





Model Instance Name:  
SSA Extra Help v3 (English)

MID: IVsQkEQIoMBUUs049xE45w4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013

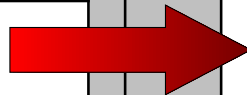


Element rotation scheme has been added

SSA Extra Help v3 (English)

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	
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with the online application for Help with Medicare Prescription Plan Drug Costs? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to <b>recommend the online application for Help with Medicare Prescription Plan Drug Costs to someone else?</b>
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Expectations	How well does the online application for Help with Medicare Prescription Plan Drug Costs <b>meet your expectations?</b> (1=Falls Short, 10=Exceeds)		<b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Readability	Please rate the <b>readability of the pages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Ideal	How does the online application for Help with Medicare Prescription Plan Drug Costs <b>compare to your idea of an ideal online application?</b> (1=Not Very Close, 10=Very Close)	Use Other Online Services	How likely are you to <b>use other Social Security online services?</b>
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				
Site Performance - Loading	Please rate how <b>quickly pages load</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
	<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>				
Plain Language - Clear	Please rate the <b>clarity of the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Understandable	Please rate how <b>well you understand the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Concise	Please rate the Help with Medicare Prescription Plan Drug Costs application on its <b>use of short, clear sentences.</b>				



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Date: 7/19/2013

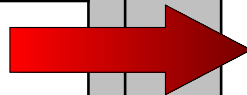


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Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>	
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with the online application for Help with Medicare Prescription Plan Drug Costs? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to <b>recommend the online application for Help with Medicare Prescription Plan Drug Costs to someone else?</b>
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Expectations	How well does the online application for Help with Medicare Prescription Plan Drug Costs <b>meet your expectations?</b> (1=Falls Short, 10=Exceeds)	Use Other Online Services	<b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Readability	Please rate the <b>readability of the pages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Ideal	How does the online application for Help with Medicare Prescription Plan Drug Costs <b>compare to your idea of an ideal online application?</b> (1=Not Very Close, 10=Very Close)		How likely are you to <b>use other Social Security online services?</b>
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				
Site Performance - Loading	Please rate how <b>quickly pages load</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
	<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>				
Plain Language - Clear	Please rate the <b>clarity of the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Understandable	Please rate how <b>well you understand the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Concise	Please rate the Help with Medicare Prescription Plan Drug Costs application on its <b>use of short, clear sentences.</b>				



Model Instance Name:  
SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxQtc4JBwJkg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b></p>	<p><b>Satisfaction</b></p>	<p><b>Future Behaviors</b></p>
<p>1 Please rate your perception of the <b>accuracy of information</b> on this site.</p>	<p>20 What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p><b>Recommend (1=Very Unlikely, 10=Very Likely)</b></p>
<p>2 Please rate the <b>quality of information</b> on this site.</p>	<p>21 How well does this site <b>meet your expectations</b>? (1=Falls Short, 10=Exceeds)</p>	<p>23 How likely are you to <b>recommend this site</b> to someone else?</p>
<p>3 Please rate the <b>freshness of content</b> on this site.</p>		
<p>4 Please rate the <b>usefulness of the features</b> provided on this site.</p>	<p>22 How does this site <b>compare to your idea of an ideal website</b>? (1=Not Very Close, 10=Very Close)</p>	<p><b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b></p>
<p>5 Please rate the <b>convenience of the features</b> on this site.</p>		
<p>6 Please rate the <b>variety of features</b> on this site.</p>		
<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b></p>		<p>24 How likely are you to <b>use other online Social Security Administration Applications</b>?</p>
<p>7 Please rate the <b>visual appeal</b> of this site.</p>		
<p>8 Please rate the <b>balance of graphics and text</b> on this site.</p>		
<p>9 Please rate the <b>readability of the pages</b> on this site.</p>		
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>10 Please rate <b>how well the site is organized</b>.</p>		
<p>11 Please rate the <b>options available for navigating this site</b>.</p>		
<p>12 Please rate <b>how well the site layout helps you find what you are looking for</b>.</p>		
<p>13 Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>14 Please rate <b>how quickly pages load</b> on this site.</p>		
<p>15 Please rate the <b>consistency of speed from page to page</b> on this site.</p>		
<p>16 Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		
<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>17 Please rate the <b>process for completing task(s)</b> on this site.</p>		
<p>18 Please rate the <b>clarity of instructions for completing task(s)</b> on this site.</p>		
<p>19 Please rate the <b>verification of task completion</b> on this site.</p>		
<p><b>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</b></p>		



