Model Instance Name:

SSADisability v2
MID:

451pZNUxEwhdwdY1JBg4EA4C

Partitioned No

Element rotation scheme has been added



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

SSADisability v2 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
	Site Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction		-	Recommend (1=Very Unlikely, 10=Very Likely)
1 Site Information - Thoroughnes	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 SiteInformatio n - Understandab	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 SiteInformatio n - 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	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 - Understandab le	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	A	Radio Button One Up Vertical	Single
			From Social Security's website, socialsecurity.gov	1	·	
			Read about it in a Social Security publication	1		
			Saw it in a newspaper, magazine, television, or other media source			
			Got it from an Internet Search Engine or linked from another website	1		
			From a social worker, attorney, or other professional	1		
			Word-of-mouth	1		
			Other, please specify:	В		
NH5319	В	Please specify how you heard about the Internet Disability Report	Cities, pictage specify.		Text Field – limited to 100 characters	
LNH5320	Α	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.	С	Radio Button One Up Vertical	Single
		, , , , , , , , , , , , , , , , , , ,	Yes, the representative mailed me a Disability Starter Kit.	С		
			Yes, the representative told me how to go online and get the Disability	c		
			Starter Kit.			
			No	-		
			Don't know			
NH5321	С	Did the Disability Starter Kit help you complete the online Disability Report?	Yes		Radio Button One Up Vertical	Single
			No No			
NH5322		I started filling out the Disability Report because(Select one)	I am applying for disability benefits for myself		Radio Button One Up Vertical	Single
			I am helping my husband or wife			
			I am helping another relative			
			I am helping a client in my professional capacity	В		
			I am helping a friend			
			Other, please specify:	Α		
NH5323	Α	Please specify your role in filling out the Disability Report.			Text Field – limited to 100 characters	
LNH5324	В	If you are helping a client, what is your role? (Select one)	I am an attorney		Radio Button One Up Vertical	Single
			I am a non-attorney representative	-		
			I work for an insurance company	1		
			I work for a government agency			
			I work for a not-for-profit organization	1		
			I work for a for-profit organization			
			I work for a hospital, nursing care facility, or health services agency	1		
			Other, please specify:	С		
LNH5325	С	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	Α	Radio Button One Up Vertical	Single
			No			
			Don't know what that is	1		
LNH5327	Α	Did you find the checklist helpful while completing your application?	Yes	В	Radio Button One Up Vertical	Single
			No			
			Don't know			

Model Instance Name:

SSADisability v2

MID: 451pZNUxEwhdwdY1JBg4EA4C

Date: 11/1/2010

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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
LNH5328	В	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful		Radio Button One Up Vertical	Single
			Very helpful			
			Moderately helpful	_		
			Slightly helpful	_		
			Helpful, but barely Not helpful			

Required Y/N Y N N Υ N



Model Instance Name: SSA Disability Report Survey

MID: FZdMcl0Ytl0tt9Q4g41s1A==

Date: 11/1/2010

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violet (bold): SKIP-LOGIC

SSA Disability Report Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Ckin To	Tune (coloct from list)	Single or Multi
•	Labei	,	,	SKIP TO	Type (select from list)	
VD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it	A	Radio Button One Up Vertical	Single
			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:	В		
VD00315	В	Please specify how you heard about the Internet Disability Report	Carlotty produce openity.		Text Field – limited to 100	
7000313		rease specify flow you heard about the internet bisability report			characters	
DO07615		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.	С	Radio Button One Up Vertical	Single
			Yes, the representative mailed me a Disability Starter Kit.	С		
			Yes, the representative told me how to go online and get the Disability Starter Kit.	С		
			No			
			Don't know			
0007616	С	Did the Disability Starter Kit help you complete the online Disability	Yes		Radio Button One Up Vertical	Single
		Report?	No			
SVD0026		I started filling out the Disability Report because(Select one)	I am applying for disability benefits for myself		Radio Button One Up Vertical	Single
310020		Started mining out the Disability Report bedause(Select one)	I am helping my husband or wife		radio Battori Oric Op Vertical	Sirigic
			I am helping another relative	_		
			I am helping a client in my professional capacity	В		
			I am helping a friend			
			Other, please specify:	Α		
SVD00316	Α	Please specify your role in filling out the Disability Report.			Text Field – limited to 100 characters	
EDO07617	В	If you are helping a client, what is your role? (Select one)	I am an attorney		Radio Button One Up Vertical	Single
			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:	С		
EDO07618	С	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	Α	Radio Button One Up Vertical	Single
			No			
			Don't know what that is			
EDO07619	Α	Did you find the checklist helpful while completing your application?	Yes	В	Radio Button One Up Vertical	Single
			No			
			Don't know			
EDO07620	В	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful		Radio Button One Up Vertical	Single
		,				0

Model Instance Name:

SSA Disability Report Survey
MID: FZdMcI0Ytl0tt9Q4g41s1A==

Date: 11/1/2010

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underlined & italicized: RE-ORDER

pink: ADDITION

SSA Disability Report Survey	CUSTOM (QUESTION LIST
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							L
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 N Υ N Υ

