

Model Instance Name:  
 SSA Retirement Estimator  
 MID:  
 Date: 7/16/2008

**SSA Retirement Estimator MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>NOTE: All questions under each element are <u>required</u>.</b>  <i>Element questions are partitioned among surveys.</i></p>	<p><i>Satisfaction questions are required.</i>  <i>Satisfaction questions appear on all surveys.</i></p>	<p><i>Future behaviors may be modified based on your site's objectives.</i></p>
<p><b>REQUIRED ELEMENTS (common to all websites)</b></p>	<p><b>Satisfaction (1=Poor, 10=Excellent)</b></p>	<p><b>Apply online for Benefits (1=Not Very Likely, 10=Very Likely)</b></p>
<p><b>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>1 Please rate the speed that pages load on this on-line application.</p>	<p>23 What is your overall satisfaction with the on-line application process?</p>	<p>26 How likely are you to apply for Social Security Benefits online?</p>
<p>2 Please rate the consistency of speed from page-to-page on this on-line application.</p>	<p>24 How well does the on-line application process on this</p>	<p><b>Recommend</b></p>
<p>3 Please rate the ability to load pages without getting errors on this on-line application.</p>	<p>25 How does the application process on this site compare to your idea of an ideal on-line application process?</p>	<p>27 How likely are you to recommend this on-line application process to someone else?</p>
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b></p>		<p><b>Return (if applicable) (1=Not Very Likely, 10=Very Likely)</b></p>
<p>4 Please rate the ease of reading the application form.</p>		<p>28 How likely are you to return to the SSA Retirement Estimator?</p>
<p>5 Please rate the layout of the application form.</p>		<p><b>Use Other SSA Applications (1=Not Very Likely, 10=Very Likely)</b></p>
<p>6 Please rate the amount of information displayed with the application form.</p>		<p>29 How likely are you to use other on-line applications on the Social Security web site?</p>
<p><b>On-Line Application Requirements (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>7 Please rate the accuracy of the requirements to complete this on-line application.</p>		
<p>8 Please rate the clarity of the instructions to complete this on-line application.</p>		
<p>9 Please rate the availability of help with questions or problems during the on-line application.</p>		
<p><b>On-Line Application Functionality (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>10 Please rate the ease of completing this on-line application.</p>		
<p>11 Please rate the number of steps for entering the information into the on-line application.</p>		
<p>12 Please rate the procedure for making corrections.</p>		
<p><b>On-Line Application Security (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>13 Please rate the security of the on-line application process.</p>		
<p>14 Please rate the site's commitment to protecting your personal information.</p>		

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~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
pink: ADDITION  
blue + -->: REWORDING  
violet (bold): SKIP-LOGIC

SSA Retirement Estimator CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
		How did you first learn about the Retirement Estimator?	<u>Search engine</u> Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other [ specify ]	Radio Button One Up Vertical
		From where are you accessing the Retirement Estimator?	Home Work Financial Planner's office Friend or relative's home Other [specify]	Radio Button One Up Vertical
		Which of the following best describes you?	Individual/self Employer (e.g., Human Resources Department) Financial Advisor Service Agency or Organization (e.g., AARP, Council on Aging, government agency, non-profit organization, etc.) Other [ specify ]	Radio Button One Up Vertical
		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Not applicable	Radio Button One Up Vertical

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
		How do you plan to file for retirement benefits?	<u>I prefer to file my retirement application online</u> By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Not applicable	Radio Button One Up Vertical
		Did you accomplish your primary purpose in using the Retirement Estimator?	Yes No Still Trying	Radio Button One Up Vertical

Single or Multi	Required Y/N
Single	Y
Single	Y
Single	Y
Single	Y

[Redacted]	
Single or Multi	Required Y/N
Single	Y
Single	Y