Model Instance Name:  
SSA Extra Help v2 (English)

MID: VhgJpNEVNpxlMBUQNcg1FQ==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b> Please rate your perception of the accuracy of information on this site.</p> <p>Please rate the quality of information on this site.</p> <p>Please rate the freshness of content on this site.</p>	<p><b>Satisfaction</b> What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p> <p>How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p> <p>How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p><b>Future Behaviors</b> <b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to recommend this site to someone else?</p>
<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b> Please rate the usefulness of the features provided on this site. Please rate the convenience of the features on this site. Please rate the variety of features on this site.</p>		<p><b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use other online Social Security Administration Applications?</p>
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the visual appeal of this site.</p> <p>Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p>		
<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate how well the site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for. Please rate the number of clicks to get where you want on this site.</p>		
<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site. Please rate the ability to load pages without getting error messages on this site.</p>		
<p><b>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</b> Please rate the process for completing task(s) on this site. Please rate the clarity of instructions for completing task(s) on this site. Please rate the verification of task completion on this site.</p>		

Model Instance Name:  
SSA Extra Help v2 (Spanish)

MID: 515J9k0gVEx0E9NVUYp8Fg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe su percepción de la exactitud de la información en este sitio de Internet.            Por favor evalúe la calidad de la información en este sitio de Internet.            Por favor evalúe la actualización del contenido en este sitio de Internet.</p>	<p><b>Satisfaction</b>            ¿Cuál es su satisfacción general con este sitio de Internet? (1 = Muy insatisfecho, 10 = Muy satisfecho)            ¿Hasta qué punto este sitio de Internet cumplió con sus expectativas? (1 = Fracasa, 10 = Excede)            ¿Cómo se compara este sitio de Internet con su visión de un sitio de Internet ideal? (1 = Fracasa, 10 = Cercano)</p>	<p><b>Future Behaviors</b>  <b>Recommend (1 = Muy improbable, 10 = Muy probable)</b>            ¿Qué posibilidades hay de que recomiende este sitio de Internet a otra persona?  <b>Use Other Applications (1 = Muy improbable, 10 = Muy probable)</b></p>
<p><b>Functionality (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe la utilidad de los recursos disponibles en este sitio de Internet.            Por favor evalúe la conveniencia de los recursos disponibles en este sitio de Internet.            Por favor evalúe la variedad de los recursos disponibles en este sitio de Internet.</p>		<p>¿Qué posibilidades hay de utilizar otros servicios por Internet de la Administración del Seguro Social?</p>
<p><b>Look and Feel (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe el atractivo visual de este sitio de Internet.            Por favor evalúe el balance gráfico y textual en este sitio de Internet.            Por favor evalúe la legibilidad de las páginas en este sitio de Internet.</p>		
<p><b>Navigation (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe la organización de este sitio de Internet.            Por favor evalúe las opciones disponibles para navegar en este sitio de Internet.            Por favor evalúe cómo el diseño del sitio de Internet le ayudó a encontrar lo que buscaba.            Por favor evalúe el número de clics que tuvo que hacer para llegar a donde quería.</p>		
<p><b>Site Performance (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe la rapidez con que se cargan las páginas en este sitio de Internet.            Por favor evalúe la consistencia de la velocidad de una página a otra en este sitio de Internet.            Por favor evalúe la capacidad de cargar páginas nuevas sin recibir mensajes de errores en este sitio de Internet.</p>		
<p><b>Tasks/ Transactions (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe el proceso de completar las tareas en este sitio de Internet.            Por favor evalúe la claridad de las instrucciones para completar las tareas en este sitio de Internet.            Por favor evalúe la verificación de la finalización de las tareas en este sitio de Internet.</p>		

