

Model Instance Name:

SSA iClaim v3

MID: VgpBBYx9I8JxIFgJIY1lkg4C

Partitioned No

FPI Included(Y/N)?

Date: 6/6/2013

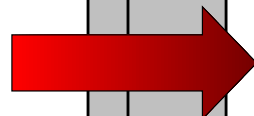
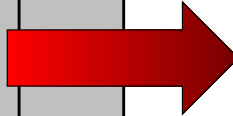


Element rotation scheme has been added

SSA iClaim v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
NOTE: All questions under each element are required. Element questions are partitioned among surveys. REQUIRED ELEMENTS (common to all websites)					
MQ Label		MQ Label		MQ Label	
	Site Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
Site Information - Thoroughness	Please rate the thoroughness of information provided in this application.	Satisfaction - Overall	What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend this application to someone else?
Site Information - Understandable	Please rate how understandable this application's information is.	Satisfaction - Expectations	How well does this application meet your expectations ?		Use Other Online Services (1=Very Unlikely, 10=Very Likely)
Site Information - Answers	Please rate how well the application's information provides answers to your questions.	Satisfaction - Ideal	How does this application compare to your idea of an ideal application ?	Use Other Online	How likely are you to use other Social Security online services ?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Consistency	Please rate how quickly pages load in this application.				
Site Performance - Errors	Please rate the consistency of speed from page to page in this application.				
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)				
Navigation - Organized	Please rate how well the application is organized .				
Navigation - Options	Please rate the options available for navigating this application.				
Navigation - Layout	Please rate how well the application layout helps you find what you are looking for.				
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)				
Plain Language - Clear	Please rate the clarity of the wording in this application.				
Plain Language - Understandable	Please rate how well you understand the wording in this application.				
Plain Language - Concise	Please rate this application on its use of short, clear sentences .				



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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: 7/19/2013



SSA iClaim v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
NOTE: All questions under each element are required. Element questions are partitioned among surveys. REQUIRED ELEMENTS (common to all websites)					
MQ Label		MQ Label		MQ Label	
	Información del sitio de Internet (1=Mala, 10=Excelente, No sé)		Satisfacción		Recomendar (1=Muy improbablemente, 10=Muy probablemente)
Site Information - Thoroughness	Por favor califique lo exhaustivo de la información presentada en este programa de computadora.	Satisfaction - Overall	¿Cómo calificaría su satisfacción en general de este programa de computadora? (1=Totalmente	Recommend	¿Cuáles son las posibilidades de que le recomiende a otra persona el que use este programa de computadora ?
Site Information - Understandable	Por favor califique lo comprensible de la información presentada en este programa de computadora.	Satisfaction - Expectations	¿Con cuánta exactitud este programa de computadora satisfizo sus expectativas? (1=No llenó mis		Uso de otros servicios del Seguro Social por Internet (1=Muy improbablemente, 10=Muy probablemente)
Site Information - Answers	Por favor califique lo adecuado de las respuestas que presenta este programa de computadora.	Satisfaction - Ideal	¿Cómo se compara este programa de computadora con lo que se imaginaria que sería su programa de	Use Other Online	¿Cuáles son las posibilidades de que use otros programas del Seguro Social de computadora por Internet ?
	Rendimiento del sitio de Internet (1=Malo, 10=Excelente, No sé)				
Site Performance - Consistency	Por favor califique la rapidez con que suben las páginas en este programa de computadora.				
Site Performance - Errors	Por favor califique la consistencia de la rapidez para moverse de una página a la otra en este programa de computadora. Por favor califique la capacidad para subir las páginas sin que reciba un error en este programa de computadora.				
	Navegación (1=Mala, 10=Excelente, No sé)				
Navigation - Organized	Por favor califique la organización de este programa de computadora.				
Navigation - Options	Por favor califique las opciones disponibles para navegar este programa de computadora.				
Navigation - Layout	Por favor califique cómo el diseño de este programa de computadora le ayuda a encontrar lo que busca.				
Navigation - Clicks	Por favor califique el número de clics que tuvo que hacer para encontrar lo que buscaba en este programa de computadora.				
	Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)				
Plain Language - Clear	Por favor califique la claridad de las palabras usadas este programa de computadora.				
Plain Language - Understandable	Por favor califique su comprensión de las palabras usadas este programa de computadora.				
Plain Language - Concise	Por favor califique este programa de computadora basado en el uso de oraciones cortas y claras de este programa de computadora.				



