

Model Instance Name:

SSADisability v2

MID: 451pZNUxEwhdwdY1JBg4EA4C

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.
Date: 6/12/2013

Element rotation scheme has been added



SSADisability v2

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Site Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
1	Site Information - Thoroughness Please rate the thoroughness of information provided in this application.	14	Satisfaction - Overall What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	17	Recommend How likely are you to recommend this application to someone else?
2	Site Information - Understandable Please rate how understandable this application's information is.	15	Satisfaction - Expectations How well does this application meet your expectations ? (1=Falls Short, 10=Exceeds)		Use Other Online Services (1=Very Unlikely, 10=Very Likely)
3	Site Information - Answers Please rate how well the application's information provides answers to your questions.	16	Satisfaction - Ideal How does this application compare to your idea of an ideal application ? (1=Not Very Close, 10=Very Close)	18	Use Other Online Services How likely are you to use other Social Security online services ?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
4	Site Performance - Consistency Please rate how quickly pages load in this application.				
5	Site Performance - Errors Please rate the consistency of speed from page to page in this application.				
6	Site Performance - Loading Please rate the ability to load pages without getting error messages in this application.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7	Navigation - Organized Please rate how well the application is organized .				
8	Navigation - Options Please rate the options available for navigating this application.				
9	Navigation - Layout Please rate how well the application layout helps you find what you are looking for.				
10	Navigation - Clicks Please rate the number of clicks to get where you want in this application.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
11	Plain Language - Clear Please rate the clarity of the wording in this application.				
12	Plain Language - Understandable Please rate how well you understand the wording in this application.				
13	Plain Language - Concise Please rate this application on its use of short, clear sentences .				

Model Instance Name: SSADisability v2
 MID: 451pZNUxEwhdwdY1JBg4EA4C
 Date: 11/1/2010

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

SSADisability v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
LNH5318		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A B	Radio Button One Up Vertical	Single
LNH5319	B	Please specify how you heard about the Internet Disability Report			Text Field – limited to 100 characters	
LNH5320	A	When the representative told you about the Internet Disability Report, did he or she tell you about the Disability Starter Kit?	Yes, the representative gave me a paper Disability Starter Kit. Yes, the representative mailed me a Disability Starter Kit. Yes, the representative told me how to go online and get the Disability Starter Kit. No Don't know	C C C	Radio Button One Up Vertical	Single
LNH5321	C	Did the Disability Starter Kit help you complete the online Disability Report?	Yes No		Radio Button One Up Vertical	Single
LNH5322		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify:	B A	Radio Button One Up Vertical	Single
LNH5323	A	Please specify your role in filling out the Disability Report.			Text Field – limited to 100 characters	
LNH5324	B	If you are helping a client, what is your role? (Select one)	I am an attorney I am a non-attorney representative I work for an insurance company I work for a government agency I work for a not-for-profit organization I work for a for-profit organization I work for a hospital, nursing care facility, or health services agency Other, please specify:	C	Radio Button One Up Vertical	Single
LNH5325	C	Please specify your role.			Text Field – limited to 100 characters	
LNH5326		Did you download, print, or view the Social Security "Disability Benefits Checklist" before starting your Disability Report?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single
LNH5327	A	Did you find the checklist helpful while completing your application?	Yes No Don't know	B	Radio Button One Up Vertical	Single

Model Instance Name:

SSADisability v2

MID: 451pZNUxEwhdwdY1JBg4EA4C

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SSADisability v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
LNH5328	B	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful Very helpful Moderately helpful Slightly helpful Helpful, but barely Not helpful		Radio Button One Up Vertical	Single



Required Y/N

Y

N

Y

Y

Y

N

Y

N

Y

Y

Required Y/N
Y

Model Instance Name:

