

Model Instance Name:
SSA Retirement Estimator v3

MID: 0

Date: Fill In Date



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for using the Retirement Estimator on the Social Security Administration web site. Please take a minute or two and tell us what we're doing well and where we need to do better. The feedback you provide will help us improve our site and serve you better in the future.

We keep all of your answers strictly confidential. Your participation in this survey will not affect your eligibility for benefits or any business you have with Social Security.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site, <http://www.socialsecurity.gov/pgm/reach.htm>

Examples

Welcome Text Example

ForeSee Results Survey Page - Windows Internet Explorer
http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9s9YwB51BE

FORESEE RESULTS

Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an **

1:*What is your overall satisfaction with this survey?

1=Very Dissatisfied Very Satisfied=10

1 2 3 4 5 6 7 8 9 10

Thank You Text Example

Football

Hockey

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today?

What style of jean were you shopping for today?

1 Boot cut

3 Low rise

5 Flare

7 Relaxed fit

9 Slim cut

11

13

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

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[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

Internet | Protected Mode: On

Model Instance Name:
SSA Retirement Estimator v3

MID: AshNI5IMspIFJJMYA9c9JA==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate how quickly pages load on this online Retirement Estimator.</p> <p>2 Please rate the consistency of speed from page-to-page on this online Retirement Estimator.</p> <p>3 Please rate the ability to load pages without getting errors on this online Retirement Estimator.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the visual appeal of this online Retirement Estimator.</p> <p>5 Please rate the layout of the online Retirement Estimator.</p> <p>6 Please rate the readability of the online Retirement Estimator.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Please rate the clarity of the instructions to complete this online Retirement Estimator.</p> <p>8 Please rate the simplicity of completing this online Retirement Estimator.</p> <p>9 Please rate the number of steps for entering the information into the online Retirement Estimator.</p>	<p>Satisfaction</p> <p>10 What is your overall satisfaction with the online Retirement Estimator?</p> <p>11 How well does the online Retirement Estimator meet your expectations?</p> <p>12 How does the online Retirement Estimator compare to your idea of an ideal online process?</p>	<p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 How likely are you to apply for Social Security Benefits online?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 How likely are you to apply for Social Security Benefits in the field office?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 How likely are you to recommend this online Retirement Estimator to someone else?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 How likely are you to return to the Retirement Estimator?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 How likely are you to use other online applications on the Social Security web site?</p>

Model Instance Name:
SSA Retirement Estimator v3 EN

MID: JU89h10NUtR9V44Mik9ldA==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate how quickly pages load on this online Retirement Estimator.</p> <p>2 Please rate the consistency of speed from page-to-page on this online Retirement Estimator.</p> <p>3 Please rate the ability to load pages without getting errors on this online Retirement Estimator.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the visual appeal of this online Retirement Estimator.</p> <p>5 Please rate the layout of the online Retirement Estimator.</p> <p>6 Please rate the readability of the online Retirement Estimator.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Please rate the clarity of the instructions to complete this online Retirement Estimator.</p> <p>8 Please rate the simplicity of completing this online Retirement Estimator.</p> <p>9 Please rate the number of steps for entering the information into the online Retirement Estimator.</p>	<p>Satisfaction</p> <p>10 What is your overall satisfaction with the online Retirement Estimator?</p> <p>11 How well does the online Retirement Estimator meet your expectations?</p> <p>12 How does the online Retirement Estimator compare to your idea of an ideal online process?</p>	<p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 How likely are you to apply for Social Security Benefits online?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 How likely are you to apply for Social Security Benefits in the field office?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 How likely are you to recommend this online Retirement Estimator to someone else?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 How likely are you to return to the Retirement Estimator?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 How likely are you to use other online applications on the Social Security web site?</p>

Model Instance Name:
SSA Retirement Estimator v3 SP

MID: VAdII9VQFstVQBhNYFkAxw==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación.</p> <p>2 Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación.</p> <p>3 Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.</p> <p>5 Favor de calificar el diseño de este Calculador de beneficios por jubilación.</p> <p>6 Favor de calificar la legibilidad de Calculador de beneficios por jubilación.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación.</p> <p>8 Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación.</p> <p>9 Favor de calificar la cantidad de pasos a seguir para ingresar la información requerida en este Calculador de beneficios por jubilación.</p>	<p>Satisfaction</p> <p>10 ¿Cuál es su impresión general de este Calculador de beneficios por jubilación?</p> <p>11 ¿Con qué exactitud el Calculador de beneficios por jubilación satisfizo sus expectativas?</p> <p>12 ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento perfecto?</p>	<p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social usando la Internet?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social visitando la oficina local del Seguro Social?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 ¿Cuáles son las posibilidades que recomiende este Calculador de beneficios por jubilación a otra persona?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 ¿Cuáles son las posibilidades de que regrese a este Calculador de beneficios por jubilación?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 ¿Cuáles son las posibilidades de que use otras solicitudes en este sitio de Internet del Seguro Social?</p>

Social Security Administration
SSA Retirement Estimator v3
MID: AshNI5IMspIFJJMYA9c9JA==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
EDO05312		What is your preferred speaking language?	English		Radio button, one-up vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group

Social Security Administration
SSA Retirement Estimator v3 EN
MID: JU89h10NUtR9V44Mik9IdA==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 EN CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
ENEDO05312		What is your preferred speaking language?	English		Radio button, one-up vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group

Social Security Administration
SSA Retirement Estimator v3 SP
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 SP CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
SPEDO05312		¿Cuál es su preferencia de idioma al hablar?	Inglés		Radio button, one-up vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group