

## Measures Name/Client name (CQs and Answer choices)

Social Security Admin: SSA FAQ Sat Survey, MID RhtAg4UV8ddoAhIZwpFIEw==

SAC2270		Are you currently <b>receiving Social Security Benefits</b> ?
SAC2271		Which of the following topics were you were looking for within the FAQs? (check all that apply)
SAC2272	<b>A</b>	What Social Security card or number information were you seeking today?
SAC2273	<b>AA</b>	Please tell us what other Social Security card or number information you wanted.
SAC2274	<b>B</b>	What best describes the subject of your Retirement Benefits question?

SAC2275	<b>BB</b>	Please tell us about your Retirement Benefits question.
SAC2276	<b>C</b>	What best describes the subject of your Social Security Disability benefits question?
SAC2277	<b>CC</b>	Please tell us about your Social Security Disability question.
SAC2278	<b>D</b>	What Supplemental Security Income (SSI) information were you seeking?
SAC2279	<b>DD</b>	Please tell us about your Supplemental Security Income (SSI) question.
SAC2280	<b>E</b>	What Survivor Benefits information were you seeking?
SAC2281	<b>EE</b>	Please tell us about your Survivor Benefits question.
SAC2282	<b>F</b>	What best describes the subject of your Medicare question?

SAC2283	<b>FF</b>	Please tell us about your Medicare question.
SAC2284	<b>Z</b>	Please tell us what other information you were seeking.
4969		Did we answer your question(s)?
SAC2285	<b>A</b>	Did the answer(s) you received using our FAQs help you accomplish your task with Social Security?
7786	<b>B</b>	If we didn't answer your question(s), please tell us what information you were looking for? --> What was your question? Please explain:
SAC2286		Please tell us if you had any of the following concerns or problems while using the FAQs? (check all that apply)

SAC2287	A	Please tell us about your concerns or problems using the FAQs.
SAC2288		Which <b>FAQ feature(s)</b> did you use today? (check all that apply)
SAC2289	A	Which of the following, if any, did you experience while using the <b>FAQ Search tool</b> today? (check all that apply)
SAC2290	B	Please tell us about your FAQ search experience.
SAC2291		What will your next step(s) be relative to the information you were seeking? (choose the one that most applies)
SAC2292		How frequently do you visit SSA's FAQ section?

811		What is your age group?
SAC2293		Do you have any suggestions for improving the FAQ section?

USDA Forest Service Content + Search

C5316		In what capacity are you visiting the Forest Service website?
	A	Other:
C5309		What is your primary purpose in visiting this site today?
	A	Other purpose:
	B	What activity will you primarily perform during your visit to a national forest or grassland?

	<b>E</b>	Other activity:
	<b>C</b>	What <b>visitor information</b> are you mostly looking for? Information about:
	<b>F</b>	Other visitor information:
	<b>D</b>	What <b>scientific information</b> are you mostly looking for? Information about:
	<b>G</b>	Other scientific information:
<u>C5314</u>		<b><i>If you're seeking an online map, what best describes the kind of online maps you prefer?</i></b>
	<b>A</b>	Other:

CDEZ10013		What was your primary method of looking for information on our site today?
	A	Please tell us about your experience with the site's search feature today. (Please select all that apply.)
	B	Other search issue:
		Did you find what you were looking for on the site today?
	A	Please tell us specifically what you were looking for on the site.
C3182		How frequently do you visit the Forest Service website?
C3183		How frequently do you go to a National Forest or Grassland?
		What is your gender?
		What is your age range?

C6649

Are there **any additional comments**  
you would like to provide us?



SAC2270A001	Yes		Dropdown	Single
SAC2270A002	No			
SAC2270A003	Not Sure			
SAC2271A001	Social Security Benefit Statement (Form SSA-1099)	A B C D E F Z	Checkbox	Multi
SAC2271A002	Annual Social Security Statement			
SAC2271A003	Social Security Card or Number			
SAC2271A004	Retirement Benefits			
SAC2271A005	Social Security Disability Benefits			
SAC2271A006	Supplemental Security Income (SSI) Payments			
SAC2271A007	Survivor Benefits			
SAC2271A008	Medicare Benefits			
SAC2271A009	Address change			
SAC2271A010				
SAC2271A011	Direct deposit of monthly check			
SAC2271A012	Paying taxes on Social Security benefits			
SAC2271A012	Other, please specify			
SAC2272A001	Replacing a lost or stolen Social Security card	AA	Radio Butt	Single
SAC2272A002	Changing a name on a Social Security card			
SAC2272A003	Requesting a Social Security card for a minor child			
SAC2272A004	Learning what documents are needed			
SAC2272A005	Other, please specify			
			Text Area – no character li	
SAC2274A001	Applying for Retirement benefits – how and when		Radio Butt	Single
SAC2274A002				
SAC2274A003	Estimating Retirement benefits			
SAC2274A004	Working while receiving Retirement benefits			
SAC2274A005	Learning what documents are needed to file for Retirement benefits			
SAC2274A005	Learning about benefits for a spouse and/or child(ren)			

