Partitioned Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks_ SRA
- 5 <u>Model and Custom Question Checks_ Team LeadManager</u>
- 6 Model and Custom Question Checks_DOT
- 7 Foreign Language Survey Instructions

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partiti 2/8/2012



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

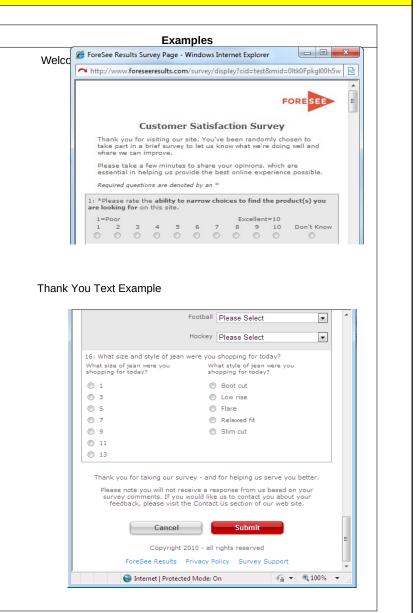
Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.



Model Instance Name: SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes FPI Included(Y/N)? Date: 6/12/2013



MQ Label	ELEMENTS (drivers of satisfaction)	MQ Lab	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
MQ Labei	Look and Feel (1=Poor, 10=Excellent, Don't Know)	MQ Lan	Satisfaction	MQ Label	Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.	Satisfactio Overall	on - What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend this site to someone else?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction Expectation			Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	Satisfaction	on - How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	Return	How likely are you to return to this site ?
	Navigation (1=Poor, 10=Excellent, Don't Know)				Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized.			Use Web Channel Over	How likely are you to use this site rather than seek information fron other channels (i.e. local field office, call center)?
Navigation - Options	Please rate the options available for navigating this site.			Othoro	
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance -	Please rate how quickly pages load on this site.				
Site	Please rate the consistency of speed from page to page on this site.	_			
Performance - Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
My Coolal	My Social Security Information (1=Poor, 10=Excellent, Don't Know)				
My Social Security Information -	Please rate the thoroughness of information you viewed on this site today.				
My Social Security	Please rate the quaility of information you viewed today.				
My Social Security Information -	Please rate how well the information viewed today provided answers to your questions.				
Provided	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language -	Please rate the clarity of the wording on this site.				
Plain Language -	Please rate how well you understand the wording on this site.				
Plain Language -	Please rate this site on its use of short, clear sentences.				

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes 2/8/2012

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			SSA My Social Security v2 CUS	STOM QUESTION L	JIST				
	Claire								
	Skip Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions	CQ Label
BJL1497		Did you register for a username and password today?	Yes	A,Z,B,C,D,DD,E	Radio button, one-up vertical		Y	Skip Logic Group	Password
			No						
BJL1498	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
		registration.	Less than 10 minutes						
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			21 minutes 1 hour						
			31 minutes - 1 hour						
			Greater than 1 hour						
	Z				Radio button, one up vertical	Single	Υ	skip logic	Previous attempts to
									create username
		Prior to successfully creating a username and password today, have you previously visited the site to create a							Password
		username and password?	Yes						
			No						
BJL1499	В		l don't recall		Radio button, one-up vertical		N	Skip Logic Group	ExtraSecurityReg
B3C1499	В	Did you register for Extra Security today?	Yes		Radio button, one-up vertical		IN	Skip Logic Group	ExtrasecurityReg
			No						
			I tried but was unsuccessful						
			I don't know						
BJL1500	С	Did you understand all the instructions for registering for a			Radio button, one-up vertical	Single	N	Skip Logic Group	Instructions
		username and password today?	Yes						
			Partially	СС					
			No	CC					
BJL1501	CC	Please explain what you did not understand about the	INO		Text area, no char limit		N	Skip Logic Group	OE Instructions
		instructions.							_
BJL1502	D	Did you see any information describing the website's security			Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		policies or features?	Yes						
BJL1503	DD		No	DDD	Padio button, one un vertical	Single	N	Skip Logic Group	Security Concerns
D3L1303	טט	Do you have any concerns about the security of transactions	.,	000	Radio button, one-up vertical	Sirigle	IN IN	Skip Logic Group	Security Concerns
		on this website?	Yes						
			No						
BJL1504	DDD				Text area, no char limit		N		OE_Security
D.W. 4505		Please describe your concerns with the security of this site.							Concerns
BJL1505	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
		Including today, how often have you accessed your My			radial button one up vertical	Single	Υ		Access
		Social Security account?	This is my first time						Frequency
			2-4 times 5-8 times						
			9 or more times						