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MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N	
BJL2230		Please rate your impression of the level of security in completing tasks on this application.	BJL2230A01	1 = Poor		Radio Button Scale Has Don't Know	Single	Y	
			BJL2230A02	2					
			BJL2230A03	3					
			BJL2230A04	4					
			BJL2230A05	5					
			BJL2230A06	6					
			BJL2230A07	7					
			BJL2230A08	8					
			BJL2230A09	9					
			BJL2230A10	10 = Excellent					
			BJL2230A11	Don't know					
BJL2231		What type of benefits were you applying for?	BJL2231A01	Retirement	M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y	
			BJL2231A02	Disability					M, Q, R, X, Y, Z, U, E, G, W
			BJL2231A03	Spouse's					M, Q, R, X, Y, Z, U, E, W
			BJL2231A04	Medicare only					M, Q, R, X, Y, Z, U, E, W
			BJL2231A05	I am not applying today					
BJL2232	M	How did you learn about the Social Security online application? (Select all that apply.)	BJL2232A01	Social Security website	B	Checkbox One Up Vertical	Multi	Y	
			BJL2232A02	Friend, spouse, relative, neighbor or acquaintance					
			BJL2232A03	Social Security employee					
			BJL2232A04	Another website or search engine					
			BJL2232A05	News (TV, radio, newspaper or Internet)					
			BJL2232A06	Advertisement					
			BJL2232A07	Social Security statement					
			BJL2232A08	Community Group or Association					
			BJL2232A09	Other, please specify					A
BJL2233	A	Please specify how you learned of Social Security online.				Text area, no char limit		N	
BJL2234	B	How did you make contact with a Social Security employee?	BJL2234A01	Visited a local Social Security office	D	Radio Button One Up Vertical	Single	Y	
			BJL2234A02	Called a local Social Security office					
			BJL2234A03	Called the national 800 number					
			BJL2234A04	Other, please specify					
BJL2235	D	Please describe the way you made contact with a social security employee.				Text field, <100 char		N	
BJL2236	Q	Did you complete your application today?	BJL2236A01	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y	
			BJL2236A02	Yes, I restarted and completed my earlier application today	C				

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QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			BJL2236A03	No, I did not complete my new application, but I plan to complete it later	C			
			BJL2236A04	No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			BJL2236A05	No, I do not plan to complete my application at all	C			
			BJL2236A06	I'm not applying for benefits today				
BJL2237	C	For whom are you filing this online application for Social Security benefits?	BJL2237A01	Myself		Radio Button One Up Vertical	Single	Y
			BJL2237A02	My spouse				
			BJL2237A03	My parent				
			BJL2237A04	Another relative				
			BJL2237A05	My friend				
			BJL2237A06	My client				
			BJL2237A07	Other				
BJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)	BJL2238A01	I finished my application today		Checkbox One Up Vertical	Multi	Y
			BJL2238A02	Needed to find documents/other information for my application				
			BJL2238A03	Too many questions				
			BJL2238A04	Takes too long				
			BJL2238A05	Too complicated to use without help				
			BJL2238A06	My medical/physical condition prevents me from working on the computer for long periods				
			BJL2238A07	Application wouldn't accept empty/blank fields				
			BJL2238A08	Received an error message or was "kicked out" of the application				
			BJL2238A09	I had a problem entering dates or other information in some of the pages				
			BJL2238A10	Other Reason	zz			
BJL2239	zz	Please tell us the other reason you stopped working on your application.				Text area, no char limit		N
BJL2240	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	BJL2240A01	Yes		Dropdown (Select-one)	Single	Y
			BJL2240A02	No				
BJL2241	Y	Did you use the SEARCH box on our website to find what you needed?	BJL2241A01	Yes		Dropdown (Select-one)	Single	Y
			BJL2241A02	No				
BJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	BJL2242A01	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			BJL2242A02	I found it somewhat difficult to find the application	Z1			
BJL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	BJL2243A01	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			BJL2243A02	It was not clear to me where the links would lead				