SAC2274A006	Other, please specify	<b>BB</b>		
			Text Area – no character li	
SAC2276A001	Applying for Disability benefits – how and when	<b>CC</b>	Radio Butt	Single
SAC2276A002	Learning about benefits for spouse and/or child(ren)			
SAC2276A003	Appealing an adverse Disability decision – how and when			
SAC2276A004	Working while disabled			
SAC2276A005	Other, please specify			
			Text Area – no character li	
SAC2278A001	Applying for SSI payments – how and when	<b>DD</b>	Radio Butt	Single
SAC2278A002	Learning the difference between SSI and Social Security benefit payments			
SAC2278A003	Learning what affects SSI payments (e.g., work, property, savings, inheritance, etc.)			
SAC2278A004	Learning if a spouse and/or child(ren) can receive payments from my SSI record			
SAC2278A005	Other, please specify			
			Text Area – no character li	
SAC2280A001	Applying for Survivor Benefits - how and when	<b>EE</b>	Radio Butt	Single
SAC2280A002	Receiving Survivor Benefits AND my own retirement benefit			
SAC2280A003	Receiving Survivor Benefits on a divorced spouse's record			
SAC2280A004	Obtaining necessary documents needed to file for survivor benefits			
SAC2280A005	Learning how remarriage affects my survivor benefits			
SAC2280A006	Other, please specify			
			Text Area – no character li	
SAC2282A001	How to apply for Medicare benefits – how and when?		Radio Butt	Single

SAC2282A002	What documents are needed to file for Medicare	FF		
SAC2282A003	Who is eligible for Medicare			
SAC2282A004	What is covered under the Medicare program			
SAC2282A005	What are the Medicare premiums			
SAC2282A006	What is the Medicare Prescription Drug Plan			
SAC2282A007	Other, please specify			
			Text Area – no character li	
	Yes, my question (s) was answered completely	A	Dropdown	Single
	Yes, my question (s) was answered partially	A, B		
	No, my question (s) was not answered at all	B		
SAC2285A001	Yes		Dropdown	Single
SAC2285A002	No			
SAC2285A003	Partially			
			Text Area – no character limit	
SAC2286A001			Checkbox	Multi
SAC2286A002	Experienced no problems			
SAC2286A003	Could not figure out the best way to find the answers I needed			
SAC2286A004	Too many answers to choose from			
SAC2286A005	Answer link(s) did not take me where I expected			
SAC2286A006	Found the answer link(s) difficult to understand			
SAC2286A007	Answers were too long			
SAC2286A008	Had difficulty understanding the information in the answer			
	Experienced technical difficulties (e.g. broken links, error messages)			

SAC2286A009	Took me too long to search through the FAQs	A		
SAC2286A010	Other, please specify			
			Text Area	no character li
SAC2288A001	Most Popular Answer links	A	Checkbox	Multi
SAC2288A002	Most Popular Topic links			
SAC2288A003	Browse All Topic links			
SAC2288A004	FAQ Search Box			
SAC2288A005	Not sure			
SAC2288A006	None of the above			
SAC2289A001		B	Checkbox	Multi
SAC2289A002	Experienced no problems			
SAC2289A003	Results were not relevant to my search terms or needs			
SAC2289A004	I was not sure what words to use in my search			
SAC2289A005	Search required too many refinements to get to what I wanted			
SAC2289A006	Returned too many results			
SAC2289A007	Returned not enough results			
SAC2289A008	Returned no results			
SAC2289A009	Returned results were too similar or redundant			
SAC2289A010	Other, please specify			
			Text Area	no character li
SAC2291A001	I got the information I was seeking and have no plans to follow up with SSA		Radio Butt	Single
SAC2291A002	I will conduct my SSA business online (if available)			
SAC2291A003	I will visit my local SSA office			
SAC2291A004	I will call my local SSA office			
SAC2291A005	I will call the SSA Toll Free 800 Number			
SAC2291A006	I will email SSA			
SAC2291A007	I did not get the information I was seeking but have no plans to follow up with SSA			
SAC2291A008	Not sure what my next steps will be			
SAC2292A001	First time		Radio Butt	Single
SAC2292A002	At least once a week			
SAC2292A003	At least once a month			
SAC2292A004	At least once every six months			
SAC2292A005	At least once a year			
SAC2292A006	Not sure			

	Under 18		Dropdown (Select-one)	Single
	18-24			
	25-44			
	45-54			
	55-64			
	65+			
			Text Area – no character li	

