greetings and welcome to the Social Security Administration (SSA). We are happy that you chose a career with SSA.

Now that you are on-board and settled in your position, we are soliciting feedback based on your experience with our hiring and orientation processes. Your comments will help us to identify effective practices and areas where we may need improvement.

The survey should take approximately 15 minutes to complete.

The survey is anonymous, voluntary, and strictly adheres to the [Privacy Act](http://mwww.ba.ssa.gov/agency/privacyact.html) guidelines.

If you have any questions, please contact us at [^DCHR OSHCM Esurveys](mailto:DCHR.OSHCM.ESurveys@ssa.gov?subject=New%20Hire%20Survey).

## Recruitment Process

### Indicate how you became interested in employment at SSA. Please check all that apply:  USAJOBS  SSA Careers Website  Agency Flyer  Referral by Family Member or Friend  College Career Center or Event  Job Fair  Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Did a Federal recruitment effort (e.g., job fair, hiring event) attract you to this position? NOTE: If USAJOBS was the only way that you heard about this position, please check “No”.  Yes  No

### 3) Please provide any additional comments about your experience with the recruitment process.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### 4) Please share your personal reason(s) for choosing to work at SSA. (Please choose all that apply.)

 I was interested in SSA's mission and wanted to make a difference in people’s lives.

 I had a genuine desire to enter a field of public service.

 SSA recruited me because of my specialized knowledge and skills.

 I was attracted to SSA because of a recruitment bonus.

 I was attracted to SSA because of the salary offered.

 SSA's benefit package (health insurance, life insurance, time off, flexible schedules, etc.) was attractive.

SSA's Telework program appealed to me.

 I am an individual with a disability. SSA provided me with equipment and/or accommodations which allowed me to work.

 I recognized there was potential for career advancement.

 Working at SSA allows me to continue my education while working.

 I transferred to SSA from another Federal agency.

 I was influenced to work for SSA by a friend or family member.

 The position offered was geographically desirable.

Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Application Process

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Please rate your level of agreement with the following statements.** | **Strongly Agree** | **Agree** | **Neither**  **Agree nor**  **Disagree** | **Disagree** | **Strongly**  **Disagree** |
| 5) Within 60 days of applying, I received information that the agency received my resume/application. |  |  |  |  |  |
| 6) Within 60 days of applying, I received information that SSA assessed my resume/application. |  |  |  |  |  |
| 7) Within 60 days of applying, I received information that SSA referred (e.g., forwarded for review) my resume/application. |  |  |  |  |  |
| 8) I received information that I was extended a tentative offer (e.g., an offer contingent on security clearance). |  |  |  |  |  |
| 9) I am satisfied with the overall application process. |  |  |  |  |  |

### 10) Please provide any additional comments on the application process.\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Hiring and Orientation Process

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Please rate your level of agreement with the following statements.** | **Strongly Agree** | **Agree** | **Neither**  **Agree nor**  **Disagree** | **Disagree** | **Strongly**  **Disagree** |
| 11) The interviewing official welcomed me and tried to help me feel comfortable during the interview process. |  |  |  |  |  |
| 12) My interview accurately described the position for which I was hired. |  |  |  |  |  |
| 13) The hiring manager answered all of my questions. |  |  |  |  |  |
| 14) I am satisfied with the overall hiring process. |  |  |  |  |  |
| 15) I had the necessary information and resources (e.g. paperwork, computer, workstation, etc.) for my first day of work at SSA. |  |  |  |  |  |
| 16) My benefit options were clearly explained during my orientation. |  |  |  |  |  |
| 17) I am satisfied with the overall orientation I received. |  |  |  |  |  |

### 18) Please provide any additional comments on your hiring and orientation process.\_\_\_\_\_\_

## Training Process

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Please rate your level of agreement with the following statements.** | **Strongly Agree** | **Agree** | **Neither**  **Agree nor**  **Disagree** | **Disagree** | **Strongly**  **Disagree** |
| 19) I am aware of what I need to learn to do my job effectively. |  |  |  |  |  |
| 20) I am confident that I have the skills or that the agency will provide the training I need to perform well in my position. |  |  |  |  |  |
| 21) I am satisfied with the training I received or that I am receiving at SSA. |  |  |  |  |  |

### 22) Please provide any additional comments on your training experience.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Job Expectations & Career Plans

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Please rate your level of agreement with the following statements.** | **Strongly Agree** | **Agree** | **Neither**  **Agree nor**  **Disagree** | **Disagree** | **Strongly**  **Disagree** |
| 23) My current position meets my expectations. |  |  |  |  |  |
| 24) I have a clear understanding of what is expected of me in my job. |  |  |  |  |  |
| 25) My new component made me feel welcome. |  |  |  |  |  |
| 26) My new manager is approachable. |  |  |  |  |  |
| 27) My new co-workers are helpful in getting me up to speed. |  |  |  |  |  |
| 28) My mentor is helpful with orienting me to the workload. |  |  |  |  |  |

### 29) Please provide any additional comments on your job expectations.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### 30) Are you considering leaving SSA, and if so, why?

