

Model Instance Name:  
SSA Retirement Estimator v3

MID: AshNI5IMspIFJJMYA9c9JA==

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=Is0lo1EJN9s9YwB5IBE

**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.

Copyright 2010 - all rights reserved

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

Internet | Protected Mode: On

Model Instance Name:  
SSA Retirement Estimator v3

MID: AshNI5IMsplFJJMYA9c9JA==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

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

Model Instance Name:  
SSA Retirement Estimator v3

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

Model Instance Name:  
SSA Retirement Estimator v3

MID: VAdII9VQFstVBhNYFkAxw==

Date: 12/6/2010



Model questions utilize the ACSI methodology to determine scores and impacts

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

Model Instance Name:  
SSA Retirement Estimator v3

MID: VAdII9VQFstVBhNYFkAxw==

Date: 12/6/2010



Model questions utilize the ACSI methodology to determine scores and impacts

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

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshNI5IMspIFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
EDO05315		How did you first learn about the Retirement Estimator?	Search engine 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, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever <b>sought advice</b> on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what <b>source</b> have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself <b>without assistance</b> from anyone else I completed it for myself <b>with assistance from a friend or family member</b> I completed it for myself <b>with assistance from a professional</b> I completed it <b>for someone else</b> Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator <b>help you decide</b> at what age to claim benefits?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
ACQLiv0010089	A	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to claim
EDO05321		At what <b>age do you plan</b> to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		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 Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No	F	Radio button, one-up vertical	Single	Y		Accomplish Goal

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshNI5IMspIFJJMYA9c9JA==  
 Date: 10/6/2010

~~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 F	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.	Still Trying	F	Text area, no char limit	Single	N		OE_Did not accomplish
ACQLiv0010093		How would you describe your navigation experience on the SSA site today <b>prior</b> to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator Links often did not take me where I expected I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:	A	Checkbox, one-up vertical	Multi	Y	OPS Group	Navigation Experience
ACQLiv0010094	A	Other navigation difficulty			Text field, <100 char		N	OPS Group	Other Difficulty
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regard to getting answers	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO06582	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
			Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the <b>highest level of education</b> you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify	X	Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education



Social Security Administration  
SSA Retirement Estimator v3  
MID: JU89h10NUtR9V44Mik9ldA==  
Date: 10/6/2010

~~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
-----	------------------	---------------	--	---------	-------------------------	-----------------



Required Y/N	Special Instructions
-----------------	----------------------

Social Security Administration  
SSA Retirement Estimator v3  
MID: VAdII9VQFstVQBhNYFkAxw==  
Date: 10/6/2010

~~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
-----	------------------	---------------	--	---------	-------------------------	-----------------



Required Y/N	Special Instructions
-----------------	----------------------

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshNI5IMspIFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
EDO05315		How did you first learn about the Retirement Estimator?	Search engine 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, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever <b>sought advice</b> on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what <b>source</b> have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself <b>without assistance</b> from anyone else I completed it for myself <b>with assistance from a friend or family member</b> I completed it for myself <b>with assistance from a professional</b> I completed it <b>for someone else</b> Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator <b>help you decide</b> at what age to claim benefits?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
	A	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to claim
EDO05321		At what <b>age do you plan</b> to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		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 Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No	F	Radio button, one-up vertical	Single	Y		Accomplish Goal

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshNI5IMsplFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
			Still Trying	F					
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.		F	Text area, no char limit	Single	N		OE_Did not accomplish
		How would you describe your navigation experience on the SSA site today <b>prior</b> to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator Links often did not take me where I expected I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:	A	Radio button, one-up vertical	Multi	Y	OPS Group	Navigation Experience
	A	Other navigation difficulty			Text field, <100 char		N	OPS Group	Other Difficulty
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regard to getting answers	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO06582	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
			Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.		X	Text field, <100 char		N	Skip Logic Group	Other Education

Social Security Administration  
SSA Retirement Estimator v3  
MID: JU89h10NUtR9V44Mik9ldA==  
Date: 10/6/2010

~~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
-----	------------------	---------------	--	---------	-------------------------	-----------------





Required Y/N	Special Instructions
-----------------	----------------------

Social Security Administration  
SSA Retirement Estimator v3  
MID: VAdII9VQFstVQBhNYFkAxw==  
Date: 10/6/2010

~~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
-----	------------------	---------------	--	---------	-------------------------	-----------------



Required Y/N	Special Instructions
-----------------	----------------------

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshNI5IMsplFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
EDO05315		How did you first learn about the Retirement Estimator?	Search engine 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, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever <b>sought advice</b> on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what <b>source</b> have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself <b>without assistance</b> from anyone else I completed it for myself <b>with assistance from a friend or family member</b> I completed it for myself <b>with assistance from a professional</b> I completed it <b>for someone else</b> Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator <b>help you decide</b> at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what <b>age do you plan</b> to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		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 Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshNI5IMsplFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regard to getting answers	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify		Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO06582	A	Other preferred language		A	Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 Date: 10/6/2010

~~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	Required Y/N	Special Instructions	CQ Label
			Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.		X	Text field, <100 char		N	Skip Logic Group	Other Education

Social Security Administration  
SSA Retirement Estimator v3  
MID: JU89h10NUtR9V44Mik9ldA==  
Date: 10/6/2010

~~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
-----	------------------	---------------	--	---------	-------------------------	-----------------



Required Y/N	Special Instructions
-----------------	----------------------



Social Security Administration  
SSA Retirement Estimator v3  
MID: VAdII9VQFstVQBhNYFkAxw==  
Date: 10/6/2010