Model Instance Name: SSA My Social Security v2

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Partitioned Yes 2/8/2012

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			SSA My Social Security v2 CUSTO	M QUESTION L	IST					
OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Ckin to	Time (as	lect from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1506	Labei	·	Yes, I am receiving Supplemental Security Income	Skip to	check box ver		Single	Y	Skip Logic Group	Cash Benefits
		Are you currently receiving cash benefits?	(SSI) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	A						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	e						
			No (not receiving any benefit or receiving Medicare Only)	e						
			I don't know or prefer not to answer	e						
		What was your primary reason for visiting today? (Check all that apply)	To print or view my Social Security Statement		radio button,	one up vertical	Multi	У	skip logic	Primary Reason
			To check my earnings record							
			To view my Benefits and Payment Details	_						
			To get a Benefit Verification Letter Add Extra Security to my online account	Α						
			To update my address							
			To enroll or update my direct deposit							
			To find a form (W-2, etc)							
			Just curious - wanted to see what information was available with an online account							
			Other reason for visiting today:	Z						
	Α	Which Agency or program requested you obtain a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		radio button,	one up vertical	multi	У	skip logic	Requested iBeve
		Deficit Verification Letter: (Officer air that appry)	IRS							
			HUD							
			U.S. Department of Veterans Affairs	Bill - Just a start ad	ld change					
			Applying for a Retirement Visa in another country	etc. as necessary to your upcoming init	o assist in					
			Medicare Medicaid							
	Z	Please tell us what your primary reason was for visiting today:			text area, no			n	Skip Logic Group	OE_Primary Reason
BJL1507	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, on	e-up vertical	Single	¥	Skip Logic Group	SSI Only Primary Reason
			To check my earnings record							
			To view my Benefits and Payment Details							
			To get a Benefit Verification Letter Add Extra Security to my online account							
			Just curious - wanted to see what information was							
			available with an online account							
			Other reason for visiting today:	AA						
BJL1508	AA	Please tell us what your primary reason was for visiting today:			Text area, no	char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
BJL1509	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, on	e-up vertical	Single	¥	Skip Logic Group	Cash Benefit Primary Reason

Model Instance Name: SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFxsVYQ4C
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			SSA My Social Security v2 CUSTO	M QUESTION I	LIST					
	Skip									
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (cel	ect from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
QiD	Labei	Question Text	To check my earnings record	Skip to	Type (Sei	ect iroin iist)	Multi	T/IN	Special instructions	CQ Label
			To view my Benefits and Payment Details							
			To get a Benefit Verification Letter							
			Add Extra Security to my online account							
			Just curious – wanted to see what information was available with an online account							
			To update my address							
			To enroll or update my direct deposit							
			Other reason for visiting today:	BB						
BJL1510	BB	Please tell us what your primary reason was for visiting today:	3y		Text area, no	char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
BJL1511	e	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Checkbox, on	e-up vertical	Single	¥	Skip Logic Group	No cash Benefit
			To check my earnings record							
			To view my estimated benefits							
			Add Extra Security to my online account							
			Just curious - wanted to see what information was available with an online account							
			Other reason for visiting today:	ee						
BJL1512	ee	Please tell us what your primary reason was for visiting today:			Text area, no	char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
BJL1513		Now that you've looked at your online statement, how often do you	Less frequently than once a year		Dropdown (Se	lect-one)	Single	Y		View Statement
DJLIJIJ		think you'll return to review it?	Less frequently than once a year	Bill - does the tea		iect-one)	Sirigie	'		view Statement
		-	At least once a year	keep this?	IIII Walit to					
			Every 6 months	Recp tills.						
			Once a quarter							
			Once a month							
			More frequently than once a month		T					
BJL1514		Were you able to accomplish what you wanted to on the site	Other Yes		Dodio button	one-up vertical	Single	Y	Skip Logic Group	Task
DJL1514		today?			Radio button,	one-up vertical	Sirigle	Ť	Skip Logic Group	Accomplishment
			No	X,Y						
	х	Please explain why you were unable to accomplish your task today.			text area, no	char limit		N		OE_unable to Accomplish
BJL1515	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox		Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office							
			Call a local Social Security office							
			Call Social Security's 800 number							
			Submit an e-mail to Social Security							
			Write a letter to Social Security							
			Take no action							
			Other, please specify	YY						
BJL1516	YY	Please tell us what other action you plan to take next.	Caron, process opening		Text area, no	char limit		N		OE Do Next
BJL1517		Was there any information on the site that was unclear to	No. of the Control of							
1	1	you?	No, all the information was clear		Checkbox		Multi	N		Clarity of Info

