Model Instance Name: SSA BSO v2

MID:

JsxgcQkkV0I5dxF8JE1lQg4C

Partitioned No

FPI Included(Y/N)?
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.

Element rotation scheme has been added



	Model q	uestions utilize the A	SSA BSO v2 CSI methodology to determine scores and	impacts	
MOLERAL	ELEMENTS (drivers of satisfaction)	MOLekel	CUSTOMER SATISFACTION	Modele	FUTURE BEHAVIORS
MQ Label	Content (1=Poor, 10=Excellent, Don't Know)	MQ Label	Satisfaction	MQ Label	Return (1=Very Unlikely, 10=Very Likely)
Content - Accuracy	Please rate the accuracy of information in this application.	13 Satisfaction - Overall	Guisiacion	16 Return	How likely are you to return to this application?
Content - Quality	Please rate the quality of information in this application.	14 Satisfaction - Expectations	How well does this application meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
Content - Freshness	Please rate the freshness of content in this application.	15 Satisfaction -	How does this application compare to your idea of an ideal application? (1=Not Very Close, 10=Very Close)	17 Recommend	How likely are you to recommend this application to someone else?
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				
Look and Feel	Please rate the visual appeal of this application.				
Look and Feel	Please rate the balance of graphics and text in this application.				
rtoudubiity	Please rate the readability of the pages in this application.				
	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load-in this application.				
Site	Please rate the consistency of speed from page to page in this application. Please rate the ability to load pages without getting error messages in application.				
LIIOIS	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language - Clear	Please rate the clarity of the wording in this application.				
Plain Language - Understandab le	Please rate how well you understand the wording in this application.				
Plain Language - Concise	Please rate this application on its use of short, clear sentences.				

Model Instance Name:

SSA BSO v2 MID:

