FORESEE™
RESULTS

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

Thank You Text Example

Model Instance Name:
SSA Retirement Estimator v3

MID: AshNI5lMsplFJJMYA9c9JA==

Date: 8/16/2010

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Model questions utilize the ACSI methodology to determine scores and impacts

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

Model Instance Name:

SSA Retirement Estimator v3 EN

MID: JU89h10NUtR9V44MIk9IdA==

Date: 8/16/2010

FORE*SEE* ℠
RESULTS

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Model questions utilize the ACSI methodology to determine scores and impacts

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

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Model questions utilize the ACSI methodology to determine scores and impacts

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

Social Security Administration
SSA Retirement Estimator v3
MID: AshNI5IMsplFJJMYA9c9JA==
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

			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

			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