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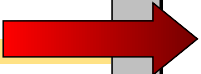
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Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b></p>	<p><b>Satisfaction</b></p>	<p><b>Future Behaviors</b></p>
<p>1 Please rate your perception of the <b>accuracy of information</b> on this site.</p>	<p>20 What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p><b>Recommend (1=Very Unlikely, 10=Very Likely)</b></p>
<p>2 Please rate the <b>quality of information</b> on this site.</p>	<p>21 How well does this site <b>meet your expectations</b>? (1=Falls Short, 10=Exceeds)</p>	<p>23 How likely are you to <b>recommend this site</b> to someone else?</p>
<p>3 Please rate the <b>freshness of content</b> on this site.</p>		
<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b></p>	<p>22 How does this site <b>compare to your idea of an ideal website</b>? (1=Not Very Close, 10=Very Close)</p>	<p><b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b></p>
<p>4 Please rate the <b>usefulness of the features</b> provided on this site.</p>		<p>24 How likely are you to <b>use other Social Security Administration Applications</b>? --&gt; How likely are you to <b>use other online Social Security Administration Applications</b>?</p>
<p>5 Please rate the <b>convenience of the features</b> on this site.</p>		
<p>6 Please rate the <b>variety of features</b> on this site.</p>		
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>7 Please rate the <b>visual appeal</b> of this site.</p>		
<p>8 Please rate the <b>balance of graphics and text</b> on this site.</p>		
<p>9 Please rate the <b>readability of the pages</b> on this site.</p>		
<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>10 Please rate <b>how well the site is organized</b>.</p>		
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<p>12 Please rate <b>how well the site layout helps you find what you are looking for</b>.</p>		
<p>13 Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>14 Please rate <b>how quickly pages load</b> on this site.</p>		
<p>15 Please rate the <b>consistency of speed from page to page</b> on this site.</p>		
<p>16 Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		
<p><b>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>17 Please rate the <b>process for completing task(s)</b> on this site.</p>		
<p>18 Please rate the <b>clarity of instructions for completing task(s)</b> on this site.</p>		
<p>19 Please rate the <b>verification of task completion</b> on this site.</p>		





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

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
BJL2281		Did you <b>complete your application today</b> ?	BJL2281A01 BJL2281A02 BJL2281A03 BJL2281A04 BJL2281A05 BJL2281A06	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	<b>B-I</b> <b>B-I</b> <b>B-I</b> <b>A, L</b> <b>A, L</b>	Radio
BJL2282	<b>B</b>	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	BJL2282A01 BJL2282A02 BJL2282A03 BJL2282A04 BJL2282A05 BJL2282A06 BJL2282A07 BJL2282A08 BJL2282A09 BJL2282A10 BJL2282A11 BJL2282A12 BJL2282A13	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		Radio
BJL2283	<b>D</b>	<b>For whom are you completing</b> the on-line Help with Medicare Prescription Drug Plan Costs application?	BJL2283A01 BJL2283A02 BJL2283A03 BJL2283A04 BJL2283A05 BJL2283A06 BJL2283A07	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)
BJL2284	<b>A</b>	If you have decided to stop working on your application for now, <b>do you plan to return to complete it later</b> ?	BJL2284A01 BJL2284A02	Yes No		Dropdown (select one)
BJL2285	<b>L</b>	If you stopped working on your application, please tell us why: (Select all that apply)	BJL2285A01 BJL2285A02 BJL2285A03 BJL2285A04 BJL2285A05 BJL2285A06 BJL2285A07 BJL2285A08	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application		checkbox one up vertical

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

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
			BJL2285A09 BJL2285A10 BJL2285A11	Application wouldn't accept empty fields I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it		
			BJL2285A12 BJL2285A13	I was working on my application when the site shut down for the night Other Reason		
BJL2286	G	Please rate your level of experience using the Internet.	BJL2286A01 BJL2286A02 BJL2286A03 BJL2286A04	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the <b>first</b> I've used the Internet.		Radio
BJL2287	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs <b>from another website or a search engine</b> , please tell us which one:				text area - no character limit
BJL2288	I	Do you have any <b>problems with, or specific suggestions to improve</b> , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)				text area - no character limit