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QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			BJL2243A03	The information did not seem to be organized in a logical manner	Z2			
			BJL2243A04	I used the search function but the results didn't seem to apply.				
			BJL2243A05	Other reason (please describe)				
BJL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.				Text area, no char limit		N
BJL2245	U	How did you arrive on the Social Security website today?	BJL2245A01	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			BJL2245A02	Did a search (i.e. Google, Bing, Yahoo)				
			BJL2245A03	Followed a link from medicare.gov				
			BJL2245A04	Followed a link from another website				
BJL2246	E	Please rate the clarity of the instructions provided for this Social Security online application.	BJL2246A01	1 = Not At All Clear	F F F F F	Radio Button Scale Has Don't Know	Single	Y
			BJL2246A02	2				
			BJL2246A03	3				
			BJL2246A04	4				
			BJL2246A05	5				
			BJL2246A06	6				
			BJL2246A07	7				
			BJL2246A08	8				
			BJL2246A09	9				
			BJL2246A10	10 = Very Clear				
			BJL2246A11	Don't know				
BJL2247	F	What part of the instructions was not clear?				Text area, no char limit		N
BJL2248	G	Did you complete the Online Disability Report today?	BJL2248A01	Yes		Radio Button One Up Vertical	Single	Y
			BJL2248A02	No				
			BJL2248A03	Don't recall				
BJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)				Text area, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
ENBJL2230		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
ENBJL2231		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
ENBJL2232	M	How did you learn about the Social Security online application? (Select all that apply.)	+-->Official Social Security website A general web search (e.g. Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine article An online ad (Banner/Image) An online video A newspaper or magazine ad A billboard or other printed ad Social Media (Blog, Facebook, Twitter, etc.) Social Security statement Social Security employee Community Group or Association Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Other, please specify	B A	Checkbox One Up Vertical	Multi	Y
ENBJL2233	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENBJL2234	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number		Radio Button One Up Vertical	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	D			
ENBJL2235	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
ENBJL2236	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
ENBJL2237	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
			Other				
ENBJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason				
			zz				
ENBJL2239	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
ENBJL2240	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENBJL2241	Y	Did you use the SEARCH box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
ENBJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application	Z1	Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application				
ENBJL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking	Z2	Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
		Other reason (please describe)					
ENBJL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENBJL2245	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
		Followed a link from another website					
ENBJL2246	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Very Clear				
		Don't know					
ENBJL2247	F	What part of the instructions was not clear?			Text area, no char limit		N
ENBJL2248	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
ENBJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)		Skip To	Type (select from)	Single or Multi	Required Y/N
SPBJL2230		Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	1 = Decifiente Excelente = 10 No sé			Radio Button Scale Has Don't Know	Single	Y
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Por incapacidad Coomo cónyuge Solo Medicare No estoy solicitando hoy		M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SPBJL2232	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	El sitio de Internet del Seguro Social Por un amigo, mi cónyuge, un familiar, un vecino o un conocido Agente del Seguro Social Por medio de otro sitio de Internet o un buscador de internet Las noticias (TV, radio, diario o Internet) Promoción La Declaración del Seguro Social Grupo o asociación comunitaria Otro modo, por favor especifique	El sitio de Internet del Seguro Social Una búsqueda por Internet (usando Google, Bing, etc.) Una promoción en la radio Una promoción en la televisión Un e-mail del Seguro Social Un artículo en un diario o una revista Una promoción por Internet (anuncio web/imagen) Un video en la Internet Una promoción en un diario o una revista Una pancarta u otro tipo de promoción impresa En las redes sociales (un blog, en Facebook, Twitter, etc.) Un amigo, mi cónyuge, un familiar, un vecino o un conocido La Declaración del Seguro Social Un agente del Seguro Social Una asociación o un grupo comunitario Otro modo, por favor especifique el modo		Checkbox One Up Vertical	Multi	Y
SPBJL2233	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.				Text area, no char limit		N
SPBJL2234	B	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social Llamando la oficina local del Seguro Social Llamando el número 800 nacional Otro modo, por favor especifique			Radio Button One Up Vertical	Single	Y
SPBJL2235	D	Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.				Text field, <100 char		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
SPBJL2236	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	C	Radio Button One Up Vertical	Single	Y
			Sí, reanudé y llené la solicitud que ya había comenzado.	C			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	C			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	C			
			No, no tengo intención de terminar la solicitud. No voy a solicitar los beneficios hoy.	C			
SPBJL2237	C	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo.		Radio Button One Up Vertical	Single	Y
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente. Para otra persona				
SPBJL2238	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy.		Checkbox One Up Vertical	Multi	Y
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy complicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensaje haciendo saber que había sido «expulsado» de la solicitud.				
			Tuve problemas ingresando fechas y otra información en algunas de las páginas.				
			Por otras razones	zz			
SPBJL2239	zz	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPBJL2240	X	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí		Dropdown (Select-one)	Single	Y
			No				
SPBJL2241	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí		Dropdown (Select-one)	Single	Y
			No				
SPBJL2242	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud.		Radio Button One Up Vertical	Single	Y
			Se me hizo un poco dificultoso el encontrar la solicitud.	Z1			
SPBJL2243	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar.		Checkbox One Up Vertical	Multi	Y
			No estaba claro a dónde me llevarían los enlaces.				