JsxgcQkkV0l5dxF8JE1lQg4C

Date: 1/13/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

SSA BSO v2 CUSTOM QUESTION LIST

LNH5308 Which services of Business Services Online did you use today? (Choose all that apply) W-2c Online W-2c Online View Submission Status D View Employer Report Status D View Notices SSN Verification Registration Services D Resubmission Services D Consent-Based Services D Appointed Representative Services D Representative Payee Accounting Report A, B, C				33A B30 V2 C03T0M Q0E3TION EIST	
Direct Mail Received from Social Security Sooth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association IRS Forms, Instructions & Publications Other (please specify) A Other_how did you hear Which services of Business Services Online did you use today? (Choose all that apply) Wich services of Business Services Online did you use today? (Choose all that apply) W-2 Online W-2 Online W-2 Online W-2 Online W-2 Online D D W-2 Online W-3 Online D D W-4 Online D D W-5 Online W-6 Online D D W-7 Online D D W-7 Online D D W-8 Online D D W-9 Online D D D D D D D D D D D D D D D D D D D		Logic		(limited to 50 characters)	Skip to
Booth at an accounting/payroll conference	LNH5306		How did you hear about Business Services Online?		
Webcast SSAIRS Reporter				Direct Mail I Received from Social Security	
SSAJRS Reporter				Booth at an accounting/payroll conference	
CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association IRS Forms, Instructions & Publications A Other_how did you hear				Webcast	
Dither Direct Contact Initiated by Social Security Professional Association IRS Forms, Instructions & Publications Other (please specify) A Dither_how did you hear Which services of Business Services Online did you use today? (Choose all that apply) Which services of Business Services Online did you use today? (Choose all that apply) Which services of Business Services Online did you use today? View Conline View Submission Status View Employer Report Status View Employer Report Status View Emrors View Mortices SSN Verification Registration Services Resubmission Services D D Appointed Representative Services D D Representative Payee Accounting Report A, B, C LNH5309 A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee acc				SSA/IRS Reporter	
Professional Association IRS Forms, Instructions & Publications Other (please specify) A Other_how did you hear LNH5308 Which services of Business Services Online did you use today? (Choose all that apply) W-2 Online W-2c Online View Submission Status View Employer Report Status View Employer Report Status View Employer Report Status View Employer Report Status D D D D D D D D D D D D D D D D D D D				CPA/Accountant	
INH5307 A Other_how did you hear LINH5308 Which services of Business Services Online did you use today? (Choose all that apply) W-2c Online View Submission Status View Employer Report Status View Employer Report Status View Errors W-2c Notices SSN Verification Registration Services Consent-Based Services Consent-Based Services D D D D D D D D D D D D D D D D D D D				Other Direct Contact Initiated by Social Security	
Cher (please specify)				Professional Association	
Cher (please specify)				IRS Forms, Instructions & Publications	
LNH5308					Α
(Choose all that apply) W-2c Online W-2c Online D	LNH5307	Α	Other_how did you hear		
View Submission Status View Employer Report Status View Errors View Frors Doview Notices SSN Verification Registration Services Consent-Based Services Appointed Representative Services Appointed Representative Services Appointed Representative Payee Accounting Report LNH5309 A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? B How likely are you to return to the representative payee accounting table to the payee accounting to the payee accounting table to the payee accounting table ta	LNH5308			W-2 Online	D
View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Appointed Representative Payee Accounting Report LNH5309 A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? 1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				W-2c Online	D
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SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Appointed Representative Payee Accounting Report LNH5309 A How satisfied overall were you with the payee accounting form online? Very dissatisfied					D
Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Appointed Representative Payee Accounting Report A, B, C LNH5309 A How satisfied overall were you with the payee accounting form online?				1 11111	
Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? 1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied					
Consent-Based Services Appointed Representative Services Representative Payee Accounting Report A, B, C LNH5309 A How satisfied overall were you with the payee accounting form online? A How satisfied overall were you with the payee accounting form online? 1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied				<u> </u>	
Appointed Representative Services Representative Payee Accounting Report A, B, C LNH5309 A How satisfied overall were you with the payee accounting form online? 1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied D A, B, C					
Representative Payee Accounting Report A, B, C LNH5309 A How satisfied overall were you with the payee accounting form online? 2 3 4 5 6 6 7 8 9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely					
LNH5309 A How satisfied overall were you with the payee accounting form online? 1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied					
2 3 4 5 6 7 8 9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely	LNH5309	Α			Α, Β, Ο
4 5 6 7 8 9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				2	
9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				3	
9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				4	
9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				<u>5</u>	
9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				6	
9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				7	
9 10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				0	
10=Very satisfied LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely					
LNH5310 B How likely are you to return to the representative payee accounting 1=Not very likely				<u> </u>	
form online for your next accounting report? Provided in the representative payee accounting form online for your next accounting report? 2 3 4	LNUIDALO	<u> </u>	Have likely one very to notice to the new part time and the new part time.		
2 3 4	LINH2310	В	form online for your next accounting report?	1=Not very likely	
3 4				2	
4				3	
				4	
5				5	
6				6	

Model Instance Name:

SSA BSO v2 MID:

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Date: 1/13/2011

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7	
			8	
			9	
			10=Very likely	
LNH5311	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
LNH5312	D	What specific improvements would you like to see in Business Services Online?		
LNH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
LNH5314	A	Other_describe		
LNH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
LNH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	e 1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	1
			10 = Very Easy	<u> </u>
LNH5317		How often do you use Business Services Online?	Once per year	
	1		2-4 times per year	
			5-10 times per year	⊣ !