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

Single or Multi	Required Y/N
Single	Y
	N
	N

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**SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
SAC4054		Did you <b>complete your application today?</b>	SAC4054A001 SAC4054A002 SAC4054A003 SAC4054A004 SAC4054A005 SAC4054A006	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	<b>B-I</b> <b>B-I</b> <b>B-I</b> <b>A, L</b> <b>A, L</b>	Radio
SAC4055	<b>B</b>	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	SAC4055A001 SAC4055A002 SAC4055A003 SAC4055A004 SAC4055A005 SAC4055A006 SAC4055A007 SAC4055A008 SAC4055A009 SAC4055A010 SAC4055A011 SAC4055A012 SAC4055A013	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		Radio
SAC4058	<b>D</b>	<b>For whom are you completing</b> the on-line Help with Medicare Prescription Drug Plan Costs application?	SAC4058A001 SAC4058A002 SAC4058A003 SAC4058A004 SAC4058A005 SAC4058A006 SAC4058A007	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)
SAC4059	<b>A</b>	If you have decided to stop working on your application for now, <b>do you plan to return to complete it later?</b>	SAC4059A001 SAC4059A002	Yes No		Dropdown (select one)
SAC4060	<b>L</b>	If you stopped working on your application, please tell us why: (Select all that apply)	SAC4060A001 SAC4060A002 SAC4060A003 SAC4060A004 SAC4060A005 SAC4060A006 SAC4060A007 SAC4060A008	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application		checkbox one up vertical

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SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
			SAC4060A009	Application wouldn't accept empty fields		
			SAC4060A010	I had problem(s) entering information in some of the pages		
			SAC4060A011	I made a mistake on one of the screens, but couldn't correct it		
			SAC4060A012	I was working on my application when the site shut down for the night		
			SAC4060A013	Other Reason		
SAC4061	G	Please rate your level of experience using the Internet.	SAC4061A001	Very experienced		Radio
			SAC4061A002	Somewhat experienced		
			SAC4061A003	Almost no experience		
			SAC4061A004	Filing for Extra Help for Prescription Costs online is the <b>first</b> I've used the Internet.		
SAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs <b>from another website or a search engine</b> , please tell us which one:				text area - no character limit
SAC4063	I	Do you have any <b>problems with, or specific suggestions to improve</b> , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)				text area - no character limit



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

Single or Multi	Required Y/N
Single	Y
	N
	N



Model Instance Name:  
 SSA Extra Help v3 (English)  
 MID: RQFJKpspsRxQlxpY0s1ZQ4C  
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENBJL2281		Did you <b>complete your application today</b> ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	<del>B-I</del>  <del>B-I</del> <del>B-I</del> A, L A, L	radio button one-up vertical	Single	Y
ENBJL2282	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENBJL2283	D	<b>For whom are you completing</b> the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENBJL2284	A	If you have decided to stop working on your application for now, <b>do you plan to return to complete it later?</b>	Yes No		Dropdown (select one)	Single	Y
ENBJL2285	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields		checkbox one up vertical	Multi	Y

Model Instance Name:  
 SSA Extra Help v3 (English)  
 MID: RQFJlkpspsRxQlxpY0s1ZQ4C  
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENBJL2286	G	Please rate your <b>level of experience using the Internet.</b>	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the <b>first</b> I've used the Internet.		Radio button one-up vertical	Single	Y
ENBJL2287	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs <b>from another website or a search engine</b> , please tell us which one:			text area - no character limit		N
ENBJL2288	I	Do you have any <b>problems with, or specific suggestions to improve</b> , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

Model Instance Name:  
 SSA Extra Help v2 (English)  
 MID: VhgJpNEVNpxIMBUQNcg1FQ==  
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENSAC4054		Did you <b>complete your application today</b> ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	<del>B-I</del>  <del>B-I</del> <del>B-I</del> A, L A, L	radio button one-up vertical	Single	Y
ENSAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENSAC4058	D	<b>For whom are you completing</b> the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENSAC4059	A	If you have decided to stop working on your application for now, <b>do you plan to return to complete it later?</b>	Yes No		Dropdown (select one)	Single	Y
ENSAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields		checkbox one up vertical	Multi	Y

Model Instance Name:  
 SSA Extra Help v2 (English)  
 MID: VhgJpNEVNpxIMBUQNcg1FQ==  
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENSAC4061	G	Please rate your <b>level of experience using the Internet.</b>	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the <b>first</b> I've used the Internet.		Radio button one-up vertical	Single	Y
ENSAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs <b>from another website or a search engine</b> , please tell us which one:			text area - no character limit		N
ENSAC4063	I	Do you have any <b>problems with, or specific suggestions to improve</b> , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

Model Instance Name:  
 SSA Extra Help v2 (Spanish)  
 MID: 515J9k0gVEx0E9NVUYp8Fg==  
 Date: 9/15/2011