Model Instance Name:
SSA iClaim v3 (Spanish)
MID: Q0ExM1xNQRi9JJUR0M0JIA4C
Date: 7/15/2011

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

SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			No me pareció que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)	Z2			
SPBJL2244	Z2	Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPBJL2245	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select-one)	Single	Y
SPBJL2246	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo Muy claro = 10 No sé	F F F F	Radio Button Scale Has Don't Know	Single	Y
SPBJL2247	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPBJL2248	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí. No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPBJL2249	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N

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

1	11	7	4
2	12	8	5
3	13	9	6
4	7	10	11
5	8	1	12
6	9	2	13
7	10	3	1
8	4	11	2
9	5	12	3
10	6	13	7
11	1	4	8
12	2	5	9
13	3	6	10

#REF!
 SSA iClaim v2 (English Equiv)
 MID: 98cNE5hU0E5gtFMVR8IFUQ==
 Date: 7/15/2011

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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3073		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
SAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B A	Checkbox One Up Vertical	Multi	Y
SAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
SAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	D	Radio Button One Up Vertical	Single	Y

#REF!
 SSA iClaim v2 (English Equiv)
 MID: 98cNE5hU0E5gtFMVR8IFUQ==
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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3078	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
SAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
SAC3080	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
Other							
SAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
Other Reason							
SAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

#REF!
 SSA iClaim v2 (English Equiv)
 MID: 98cNE5hU0E5gtFMVR8IFUQ==
 Date: 7/15/2011

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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3083	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3084	Y	Did you use the SEARCH box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application	Z1	Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application				
SAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking	Z2	Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)				
SAC3087	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
SAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
SAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				
SAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N

#REF!

SSA iClaim v2 (English Equiv)

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Date: 7/15/2011

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blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3091	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
SAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

#REF!
 SSA iClaim v2 (English)
 MID: ZQh018xMFRBUYs1ZZtthA==
 Date: 7/15/2011

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 pink: ADDITION
 blue + -->: REWORDING
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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3073		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
ENSAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
ENSAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B A	Checkbox One Up Vertical	Multi	Y
ENSAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENSAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	D	Radio Button One Up Vertical	Single	Y

#REF!
 SSA iClaim v2 (English)
 MID: ZQh018xMFRBUYs1ZZttthA==
 Date: 7/15/2011

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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3078	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
ENSAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
ENSAC3080	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
Other							
ENSAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
Other Reason	zz						
ENSAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

#REF!
 SSA iClaim v2 (English)
 MID: ZQh018xMFRBUYs1ZZtthA==
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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3083	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3084	Y	Did you use the SEARCH box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application	Z1	Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application				
ENSAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking	Z2	Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)				
ENSAC3087	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENSAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENSAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				
ENSAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N

#REF!