Required Y/N

Date: 11/1/2010

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pink: ADDITION

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

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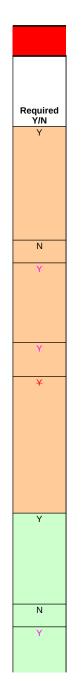
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov	Α	Radio Button One Up Vertical	Single
			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:	В		
SVD00315	В	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.	С	Radio Button One Up Vertical	Single
			Yes, the representative mailed me a Disability Starter Kit.	С		
			Yes, the representative told me how to go online and get the Disability Starter Kit.	С		
			No No			
			Don't know			
DO07616	С	Did the Disability Starter Kit help you complete the online Disability Report?	Yes		Radio Button One Up Vertical	Single
V/D00470		Discount by the management in a second of the second of th	No		Dedie Butter Coole Hee Devit	Cin ala
VD00170	A	Please rate how well the representative prepared you for making your application	I=Not well		Radio Button Scale Has Don't	Single
			2			
			3			
			4			
			3			
			2			
			Ω			
			9			
			10=Very well			
			Didn't learn from representative			
SVD0026		I started filling out the Disability Report because(Select one)	I am applying for disability benefits for myself		Radio Button One Up Vertical	Single
			I am helping my husband or wife			
			I am helping my parent			
			l am helping my child			
			I am helping another relative			
			I am helping another relative I am helping a client in my professional capacity	В		
			I am helping another relative I am helping a client in my professional capacity I am helping a friend			
SVD00316	Δ	Please specify your role in filling out the Disability Report	I am helping another relative I am helping a client in my professional capacity	B A	Taxt Field _ limited to 100	
	A	Please specify your role in filling out the Disability Report.	I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify:		Text Field – limited to 100 characters	Oirele
	A B	Please specify your role in filling out the Disability Report. If you are helping a client, what is your role? (Select one)	I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify: I am an attorney			Single
SVD00316 ED007617			I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify:		characters	Single

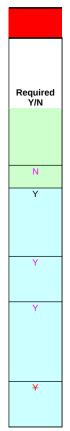
Date: 11/1/2010

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underlined & italicized: RE-ORDER

pink: ADDITION

			#REF:			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
			I work for a for-profit organization I work for a hospital, nursing care facility, or health services agency			
EDO07618	С	Please specify your role.	Other, please specify:	С	Text Field – limited to 100	
					characters	
SVD00171		before starting your application? +> Did you download, print, or view the Social Security "Disability Benefits Checklist" before starting your Disability Report?		A	Radio Button One Up Vertical	Single
			No	_		
			Don't know what that is			
EDO07619	Α	Did you find the checklist helpful while completing your application?	Yes	В	B Radio Button One Up Vertical	Single
			No			
			Don't know			
EDO07620	В	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful		Radio Button One Up Vertical	Single
			Very helpful	7		
			Moderately helpful			
			Slightly helpful			
			Helpful, but barely			
			Not helpful			
SVD00172	A	Was the Social Security "Disability Starter Kit" helpful in working on your application?	Yes -		Radio Button One Up Vertical	Single
			No-	1		
			Don't know-			





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Date: 3/9/2009

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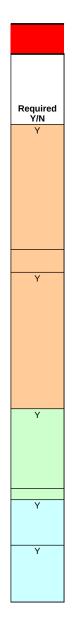
pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

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	Skip					
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin To	Type (select from list)	Single or Multi
SVD0025		•	A Social Security Representative told me about it	A	Radio Button One Up Vertical	Single
3.20020		There are you need asset the internet shoulding respect.	Troopial occurry representative told me asset it		radio Battori erio ep vertica:	C.i.g.c
			From Social Security's website, socialsecurity.gov	1		
			Read about it in a Social Security publication	1		
			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	1		
			Word-of-mouth			
			Other, please specify:	В		
SVD00315	В	Please specify how you heard about the Internet Disability Report			Text Area – no character limit	
SVD00170	Α	Please rate how well the representative prepared you for making your	1=Not well		Radio Button Scale Has Don't	Single
		application				
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=Very well			
			Didn't learn from representative			
SVD0026		I started filling out the Disability Report because(Select one)	I am applying for disability benefits for myself		Radio Button One Up Vertical	Single
			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:	Α		
SVD00316	Α				Text Area – no character limit	
SVD00171		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes	Α	Radio Button One Up Vertical	Single
			No			
			Don't know what that is			
SVD00172	Α	Was the Social Security "Disability Starter Kit" helpful in working on your application?	Yes		Radio Button One Up Vertical	Single
			No			
			Don't know			
			Didn't use-			

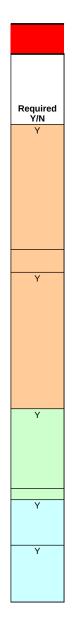


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Date: 6/30/2008

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

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



Date: 6/30/2008

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
			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
	А	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 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?		Radio Button One Up Vertical
	В	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

Date: 6/30/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

			#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	Radio Button One Up Vertical
			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:	
		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	Radio Button One Up Vertical
			I am helping my husband or wife	
			I am helping my parent	
			I am helping my child	
			I am helping another relative	
			l am helping a friend	
			Other, please specify:	
		Did you download or view the Social Security "Disability Starter Kit" before starting your application?		Radio Button One Up Vertical
		your application:	No	
			Don't know what that is	
		If you downloaded or viewed the Social Security "Disability Starter Kit," was it helpful in working on your application?	Yes	Radio Button One Up Vertical
			No	
			Don't know	
			Didn't use	

Single or Multi	Required Y/N
Single	Y
Single	Υ
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