Model Instance Name:
SSA Electronic Access
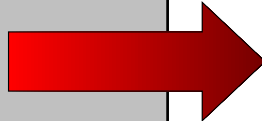**MID: Z5w0N58sJ5AkRkYUg4pVFg==**
Partitioned (Y)

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 2/8/2012

FORESEE

SSA Electronic Access
Model questions utilize the ACSI methodology to determine scores and impacts

	MQ Label	ELEMENTS (drivers of satisfaction)		MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
		Look and Feel (1=Poor, 10=Excellent, Don't Know)			**Satisfaction**			**Return (1=Very Unlikely, 10=Very Likely)**
1	Look and Feel - Appeal	Please rate the **visual appeal** of this site.	17	Satisfaction - Overall	What is your **overall satisfaction** with this site? (1=Very Dissatisfied, 10=Very Satisfied)	20	Return	How likely are you to **return to this site**?
2	Look and Feel - Balance	Please rate the **balance of graphics and text** on this site.	18	Satisfaction - Expectations	How well does this site **meet your expectations**? (1=Falls Short, 10=Exceeds)			**Recommend (1=Very Unlikely, 10=Very Likely)**
3	Look and Feel - Readability	Please rate the **readability of the page**s on this site.	19	Satisfaction - Ideal	How does this site **compare to your idea of an ideal website**?	21	Recommend	How likely are you to **recommend this site** to someone else?
		Navigation (1=Poor, 10=Excellent, Don't Know)						**Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)**
4	Navigation - Organized	Please rate **how well this site is organized**.				22	Use Web Channel Over Others	How likely are you to **use this site rather than seek information from other channels** (i.e. local field office, call center)?
5	Navigation - Options	Please rate the **options available for navigating** this site.						
6	Navigation - Layout	Please rate **how well the site layout helps you find what you are looking for**.						
7	Navigation - Clicks	Please rate the **number of clicks to get where you want** on this site.						
		Privacy (1=Poor, 10=Excellent, Don't Know)						
8	Privacy - Limit Sharing	Please rate the **ability to limit sharing of your personal information** on this site.						
9	Privacy - Amt Personal Info	Please rate the **amount of personal information you are asked to submit** on this site.						
10	Privacy - Protect	Please rate this site's **commitment to protecting your personal information.**						
		Site Performance (1=Poor, 10=Excellent, Don't Know)						
11	Site Performance - Loading	Please rate how **quickly pages load** on this site.						
12	Site Performance - Consistency	Please rate the **consistency of speed from page to page** on this site.						
13	Site Performance - Errors	Please rate the **ability to load pages without getting error messages** on this site.						
		Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)						
14	Tasks/ Transactions - Simplicity	Please rate the simplicity of the **process for completing task(s)** on this site.						
15	Tasks/ Transactions - Instructions	Please rate the **clarity of instructions for completing task(s)** on this site						
16	Tasks/ Transactions -	Please rate the **verification of task completion** on this site.						

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

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
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequency
			Daily						
			Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	A			Y		Password Registratio
			No	X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes	B					
			16 minutes - 30 minutes	B					
			31 minutes - 1 hour	B					
			Greater than 1 hour	B					
SAC7236	B	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityReg
			No	C					
			I don't know	C					
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No	E					
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvem
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			To check my earnings record						
			To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reaso
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	OPS Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other, please specify	Z					
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N	OPS Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						

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			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
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						