SSA iClaim v2 (English)

MID: ZQh018xMFRBUYs1ZZttthA==

Date: 7/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3091	G	Did you complete the Online Disability Report today?	Yes No Don't recall		Radio Button One Up Vertical	Single	Y
ENSAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

#REF!
 SSA iClaim v2 (Spanish)
 MID: EYItUhhVEB0IApcdNtdFZQ==
 Date: 7/15/2011

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 violet (bold): SKIP-LOGIC

SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPSAC3073		Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	1 = Decificiente Excelente = 10 No sé		Radio Button Scale Has Don't Know	Single	Y
SPSAC3074		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Por incapacidad Coomo cónyuge Solo Medicare No estoy solicitando hoy	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SPSAC3075	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	El sitio de Internet del Seguro Social Por un amigo, mi cónyuge, un familiar, un vecino o un conocido Agente del Seguro Social Por medio de otro sitio de Internet o un buscador de internet Las noticias (TV, radio, diario o Internet) Promoción La Declaración del Seguro Social Grupo o asociación comunitaria Otro modo, por favor especifique	B A	Checkbox One Up Vertical	Multi	Y
SPSAC3076	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.			Text area, no char limit		N
SPSAC3077	B	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social Llamando la oficina local del Seguro Social		Radio Button One Up Vertical	Single	Y

#REF!
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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Llamando el número 800 nacional				
			Otro modo, por favor especifique	D			
SPSAC3078	D	Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPSAC3079	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	C	Radio Button One Up Vertical	Single	Y
			Sí, reanudé y llené la solicitud que ya había comenzado.	C			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	C			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	C			
			No, no tengo intención de terminar la solicitud.	C			
		No voy a solicitar los beneficios hoy.					
SPSAC3080	C	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo.		Radio Button One Up Vertical	Single	Y
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente.				
			Para otra persona				
SPSAC3081	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy.		Checkbox One Up Vertical	Multi	Y
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy complicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensaje haciendo saber que había sido «expulsado» de la solicitud.				
			Tuve problemas ingresando fechas y otra información en algunas de las páginas.				

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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Por otras razones	zz			
SPSAC3082	zz	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPSAC3083	X	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3084	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3085	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud. Se me hizo un poco dificultoso el encontrar la solicitud.	Z1	Radio Button One Up Vertical	Single	Y
SPSAC3086	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar. No estaba claro a dónde me llevarían los enlaces. No me pareció que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)	Z2	Checkbox One Up Vertical	Multi	Y
SPSAC3087	Z2	Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPSAC3088	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select-one)	Single	Y
SPSAC3089	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo	F F F F	Radio Button Scale Has Don't Know	Single	Y

#REF!

SSA iClaim v2 (Spanish)

MID: EYItUhhVEB0IApcdNtdFZQ==

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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Muy claro = 10 No sé				
SPSAC3090	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPSAC3091	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí. No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPSAC3092	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N

#REF!
 SSA iClaim v2 (English Equiv)
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 Date: 7/15/2011

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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3073		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
SAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B A	Checkbox One Up Vertical	Multi	Y
SAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
SAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	D	Radio Button One Up Vertical	Single	Y

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 Date: 7/15/2011

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

SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3078	D	Other: + __ >PLEASE DESCRIBE THE WAY YOU MADE CONTACT WITH A SOCIAL SECURITY EMPLOYEE.			Text field, <100 char		N
SAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
SAC3080	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
			Other				
SAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	zz			
SAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

#REF!
 SSA iClaim v2 (English Equiv)
 MID: 98cNE5hU0E5gtFMVR8IFUQ==
 Date: 7/15/2011

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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3083	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3084	Y	Did you use the SEARCH box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application	Z1	Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application				
SAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking	Z2	Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
		Other reason (please describe)					
SAC3087	Z2	Other: + ___>PLEASE EXPLAIN THE REASON YOU FOUND IT SOMEWHAT DIFFICULT TO FIND THE APPLICATION.			Text area, no char limit		N
SAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
SAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Very Clear				
	Don't know						

#REF!
 SSA iClaim v2 (English Equiv)
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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N
SAC3091	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
SAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