SSA Disability Report Survey

MID: FZdMcI0Ytl0tt9Q4g41s1A==

Date: 11/1/2010

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blue + -->: REWORDING

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SSA Disability Report Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A B	Radio Button One Up Vertical	Single
SVD00315	B	Please specify how you heard about the Internet Disability Report			Text Field – limited to 100 characters	
EDO07615	A	When the representative told you about the Internet Disability Report, did he or she tell you about the Disability Starter Kit?	Yes, the representative gave me a paper Disability Starter Kit. Yes, the representative mailed me a Disability Starter Kit. Yes, the representative told me how to go online and get the Disability Starter Kit. No Don't know	C C C	Radio Button One Up Vertical	Single
EDO07616	C	Did the Disability Starter Kit help you complete the online Disability Report?	Yes No		Radio Button One Up Vertical	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify:	B A	Radio Button One Up Vertical	Single
SVD00316	A	Please specify your role in filling out the Disability Report.			Text Field – limited to 100 characters	
EDO07617	B	If you are helping a client, what is your role? (Select one)	I am an attorney I am a non-attorney representative I work for an insurance company I work for a government agency I work for a not-for-profit organization I work for a for-profit organization I work for a hospital, nursing care facility, or health services agency Other, please specify:		Radio Button One Up Vertical	Single
EDO07618	C	Please specify your role.			Text Field – limited to 100 characters	
SVD00171		Did you download, print, or view the Social Security "Disability Benefits Checklist" before starting your Disability Report?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single
EDO07619	A	Did you find the checklist helpful while completing your application?	Yes No Don't know	B	Radio Button One Up Vertical	Single
EDO07620	B	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful		Radio Button One Up Vertical	Single

Model Instance Name:

SSA Disability Report Survey

MID: FZdMcI0Ytl0tt9Q4g41s1A==

Date: 11/1/2010

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SSA Disability Report Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
			Very helpful			
			Moderately helpful			
			Slightly helpful			
			Helpful, but barely			
			Not helpful			



**Required
Y/N**

Y

N

Y

Y

Y

N

Y

N

Y

Y

Y

Required Y/N

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 Date: 11/1/2010

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A B	Radio Button One Up Vertical	Single
SVD00315	B	Please specify how you heard about the Internet Disability Report.			Text Field – limited to 100 characters	
EDO07615	A	When the representative told you about the Internet Disability Report, did he or she tell you about the Disability Starter Kit?	Yes, the representative gave me a paper Disability Starter Kit. Yes, the representative mailed me a Disability Starter Kit. Yes, the representative told me how to go online and get the Disability Starter Kit. No Don't know	C C C	Radio Button One Up Vertical	Single
EDO07616	C	Did the Disability Starter Kit help you complete the online Disability Report?	Yes No		Radio Button One Up Vertical	Single
SVD00170	A	Please rate how well the representative prepared you for making your application	1=Not well 2 3 4 5 6 7 8 9 10=Very well Didn't learn from representative		Radio Button Scale Has Don't	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify:	 B A	Radio Button One Up Vertical	Single
SVD00316	A	Please specify your role in filling out the Disability Report.			Text Field – limited to 100 characters	
EDO07617	B	If you are helping a client, what is your role? (Select one)	I am an attorney I am a non-attorney representative I work for an insurance company I work for a government agency		Radio Button One Up Vertical	Single

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 Date: 11/1/2010

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
			<p>I work for a not-for-profit organization</p> <p>I work for a for-profit organization</p> <p>I work for a hospital, nursing care facility, or health services agency</p> <p>Other, please specify:</p>	C		
EDO07618	C	Please specify your role.			Text Field – limited to 100 characters	
SVD00171		Did you download or view the Social Security "Disability Starter Kit" before starting your application? +--> Did you download, print, or view the Social Security "Disability Benefits Checklist" before starting your Disability Report?	<p>Yes</p> <p>No</p> <p>Don't know what that is</p>	A	Radio Button One Up Vertical	Single
EDO07619	A	Did you find the checklist helpful while completing your application?	<p>Yes</p> <p>No</p> <p>Don't know</p>	B	Radio Button One Up Vertical	Single
EDO07620	B	Please rate how helpful the Disability Benefits Checklist was for you.	<p>Extremely helpful</p> <p>Very helpful</p> <p>Moderately helpful</p> <p>Slightly helpful</p> <p>Helpful, but barely</p> <p>Not helpful</p>		Radio Button One Up Vertical	Single
SVD00172	A	Was the Social Security "Disability Starter Kit" helpful in working on your application?	<p>Yes-</p> <p>No-</p> <p>Don't know-</p>		Radio Button One Up Vertical	Single