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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
SPSAC4054		¿Completó su solicitud hoy?	Todavía no, pero tengo la intención de terminar hoy. Sí, he terminado mi nueva solicitud hoy. Sí, he resumido y completado mi solicitud anterior. No, no he completado mi nueva solicitud. No, no he completado mi solicitud parcial. No estoy solicitando para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.	B-I B-I B-I A, L A, L	Radio	Single	Y
SPSAC4055	B	¿Cómo se enteró de la solicitud por Internet para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Un representante del Seguro Social me dijo sobre este Lo ví en el sitio de Internet del Seguro Social Recibí una carta por correo del Seguro Social Leí sobre esta en una publicación del Seguro Social Leí sobre esta en una publicación de Medicare Lo ví en el sitio de Internet de Medicare Lo ví en un periódico, revista, televisión u otros medios de comunicación Oí hablar de esta en un centro de comunidad para ancianos. Mi médico u otro profesional me dijo sobre este Lo obtuve en un lugar de búsqueda por Internet. Por un enlace en otro sitio de Internet. Lo escuché por otro personas Otro modo		Radio	Single	Y
SPSAC4058	D	¿Para quién esta completando la solicitud por Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados?	Para mi mismo Para mi mismo y mi cónyuge Para mi cónyuge Para mi padre o madre Para mi cliente Para mi pariente Para mi amigo		Dropdown (select one)	Single	Y
SPSAC4059	A	Si ha decidido dejar de trabajar en la solicitud por ahora, ¿espera regresar y completarla mas tarde?	Sí No		Dropdown (select one)	Single	Y
SPSAC4060	L	Si dejo de trabajar en su solicitud, por favor háganos por qué: (Seleccione todos los que aplican)	No estoy solicitando el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy. Necesitaba encontrar documentos/otra información para mi solicitud Muy complicada/Toma mucho tiempo/Demasiadas preguntas que contestar sin ayuda Mi padecimiento médico/físico me impide trabajar en la computadora por periodos largos No tengo las destrezas de computadora necesarias para completar la solicitud Recibí en mensaje de error/El sistema me expulsó Traté de usar my Número de Reingreso para regresar a mi solicitud, pero no funcionó No tenia el Número de Reingreso para regresar a la solicitud		checkbox one up vertical	Multi	Y

Model Instance Name:  
 SSA Extra Help v2 (Spanish)  
 MID: 515J9k0gVEx0E9NVUYp8Fg==  
 Date: 9/15/2011

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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			La solicitud no aceptó campos en blanco Tuve problemas ingresando información en alguna de las páginas Cometí un error en una de las pantallas y no pude corregirlo Estaba trabajando en mi solicitud cuando apagaron el sitio de Internet por la noche. Otra razón				
SPSAC4061	<b>G</b>	Por favor evalúe su nivel de experiencia usando la Internet.	Muy experimentado Algo de experiencia Inexperto Solicitando el Beneficio Adicional con los gastos de medicamentos recetados es la primera vez que uso el Internet.		Radio	Single	Y
SPSAC4062	<b>H</b>	Si contestó que escuchó acerca de la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados en otro sitio de Internet o lugar de búsqueda, por favor háganos saber el nombre del sitio:			text area - no character limit		N
SPSAC4063	<b>I</b>	¿Tiene algún problema con, o sugerencias específicas para mejorar esta solicitud de Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare? (Por favor no incluya ninguna información personal en sus respuestas.)			text area - no character limit		N

Model Instance Name:  
 SSA Extra Help v2 (English)  
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 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENSAC4054		Did you <b>complete your application today</b> ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENSAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENSAC4056	G	Did you use the <del>Find Out If You Qualify</del> option before you entered the on-line Help with Medicare Prescription Drug Plan Costs application?	Yes No I don't know what that is	M	Dropdown (select one)	Single	Y
ENSAC4057	M	Was the <del>Find Out If You Qualify</del> option helpful in making your decision to apply for help?	Yes, it was helpful in making my decision No, I thought it was not helpful I did not use the <del>Find Out If You Qualify</del> option		Dropdown (select one)	Single	N
ENSAC4058	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENSAC4059	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENSAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help		checkbox one up vertical	Multi	Y

Model Instance Name:  
 SSA Extra Help v2 (English)  
 MID: VhgJpNEVNpxIMBUQNcg1FQ==  
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENSAC4061	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the <b>first</b> I've used the Internet.		Radio button one-up vertical	Single	Y
ENSAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs <b>from another website or a search engine</b> , please tell us which one:			text area - no character limit		N
ENSAC4063	I	Do you have any <b>problems with, or specific suggestions to improve</b> , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N