Model Instance Name: SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFxsVYQ4C
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			SSA My Social Security v2 CUST	OM QUESTION	LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
BJL1518		What did you like most about your experience today?			Text area, no char limit		N		OE Like
BJL1519		What did you like least about your experience today?			Text area, no char limit		N		OE Dislike
BJL1520		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Model Instance Name: SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== red & strike through: DELETE *underlined & italicized*: RE-ORDER

I don't know or prefer not to answer

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Partitioned Yes 2/8/2012

SSA My Social Security CUSTOM QUESTION LIST Skip Logic **Answer Choices** Single or Required QID Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi ÝΝ **Special Instructions** CQ Label SAC7234 Did you register for a username and password today? Yes A.B.C.D.D Υ Skip Logic Group Password No SAC7235 Please tell us how long it took you to complete your Registration SAT Α Radio button, one-up vertical Single Ν Skip Logic Group Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour SAC7236 В Ν Skip Logic Group ExtraSecurityReg Did you register for Extra Security today? Yes No I don't know SAC7237 C Single Ν Skip Logic Group Instructions Did you understand all the instructions for registering for a username and password today? Yes CC Partially CC No SAC7238 CC Text area, no char limit Ν Skip Logic Group OE Instructions Please explain what you did not understand about the SAC7239 D Radio button, one-up vertical Single Ν Skip Logic Group Security Did you see any information describing the website's security policies or features? Yes No SAC7240 DD DDD Single Ν Skip Logic Group Security Concerns Do you have any concerns about the security of transactions on this website? Yes No SAC7241 DDD Text area, no char limit Ν OE_Security Please describe your concerns with the security of this site. Concerns SAC7242 Е N OE_Reg Skip Logic Group What would you like us to improve, if anything, about this Text area, no char limit site's registration process? Improvement ACQWro0020553 Α Radio button, one-up vertical Single Skip Logic Group Cash Benefits Yes, I am receiving Supplemental Security Income Are you currently receiving cash benefits? В Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Α Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits С (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving Medicare С

С

Model Instance Name: SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012 red <u>& strike through</u>: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION

			SSA My Social Security CUSTOM Q	JESTION	LIST				
	Skip								
	Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
ACQWro0020554	Α	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	SSI Only Primary
		apply)							Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
ACQWro0020555	AA				Text area, no char limit		N	Skip Logic Group	OE_SSI Only
		Please tell us what your primary reason was for visiting today:							Other Primary Reason
ACQWro0020556	В	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefit
·		apply)	, , , , , , , , , , , , , , , , , , , ,		, , , , , , , , , , , , , , , , , , , ,				Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
ACQWro0020576	BB				Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit
		Please tell us what your primary reason was for visiting today:							primary reason
ACQWro0020578	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	CC					
ACQWro0020579	cc				Text area, no char limit		N	Skip Logic Group	OE_No cash
									Benefit Primary Reason
		Please tell us what your primary reason was for visiting today:							
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
		unit you'll return to review it.	At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task
		today?							Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what we want of the de-	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
		Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that							
		apply)							
		ωρρ.)/	Visit a local Social Security office						
			Viole a local occurry office						

Model Instance Name: SSA My Social Security
MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