#REF!
 SSA iClaim v2 (English)
 MID: ZQh018xMFRBUYs1ZZttthA==
 Date: 7/15/2011

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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3073		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
ENSAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
ENSAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B A	Checkbox One Up Vertical	Multi	Y
ENSAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENSAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	D	Radio Button One Up Vertical	Single	Y

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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3078	D	Other: + __>PLEASE DESCRIBE THE WAY YOU MADE CONTACT WITH A SOCIAL SECURITY EMPLOYEE.			Text field, <100 char		N
ENSAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
ENSAC3080	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
ENSAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	zz			
ENSAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

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 SSA iClaim v2 (English)
 MID: ZQh018xMFRBUYs1ZZtthA==
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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3083	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3084	Y	Did you use the SEARCH box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application	Z1	Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application				
ENSAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking	Z2	Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
		Other reason (please describe)					
ENSAC3087	Z2	Other: + _>PLEASE EXPLAIN THE REASON YOU FOUND IT SOMEWHAT DIFFICULT TO FIND THE APPLICATION.			Text area, no char limit		N
ENSAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENSAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Very Clear				
Don't know							

#REF!

SSA iClaim v2 (English)

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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N
ENSAC3091	G	Did you complete the Online Disability Report today?	Yes No Don't recall		Radio Button One Up Vertical	Single	Y
ENSAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

#REF!
 SSA iClaim v2 (Spanish)
 MID: EYItUhhVEB0IApcdNtdFZQ==
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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
SPSAC3073		Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	1 = Decificiente Excelente = 10 No sé		Radio Button Scale Has Don't Know	Single	Y
SPSAC3074		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Por incapacidad Coomo cónyuge Solo Medicare No estoy solicitando hoy	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SPSAC3075	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	El sitio de Internet del Seguro Social Por un amigo, mi cónyuge, un familiar, un vecino o un conocido Agente del Seguro Social Por medio de otro sitio de Internet o un buscador de internet Las noticias (TV, radio, diario o Internet) Promoción La Declaración del Seguro Social Grupo o asociación comunitaria Otro modo, por favor especifique	B A	Checkbox One Up Vertical	Multi	Y
SPSAC3076	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.			Text area, no char limit		N
SPSAC3077	B	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social Llamando la oficina local del Seguro Social		Radio Button One Up Vertical	Single	Y

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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Llamando el número 800 nacional Otro modo, por favor especifique	D			
SPSAC3078	D	Otro: + ___>Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPSAC3079	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo. Sí, reanudé y llené la solicitud que ya había comenzado. No, no terminé de llenar la solicitud pero la terminaré más adelante. No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante. No, no tengo intención de terminar la solicitud. No voy a solicitar los beneficios hoy.	C C C C C	Radio Button One Up Vertical	Single	Y
SPSAC3080	C	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo. Para mi cónyuge. Para mis padres. Para un familiar. Para un amigo. Para un cliente. Para otra persona		Radio Button One Up Vertical	Single	Y
SPSAC3081	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy. Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud. Demasiadas preguntas Me demoró mucho. La solicitud es muy complicada sin la ayuda de alguien. Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados. La solicitud no aceptaba que dejara preguntas sin contestar. Recibí un mensaje haciendo saber que había sido «expulsado» de la solicitud. Tuve problemas ingresando fechas y otra información en algunas de las páginas.		Checkbox One Up Vertical	Multi	Y

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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Por otras razones	zz			
SPSAC3082	zz	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPSAC3083	X	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3084	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3085	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud. Se me hizo un poco dificultoso el encontrar la solicitud.	Z1	Radio Button One Up Vertical	Single	Y
SPSAC3086	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar. No estaba claro a dónde me llevarían los enlaces. No me pareció que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)	Z2	Checkbox One Up Vertical	Multi	Y
SPSAC3087	Z2	Otro: + ___> Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPSAC3088	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select-one)	Single	Y
SPSAC3089	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo	F F F F	Radio Button Scale Has Don't Know	Single	Y

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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Muy claro = 10 No sé				
SPSAC3090	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPSAC3091	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí. No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPSAC3092	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N