Model Instance Name:  
 SSA Extra Help v2 (Spanish)  
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 Date: 9/15/2011

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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
SPSAC4054		¿Completó su solicitud hoy?	Todavía no, pero tengo la intención de terminar hoy. Sí, he terminado mi nueva solicitud hoy. Sí, he resumido y completado mi solicitud anterior. <del>changed to radio</del> No, no he completado mi nueva solicitud. No, no he completado mi solicitud parcial. No estoy solicitando para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.	B-I B-I B-I A, L A, L	Dropdown (select one)	Single	Y
SPSAC4055	B	¿Cómo se enteró de la solicitud por Internet para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Un representante del Seguro Social me dijo sobre este Lo ví en el sitio de Internet del Seguro Social Recibí una carta por correo del Seguro Social Leí sobre esta en una publicación del Seguro Social Leí sobre esta en una publicación de Medicare Lo ví en el sitio de Internet de Medicare <del>changed to radio</del> Lo ví en un periódico, revista, televisión u otros medios de comunicación Oí hablar de esta en un centro de comunidad para ancianos. Mi médico u otro profesional me dijo sobre este Lo obtuve en un lugar de búsqueda por Internet. Por un enlace en otro sitio de Internet. Lo escuché por otro personas Otro modo		Dropdown (select one)	Single	Y
SPSAC4056	G	¿Utilizó la opción <del>Averiguar si usted tiene derecho</del> antes de entrar a la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?-	Sí No No sé lo que es	M	Dropdown (select one)	Single	Y
SPSAC4057	M	¿Fue útil la opción de <del>Averiguar si usted tiene derecho en su decisión de solicitar la ayuda?</del>	Sí, fue útil en tomar mi decisión- No, pensé que no fue útil No use la opción de <del>Averiguar si usted califica-</del>		Dropdown (select one)	Single	N
SPSAC4058	D	¿Para quién esta completando la solicitud por Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados?	Para mi mismo Para mi mismo y mi cónyuge Para mi cónyuge Para mi padre o madre Para mi cliente Para mi pariente Para mi amigo		Dropdown (select one)	Single	Y
SPSAC4059	A	Si ha decidido dejar de trabajar en la solicitud por ahora, ¿espera regresar y completarla mas tarde?	Sí No		Dropdown (select one)	Single	Y
SPSAC4060	L	Si dejo de trabajar en su solicitud, por favor háganos por qué: (Seleccione todos los que aplican)	No estoy solicitando el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy. Necesitaba encontrar documentos/otra información para mi solicitud		checkbox one up vertical	Multi	Y

Model Instance Name:  
 SSA Extra Help v2 (Spanish)  
 MID: 515J9k0gVEx0E9NVUYp8Fg==  
 Date: 9/15/2011

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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			Muy complicada/Toma mucho tiempo/Demasiadas preguntas que contestar sin ayuda Mi padecimiento médico/físico me impide trabajar en la computadora por períodos largos No tengo las destrezas de computadora necesarias para completar la solicitud Recibí en mensaje de error/El sistema me expulsó Traté de usar my Número de Reingreso para regresar a mi solicitud, pero no funcionó No tenia el Número de Reingreso para regresar a la solicitud La solicitud no aceptó campos en blanco Tuve problemas ingresando información en alguna de las páginas Cometí un error en una de las pantallas y no pude corregirlo Estaba trabajando en mi solicitud cuando apagaron el sitio de Internet por la noche. Otra razón				
SPSAC4061	G	Por favor evalúe su nivel de experiencia usando la Internet.	Muy experimentado Algo de experiencia Inexperto Solicitando el Beneficio Adicional con los gastos de medicamentos recetados es la primera vez que uso el Internet.		Dropdown (select one)	Single	Y
		changed to radio					
SPSAC4062	H	Si contestó que escuchó acerca de la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados en otro sitio de Internet o lugar de búsqueda, por favor háganos saber el nombre del sitio:			text area - no character limit		N
SPSAC4063	I	¿Tiene algún problema con, o sugerencias específicas para mejorar esta solicitud de Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare? (Por favor no incluya ninguna información personal en sus respuestas.)			text area - no character limit		N