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			SSA My Social Security CUSTOM Q	UESTION	LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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		SSA My Social Security v2 CUSTOM (QUESTIO	N LIST			<u>. </u>	
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Did you register for a username and password today?					Y	Skip Logic Group	Password
		No	-X					
Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
		11 minutes - 15 minutes						
		16 minutes - 30 minutes						
		31 minutes - 1 hour						
		Greater than 1 hour						
В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
		No						
		I don't know						
С	Did you understand all the instructions for registering for a				Single	N	Skip Logic Group	Instructions
	username and password today:		CC					
		· ·	СС					
СС	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		No						
DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
		No						
DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
	Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefits
		Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
		Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	Α					
		Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
		No (not receiving any benefit or receiving Medicare Only)	С					
	What was a single state of the	I don't know or prefer not to answer	С	De l'este de constant	O' I -			001011 = :
A	What was your primary reason for visiting today? (Check all that apply)			Radio button, one-up vertical	Single	Υ	Skip Logic Group	SSI Only Primary Reason
		To check my earnings record To view my Benefits and Payment Details						
	B C C CC DD	Logic Label Did you register for a username and password today? Please tell us how long it took you to complete your registration: B Did you register for Extra Security today? C Did you understand all the instructions for registering for a username and password today? CC Please explain what you did not understand about the instructions. D Did you see any information describing the website's security policies or features? DD Do you have any concerns about the security of transactions on this website? DDD Please describe your concerns with the security of this site. E What would you like us to improve, if anything, about this site's registration process? Are you currently receiving cash benefits? A What was your primary reason for visiting today? (Check all that	Skip Logic Label Did you register for a username and password today? A Please tell us how long it took you to complete your egistration: 1	Skip Lopic Label Did you register for a username and password today? A Please tell us how long it took you to complete your registration: 1 I minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 10 minutes 1 minut	Logic Label Did you register for a username and assaword today? Yes No. A,B,C,D,D A,B,C,D A,B,C,D,D A,B,C,D A	Skip Logic Question Text Did you register for a username and password today? A Peace set us how long it took you to complete your egistration: 11 manutes - 30 minutes 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 30 minutes 14 minutes - 30 minutes 15 minutes - 10 minutes 16 minutes - 30 minutes 17 minutes - 10 minutes 18 Did you register for Extra Security today? Ves 18 Did you understand all the instructions for registering for a specimen and password today? Ves 19 Did you understand all the instructions for registering for a specimen and password today? Peace explain that you did not understand about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 10 minutes 14 minutes - 10 minutes 15 minutes - 10 minutes 16 minutes - 10 minutes 17 minutes - 10 minutes 18 Did you understand all the instructions for registering for a security of transactions 19 Did you see any information describing the website's security yes 10 Did you see any information describing the website's security yes 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions	Skip Logic Question Text Question Text (immed to 50 characters) A Redo: Dutyou register for a userwane w/d password today? A Pease tell us how long it took you to complete your application. 1 minutes - 15 minutes 1 min	Answer Choices (imited to 60 characters) App. C.D.D. Please lett us how long it took you to complete your experiences. It minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 minutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 minutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 winutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes:

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		_	SSA My Social Security v2 CUSTOM	QUESTIO	N LIST	1	 		
010	Skip Logic		Answer Choices	015		Single or	Required		
QID	Label	Question Text	(limited to 50 characters) To get a Benefit Verification Letter	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
1			To get a Benefit Verification Letter Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB	Total organization (incl)		N.	Chia Lasia Casus	OF C
	BB	Please tell us what your primary reason was for visiting today:	T		Text area, no char limit	O' I -	N	Skip Logic Group	OE_Cash Benefit primary reason
	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	СС					
	CC	Please tell us what your primary reason was for visiting today:	, ,		Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_Yes
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		И	Skip Logic Group	OE_Primary Reason Yes
SAC7243	X	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just-curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA			AA	Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today:						Σμ =19.0 Ο. οαβ	Reason No

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			SSA My Social Security v2 CUSTOM	QUESTIC	N LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
		unit you i return to review it?	At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
		<u> </u>	35-44	+					
			45-54 55-59						1
		1	60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Holiday 2010 Custom Question Setup

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			CUSTOM QUESTION LIST				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
eneric ipend" tention for enchmarking nd to ompare to 008, 2009 nd 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	, , , , , , , , , , , , , , , , , , , ,		Y		
			- Tou may change your company name in th	ie questior	i which is nighlighte	u III bloc	
end ention with is retailer		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	- Tou may change your company name in the	ie questior	i wnich is nignlighte	d III BLOE	Y
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more	e question	i which is nighlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year	R	i which is highlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less	R S	i which is nighlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less	R	i which is nighlighte	WIII BLOE	
ntion with		holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S	i which is nighlighte		Y
ntion with	R	Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	A little more I expect to spend about the same amount as last year A little less A lot less	R S	Checkbox, one-up vertical	Multi	
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers)	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs	R S			Y