Required
Y/N

Y

N

Y

Y

Y

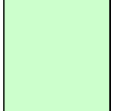
Y

N

Y



Required
Y/N



N

Y

Y

Y

Y

#REF!
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 Date: 3/9/2009

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A B	Radio Button One Up Vertical	Single
SVD00315	B	Please specify how you heard about the Internet Disability Report			Text Area – no character limit	
SVD00170	A	Please rate how well the representative prepared you for making your application	1=Not well 2 3 4 5 6 7 8 9 10=Very well Didn't learn from representative		Radio Button Scale Has Don't	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	A	Radio Button One Up Vertical	Single
SVD00316	A				Text Area – no character limit	
SVD00171		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single
SVD00172	A	Was the Social Security "Disability Starter Kit" helpful in working on your application?	Yes No Don't know Didn't use		Radio Button One Up Vertical	Single



Required
Y/N

Y

Y

Y

Y

Y

Y

Y

#REF!
 #REF!
 #REF!
 Date: 6/30/2008

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 blue + -->: REWORDING
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#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A B	Radio Button One Up Vertical	Single
SVD00315	B	Please specify how you heard about the Internet Disability Report			Text Area – no character limit	
SVD00170	A	Please rate how well the representative prepared you for making your application	1=Not well 2 3 4 5 6 7 8 9 10=Very well Didn't learn from representative		Radio Button Scale Has Don't	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	A	Radio Button One Up Vertical	Single
SVD00316	A				Text Area – no character limit	
SVD00171		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single
SVD00172	A	Was the Social Security "Disability Starter Kit" helpful in working on your application?	Yes No Don't know Didn't use		Radio Button One Up Vertical	Single



Required
Y/N

Y

Y

Y

Y

Y

Y

Y

#REF!
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 #REF!
 Date: 6/30/2008

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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it -----> Go To A From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	Radio Button One Up Vertical
	A	If you learned about the Social Security Disability Report from an SSA representative, please rate how well the representative prepared you for making your application. -----> Please rate how well the representative prepared you for making your application.		Radio Button Scale Has Don't Know
		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	Radio Button One Up Vertical
		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes -----> Go To B No Don't know what that is	Radio Button One Up Vertical
	B	If you downloaded or viewed the Social Security "Disability Starter Kit," was it helpful in working on your application? -----> Was the Social Security "Disability Starter Kit" helpful in working on your application?	Yes No Don't know Didn't use	Radio Button One Up Vertical



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

#REF!
 #REF!
 #REF!
 Date: 6/30/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
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 blue + -->: REWORDING
 violet (**bold**): SKIP-LOGIC

#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	Radio Button One Up Vertical
		If you learned about the Social Security Disability Report from an SSA		Radio Button Scale Has Don't Know
		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	Radio Button One Up Vertical
		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes No Don't know what that is	Radio Button One Up Vertical
		If you downloaded or viewed the Social Security "Disability Starter Kit," was it helpful in working on your application?	Yes No Don't know Didn't use	Radio Button One Up Vertical



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

Base Element Order	Version 2	Version 3	Version 4
Site Information	Plain Language	Navigation	Site Performance
Site Performance	Navigation	Site Information	Plain Language
Navigation	Site Performance	Plain Language	Site Information
Plain Language	Site Information	Site Performance	Navigation

Site Information	Plain Language	Navigation	Site Performance
Site Performance	Navigation	Site Information	Plain Language
Navigation	Site Performance	Plain Language	Site Information
Plain Language	Site Information	Site Performance	Navigation