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CCA DCC	CLICTOM	QUESTION LIST
- 55A B5U V	CUSTONIC	JUESTIUN LIST

			*		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
			11 times or more per year		ĺ

pink: ADDITION

Type (select from list)	Single or Multi	Required Y/N
Type (select from list) Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know		Υ
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button One Up Vertical	Single	Y

Type (select from list)	Single or Multi	Required Y/N

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Date: 1/13/2011

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			SON BOO COMEM: TUSKS SOCTOM GOLOTION LICT	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			IRS Forms, Instructions & Publications	
			Other (please specify)	
SVD0013		Other_how did you hear		
6385		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
(6385G5)			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very satisfied	
AKR3399	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely	
			2	
			3	
			4	
			5	

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Date: 1/13/2011

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			SSA BSO Content+Tasks COSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9	
			10=Very likely	
KR3400	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
KR3401	D	What specific improvements would you like to see in Business Services Online?		
388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
VD0018 VD00130	Z	Other_describe Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
VD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	e 1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

Model Instance Name: red & strike-through: DELETE SSA BSO Content+Tasks underlined & italicized: RE-ORDER MID: YN1BFhwYEJcQZ49IAIM0QQ== oink: ADDITION blue + -->: REWORDING Date: 1/13/2011 violet (bold): SKIP-LOGIC SSA BSO Content+Tasks CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** (limited to 50 characters) Skip to QID **Question Text** SVD0016 How often do you use Business Services Online? Once per year 2-4 times per year 5-10 times per year 11 times or more per year

Type (select from list)	Single or Multi	Required Y/N
Type (select from list) Radio Button One Up Vertical	Single	Υ
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	_	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit Radio Button One Up Vertical	Single Single	N Y
•	3 3	
Radio Button Scale No Don't Know	Single	Y

Type (select from list) Radio Button One Up Vertical	Single or Multi Single	Required Y/N Y

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Date: 1/13/2011

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			SOA BOO SOMERE TUSKS COOTOM QUESTION EIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			IRS Forms, Instructions & Publications	
			Other (please specify)	
SVD0013		Other_how did you hear		
6385		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
(6385G5)			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very satisfied	
AKR3399	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely	
			2	
			3	
			4	
			5	

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Date: 1/13/2011

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			SSA BSO Content+Tasks COSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9	
			10=Very likely	
KR3400	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
KR3401	D	What specific improvements would you like to see in Business Services Online?		
388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
VD0018 VD00130	Z	Other_describe Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
VD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	e 1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

Model Instance Name: red & strike-through: DELETE SSA BSO Content+Tasks underlined & italicized: RE-ORDER MID: YN1BFhwYEJcQZ49IAIM0QQ== oink: ADDITION blue + -->: REWORDING Date: 1/13/2011 violet (bold): SKIP-LOGIC SSA BSO Content+Tasks CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** (limited to 50 characters) Skip to QID **Question Text** SVD0016 How often do you use Business Services Online? Once per year 2-4 times per year 5-10 times per year 11 times or more per year

Type (select from list)	Single or Multi	Required Y/N
Type (select from list) Radio Button One Up Vertical	Single	Υ
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	_	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit Radio Button One Up Vertical	Single Single	N Y
readio Button One of Venteur	Siligic	•
Radio Button Scale No Don't Know	Single	Y

Type (select from list) Radio Button One Up Vertical	Single or Multi Single	Required Y/N Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			Other (please specify)	
SVD0013		Other_how did you hear		
6385		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
(6385G5)			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very satisfied	
AKR3399	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	g 1=Not very likely	
			2	
			3	
			4	
			5	
			6	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7	
			8	
			9	
			10=Very likely	
AKR3400	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Tax Preparer	Z
			Financial Planner-	Z
			Household Employer-	Z
			Self-Employed	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	Α	Other describe	Cutor (pieces speedify)	7., 2
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)		
			2	1
			3	1
			4	1
			5	1
			6	1
			7	1
'	1	1		J vraSaa Dasults - Co

 Model Instance Name:
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 SSA BSO Content+Tasks
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 YN1BFhwYEJcQZ49IAIM0QQ==
 pink: ADDITION