	Government (federal, state, local or Forest Private sector (business owner/employee) <del>Professor or student</del> <del>U.S. Citizen/public</del> <del>Non U.S. citizen</del> Primary or Secondary Education Student University Student Primary or Secondary Education Teacher University Professor General public Other (Please specify)	<b>A</b>	Radio butt	Single
			Text field, <100 char	
	Contact information (phone numbers) Current forest conditions (e.g. fire activity, road closures, weather) <del>Employment or volunteering opportunities</del> Employment Volunteering Opportunities Natural resource management (policy, plans, programs and projects) Official communications (e.g. news releases or testimony) Personal-use Permit information Commercial-use Permit information Scientific information General information <del>Travel or vacation planning</del> To plan a visit to a national fores Other (Please Specify)	<b>D</b> <b>B, C</b> <b>A</b>	Radio butt	Single
			Text field, <100 char	
	Alpine Skiing Bicycling Boating Camping Cabin Rentals Canoeing Climbing		Radio butt	Single

	Fishing			
	Hiking			
	Horse Riding			
	Hunting			
	Kayaking			
	Mountain biking			
	Nature Viewing			
	Nordic Skiing			
	OHV Riding			
	Outdoor Learning			
	Picknicking			
	Rafting			
	Rock hounding			
	Scenic Driving			
	Snowmobiling			
	Other (Please specify)	<b>E</b>		
			Text field, <100 char	
			Radio butt	Single
	Current forest conditions (e.g. fire activity,			
	Online maps			
	Off Highway Vehicle (OHV) use			
	Roads and access			
	Other (Please specify)	<b>F</b>		
			Text field, <100 char	
			Radio butt	Single
	GIS tools			
	Ecology management tools			
	Computer-based tools			
	Databases			
	Fire			
	Find an expert			
	Journal articles			
	Maps			
	Photos or graphics			
	Publications			
	Technical manuals			
	Other (Please specify)	<b>G</b>		
			Text field, <100 char	
			Radio butt	Single
	<i>Detailed and printable travel map of a Nation</i>			
	<i>Simple online map that give basic location information for recreation</i>			
	<i>Full-featured online map that would allow you to zoom pan, etc.</i>			
	<i>I'm not looking for an online map</i>			
	<i>Other (Please specify)</i>	<b>A</b>		
			Text field, <100 char	

	Browsed, that is, followed links in the page		Drop down	Single
	Typed text in search box in upper	A		
	Used advanced search feature of	A		
	Used a third-party search engine (e.g., Google)			
	Searched by State via the drop-down box			
	Searched by Forest Name via the drop-down box			
	Don't know			
	Search results were helpful		Checkbox,	Multi
	Results were not relevant/not what I wanted			
	Too many results/I needed to refine my search			
	Not enough results			
	Returned NO results			
	Received error message(s)			
	Search speed was too slow			
	I experienced a different search issue (please explain):	B		
			Text area,	no char limit
	Yes		Radio button	Single
	Partially			
	No, I wanted to find:	A		
	I was just browsing			
			Text area,	no char limit
	First time		Drop down	Single
	More than once a day			
	Daily			
	About once a week			
	About once a month			
	Every 6 months or less			
	Several times a week		Drop down	Single
	Once a week			
	Once a month			
	Once every six months			
	About once a year or less often			
	Never			
	Female		Drop down	Single
	Male			
	Prefer not to respond			
	Under 12		Drop down	Single

	13 - 17			
	18 - 25			
	26 - 45			
	46 - 64			
	65 or older			
	Prefer not to respond			
			Text area,	no char limit



Y		Receiving SS Benefits
Y	Skip Logic	Topic
Y	Skip Logic	SSCard/#
N	Skip Logic	OE_SSC ard/#
Y	Skip Logic	Retireme nt

N	Skip Logic	OE_Retirement
Y	Skip Logic	Disability
N	Skip Logic	OE_Disability
Y	Skip Logic	SSI
N	Skip Logic	OE_SSI
Y	Skip Logic	Survivor Benefits
N	Skip Logic	OE_Survivor
Y	Skip Logic	Medicare

N	Skip Logic	OE_Medi care
N	Skip Logic	OE_Topic
Y	Skip Logic	Answer Questions
Y	Skip Logic	Help Accomplis h
N	Skip Logic	informatio n-Sought --> OE_No Answer
N	Skip Logic	Problems

N	Skip Logic	OE_Probl ems
Y	Skip Logic	FAQ Feature
Y	Skip Logic	Search
N	Skip Logic	OE_Sear ch
Y		Next Steps
Y		Visit Frequenc y

✖		Age
N		
N		Improve

Y	OPS Group	
N	OPS Group	
Y	Skip Logic Group	
N	Skip Logic Group	
Y	Skip Logic	Activity

N	Skip Logic	DE Activity
Y	Skip Logic	Visitor Info
N	Skip Logic	E Visitor Info
Y	Skip Logic	scientific Info
N	Skip Logic	Scientific Info
Y	OPS Group	
N	OPS Group	

Y	Skip Logic	Group
Y	Skip Logic	Search
N	Skip Logic	DE_Search
Y	Skip Logic	Find
N	Skip Logic	OE_Find
Y		
Y		
N		Gender
N		Age

N		