 No   
  Yes, to retire   
  Yes, to take another job within the Federal Government  
  Yes, to take another job outside the Federal Government   
  Yes, other

\*Anyone who answers “yes” to question 30 will go to question 31. Otherwise, they will receive question 32.

### 31) When do you plan to leave SSA?

 Within the next year   
  One to three years   
  Three to five years  
  Five or more years

### 32) Please provide any additional information about your career plans that you think would assist us in retaining you.

## Demographics

### 33) Are you:

 Male  
  Female

### 34) Please indicate your year of birth.

 Born 1943 or prior

 Born between 1944-1960

 Born between 1961-1980

 Born after 1981

### 35) Please select the racial category or categories with which you most closely identify (mark as many as apply).

 American Indian or Alaskan Native  
  Asian  
  Black or African American  
  Native Hawaiian or other Pacific Islander  
  White

### 36) Are you Hispanic or Latino?

 Yes  
  No

### 37) What is your pay category/grade?

 GS 1-6  
  GS 7-12  
  GS 13-15  
  Senior Executive Service  
  Senior Level (SL) or Scientific or Professional (ST)

 Administrative Law Judge (AL) or Administrative Appeals Judge (AA)

 Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### 38) What was the highest educational level you completed at the time you were hired?

 High School Graduate or GED  
  Technical/Trade/Vocational Program Certificate  
  Associate Degree  
  Bachelor's Degree  
  Master's Degree  
  Doctorate Degree

### 39) In which office or component do you work?\*

 Office of the Commissioner (OC)  
  Office of Chief Actuary (OCACT)

 Office of the Chief Strategic Officer (OCSO)  
  Office of General Counsel (OGC)  
  Office of Inspector General (OIG)  
  Office of Budget, Finance, Quality, and Management (OBFQM)  
  Office of Communications (OCOMM)  
  Office of Disability Adjudication and Review (ODAR) Falls Church, VA  
  Office of Disability Adjudication and Review (ODAR) - Other  
  Office of Human Resources (OHR)  
  Office of Legislation and Congressional Affairs (OLCA)  
  Office of Operations (DCO includes OCO, PSC, RO, TSC, and field office employees)  
  Office of Retirement and Disability Policy (ORDP)  
  Office of Systems (OS)   
  Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*Anyone who answers “DCO” to question 39 will go to question 40.

Anyone who answers “OS” to question 39 will go to question 41.

Anyone who answers “ODAR” to question 39 will go to question 42.

Otherwise, respondents will receive question 43.

### 40) Within Office of Operations, which subcomponent or office do you work?

 Field Office (FO), Card Center, or Area Director's Office (ADO)  
  Office of Central Operations (OCO)  
  Program Service Center (PSC)  
  Regional Office (RO)  
  Teleservice Center (TSC)  
  Other (please specify)  
  Do Not Know

### 41) Within the Office of Systems, which subcomponent or office do you work?

 Office of the Deputy Commissioner  
  Office of Innovation (OI)

 Office of Telecommunications and Systems Operations (OASSIS)  
  Office of Disability Systems (ODS)  
  Office of Earnings, Enumeration and Administrative Systems (OEEAS)  
  Office of Enterprise Support Architecture & Engineering (OESAE)   
  Office of Information Security (OIS)  
  Office of Retirement and Survivors Insurance Systems (ORSIS)  
  Office of Systems Electronic Services (OSES)  
  Office of Telecommunications and Systems Operations (OTSO)  
  Do Not Know

### 42) Within the Office of Disability Adjudication and Review, which subcomponent or office do you work?

 Office of the Deputy Commissioner  
  Office of Appellate Operations (OAO)

 Office to the Chief Administrative Law Judge (OCALJ)  
  Office of Budget, Facilities and Security (OBFS)  
  Office of Electronic Services and Strategic Information (OESSI)  
  [Office of Executive Operations and Human Resources](http://odar.ba.ssa.gov/hq-components/oeohr/) (OEOHR)  
  Do Not Know

### 43) What is your work location?

 Headquarters (HQ)  
  Office of Central Operations (OCO) (Wilkes Barre and Baltimore)

 Boston – Region I  
  New York – Region II  
  Philadelphia – Region III  
  Atlanta – Region IV  
  Chicago – Region V  
  Dallas – Region VI  
  Kansas City – Region VII  
  Denver – Region VIII  
  San Francisco – Region IX  
  Seattle – Region X  
  Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| **Please choose an answer to the following questions.** | **Yes** | **No** | **Choose not to answer** |
| 44) Are you an individual with a disability? |  |  |  |
| 45) Have you ever served on active duty in the US Armed Forces (Army, Navy, Marine Corps, Air Force, or Coast Guard)? |  |  |  |
| 46) Are you a veteran with a military/VA disability rating? |  |  |  |
| 47) Are you a Presidential Management Fellow? |  |  |  |
| 48) Did you earn a college or graduate degree within the last 12 months before you began work at SSA? |  |  |  |

### 49) Please share how we can improve this survey. Include ideas on questions we can add, possible revisions to the formatting and wording, and any other suggestions to enhance the survey.

### 50) Please provide any additional comments.

### Thank you for participating in this important survey. Welcome to the SSA Family!