 Date:
 9/17/2010
 blue + -->: REWORDING

	violet (bold): SKIP-LOGIC				
	SSA BSO Content+Tasks CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) 8 9 10 = Very Easy	Skip to	
SVD0016		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year 11 times or more per year		

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

MID: YN1BFhwYEJcQZ49IAIM0QQ==

Date: 6/26/2008

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	Skip			
	Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			Other (please specify)	
SVD0013		Other_how did you hear		
385		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
6385G5)			W-2c Online	D
•			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very satisfied	
KR3399	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely	
			2	
			3	
			4	
			5	
			6	

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Date: 6/26/2008

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violet (bold): SKIP-LOGIC

			33A B30 Content: Tasks Costom Question Elst	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7 8 9 10=Very likely	
AKR3400	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Appointed Representative	Z
			Tax Preparer	Z
			Financial Planner	Z
			Household Employer	Z
			Self-Employed	Z
			Accountant/CPA	Z
			Representative payee	
			Other (please specify)	Z
SVD0018		Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (fewer than 10)	
			Small (11-50)	
Cha	ange to S	kin Logic	Medium (51-250)	
One	l drige to o	KIP LOGIG	Large (more than 250)	
			Not applicable	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	
SVD0016		How often do you use Business Services Online?	Once per year	
			2-4 times per year	
			5-10 times per year	
			More than 11 times per year	

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button One Up Vertical	Single	Y

Model Instance Name:

SSA BSO

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violet (bold): SKIP-LOGIC

			SSA BSO CUSTOM QUESTION LIST	
	Skip Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)
		How did you hear about Business Services Online?	SSA Speaker at a Conference	Dropdown (Select-one)
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			Other (please specify)	
		Which services of Business Services Online did you use today? (Choose all that	W-2 Online>D	Checkbox One Up Vertical
		apply)	W-2c Online>D	
			View Submission Status>D	
			View Employer Report Status>D	
			View Errors>D	
			View Notices>D	
			SSN Verification>D	
			Registration Services>D	
			Resubmission Services>D Consent-Based Services>D	
			Appointed Representative Services>D	
			Representative Payee Accounting Report> go to A,B,C	
	A	How satisfied overall were you with the payee accounting form online?	Scale 1-10 (Very dissatisfied, Very satisfied)	Radio Button Scale No Don't Know
	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	Scale 1-10 (Not very likely, Very likely)	Radio Button Scale No Don't Know
	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		Open-ended
	D	What specific improvements would you like to see in Business Services Online?		Open-ended
		How would you describe your primary business? (Select all that apply)> How	Appointed Representative	Checkbox One Up Vertical
		would you describe your role? (Select all that apply)	Tax Preparer	
			Financial Planner	
			Household Employer	
			Self-Employed	
			Accountant/CPA	
			Representative payee	
			Other (please specify)	
		Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (fewer than 10)	Radio Button One Up Vertical
	1		Small (11-50)	
	1		Medium (51-250)	
	1		Large (more than 250)	
	1		Not applicable	
		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)		Radio Button Scale No Don't Know
		How often do you use Business Services Online?	Once per year	Radio Button One Up Vertical
	1		2-4 times per year	
	1		5-10 times per year	

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SSA BSO CUSTOM QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) More than 11 times per year	Type (select from list)	

Single or Multi	Required Y/N
Single	Y
Multi	Y
	Y
	Y
	N
	N
Multi	Y
Single	Y
Single	Y
Single	Y

Single or Multi	Required Y/N

Base Element Order	Version 2	Version 3	Version 4
Content	Plain Language	Site Performance	Look and Feel
Look and Feel	Site Performance	Content	Plain Language
Site Performance	Look and Feel	Plain Language	Content
Plain Language	Content	Look and Feel	Site Performance

Content	Plain Language	Site Performance	Look and Feel
Look and Feel	Site Performance	Content	Plain Language
Site Performance	Look and Feel	Plain Language	Content
Plain Language	Content	Look and Feel	Site Performance