~~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
-----	------------------	---------------	--	---------	-------------------------	-----------------



Required Y/N	Special Instructions
-----------------	----------------------

Social Security Administration  
SSA Retirement Estimator v3  
MID: VAdII9VQFstVQBhNYFkAxw==  
Date: 10/6/2010

~~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
-----	------------------	---------------	--	---------	-------------------------	-----------------



Required Y/N	Special Instructions
-----------------	----------------------

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	Required Y/N	Special Instructions	CQ Label
EDO05315		How did you first learn about the Retirement Estimator?	Search engine 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, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever <b>sought advice</b> on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what <b>source</b> have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself <b>without assistance</b> from anyone else I completed it for myself <b>with assistance from a friend or family member</b> I completed it for myself <b>with assistance from a professional</b> <i>I completed it for someone else</i> Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator <b>help you decide</b> at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what <b>age do you plan</b> to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		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 Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 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	Required Y/N	Special Instructions	CQ Label
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		<del>What do you plan to do next in regards to getting answers about your estimated retirement?</del> --> What do you plan to do next in regard to getting answers about your estimated retirement benefits?	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO05329		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO05329	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 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	Required Y/N	Special Instructions	CQ Label
			New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify	G					
EDO05331	G	Please specify where you live.			Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the <b>highest level of education</b> you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify	X	Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education

Social Security Administration  
SSA Retirement Estimator v3  
MID: JU89h10NUtR9V44Mik9ldA==  
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
-----	------------------	---------------	--	---------	-------------------------	-----------------





Required Y/N	Special Instructions
-----------------	----------------------

Social Security Administration  
SSA Retirement Estimator v3  
MID: VAdII9VQFstVQBhNYFkAxw==  
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
-----	------------------	---------------	--	---------	-------------------------	-----------------



Required Y/N	Special Instructions
-----------------	----------------------

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	Required Y/N	Special Instructions	CQ Label
EDO05312		What is your preferred speaking language?	English Spanish Other, please specify	A B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Prof. Language
EDO05313	B	What other language do you speak?			Text field, <100 char		N	Skip Logic Group	Other Lang.
EDO05314	A	What other SSA internet service would you like to see in Spanish? (check all that apply)	File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online		Checkbox, one-up vertical	Multi	N	Skip Logic Group	SSA Services
EDO05315		How did you first learn about the Retirement Estimator?	Search engine 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, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		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 Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed		Radio button, one-up vertical	Single	Y		How to File

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 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	Required Y/N	Special Instructions	CQ Label
			Don't Know						
EDO05325		Did you accomplish your primary purpose in using the Retirement Estimator?	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to <b>do next</b> in regards to getting answers about your estimated retirement?	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO05329		What is your <b>age</b> ?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMspIFJMYA9c9JA==  
 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	Required Y/N	Special Instructions	CQ Label
			Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the <b>highest level of education</b> you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.		X	Text field, <100 char		N	Skip Logic Group	Other Education

Social Security Administration  
SSA Retirement Estimator v3  
MID: JU89h10NUtR9V44Mik9ldA==  
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
<del>ENED005312</del>		<del>What is your preferred speaking language?</del>	English		<del>Radio button, one-up-vertical</del>	Single



Required Y/N	Special Instructions
Y	<del>Skip Logic Group</del>



Social Security Administration  
SSA Retirement Estimator v3  
MID: VAdII9VQFstVQBhNYFkAxw==  
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
<del>SPED005312</del>		<del>¿Cuál es su preferencia de idioma al hablar?</del>	<del>Inglés</del>		<del>Radio button, one-up-vertical</del>	<del>Single</del>



Required Y/N	Special Instructions
Y	<del>Skip Logic Group</del>

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	Required Y/N	Special Instructions	CQ Label
EDO05312		What is your preferred speaking language?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Pref. Language
EDO05313	B	What other language do you speak?			Text field, <100 char		N	Skip Logic Group	Other Lang.
EDO05314	A	What <b>other SSA internet service</b> would you like to see in Spanish? (check all that apply)	File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online		Checkbox, one-up vertical	Multi	N	Skip Logic Group	SSA Services
EDO05315		How did you first learn about the Retirement Estimator?	Search engine 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, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever <b>sought advice</b> on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what <b>source</b> have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself <b>without assistance</b> from anyone else I completed it for myself <b>with assistance from a friend or family member</b> I completed it for myself <b>with assistance from a professional</b> Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator <b>help you decide</b> at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what <b>age do you plan</b> to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		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 Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed		Radio button, one-up vertical	Single	Y		How to File

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 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	Required Y/N	Special Instructions	CQ Label
EDO05325		Did you accomplish your primary purpose in using the Retirement Estimator?	Don't Know Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to <b>do next</b> in regards to getting answers about your estimated retirement?	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO05329		What is your <b>age</b> ?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

Social Security Administration  
 SSA Retirement Estimator v3  
 MID: AshN15IMsplFJJMYA9c9JA==  
 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	Required Y/N	Special Instructions	CQ Label
			Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	<del>Other location</del> --> Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the <b>highest level of education</b> you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	<del>Other education level</del> --> Please specify the highest level of education you have completed.		X	Text field, <100 char		N	Skip Logic Group	Other Education

Social Security Administration  
SSA Retirement Estimator v3  
MID: JU89h10NUtR9V44MIk9ldA==  
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
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  
MID: VAdII9VQFstVQBhNYFkAxw==  
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
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