Special Instructions
Skip Logic Group
Skip Logic Group

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	+		SSA My Social Security V2 COSTOM (
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Diagonal describes upon a consume with the consumer of the con-	100		Text area, no char limit		N		OE_Security Concerns
SAC7242	E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes

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			SSA My Social Security v2 CUSTOM (ĮUESTIO	N LIST				
	Skip								
	Logic		Answer Choices			Single or	Required		
QID SAC7243	Label X	Question Text What was your primary reason for visiting today?	(limited to 50 characters) To print my Social Security Statement	Skip to	Type (select from list) Checkbox	Multi Multi	Y/N Y	Special Instructions Skip Logic Group	CQ Label
SAC1243	^	what was your primary reason for visiting today?	To print my social security statement		Checkbox	IVIUILI	Ť	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA				Text area, no char limit		N	Skip Logic Group	OE_Primary
1001 05:		Please tell us what your primary reason was for visiting today:				0			Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
0.4.070.45			Other			6: 1		01: 1 : 0	
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			·						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						

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	Skip Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions	CQ Label
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTO	M QUESTIC	JN LIST				
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	¥		Visit Frequency
			Daily						
			Two to three times per week						
			About once a month						
			Every few months						
0.07004		Did a service for a service of the deco	Every 6 months or less often				.,		
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D D,E,F			Y	Skip Logic Group	Password Registration
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
		•	11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
SAC7236	В		Greater than 1 hour				N	Skip Logic Group	ExtraSecurityReg
		Did you register for Extra Security today?	Yes						
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	СС					
			No	CC					
SAC7238	СС	Please explain what you did not understand about the instructions.	INO		Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD		No		Text area, no char limit		N		OE_Security Concerns
SAC7242	E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	site's registration process? What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						

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			SSA My Social Security v2 CUSTOM	QUESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
SAC7243	Х	What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:						
SAC7244	AA	Please tell us what your primary reason was for visiting today:	The state of the s	AA	Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Other Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					05.5
SAC7247 SAC7248	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC1240		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						

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			SSA My Social Security v2 CUSTOM	QUESTIC	JN LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other , please specify	Z					
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N		OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59 64						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTO	M QUESTI	ON LIST				
QID SAC7233	Skip Logic Label	Question Text How often do you access your online statement?	Answer Choices (limited to 50 characters) This is my first time	Skip to	Type (select from list) Dropdown (Select-one)	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label Visit Frequency
SAC7233		now often do you access your offline statement?	Daily		Dropdown (Select-one)	Sirigle	Ť		VISIL Frequency
	+		Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes No	A X			Y	<u>'</u>	assword Registrati
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
		registration.	11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
			Greater than 1 hour	В					
SAC7236	В	Did you register for Extra Security today?	Yes No	С			Y	Skip Logic Group	ExtraSecurityReg
			I don't know	C					
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	СС	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240			No	DD		O'mala		Olde Levile Cover	0
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD,E, F		Single	N	Skip Logic Group	Security Concerns
		on this website:	No	E,F					
SAC7241	DDD				Text area, no char limit		N		OE_Security Conce
SAC7242	E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvem
	F	site's registration process? What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkhox	Multi	Y	Skin Logic Group	Primary Reason Ye
			To check my earnings record						
			To view my estimated benefits						
	FF		Other reason for visiting today:	FF			N	Chia Lagia Casua	OF Drimon, Doors
	FF	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reason
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason No
			To check my earnings record To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reason
SAC7245			Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			MSGMCMGIs for resetting a passworu and/or						
			Other, please specify	Z					
SAC7249	7	Please specify what information was unclear to you today.			Text area. no char limit		N	Skip Logic Group	OE Clarity
0.4.070								Cimp Edgic Gloup	
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like

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			SSA My Social Security v2 CUSTON	I QUESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7251		What did you like least about your experience today?	,		Text area, no char limit		N		OE Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34		<u> </u>				
			35-44						
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTO	M QUESTI	ON LIST				
	Skip Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequency
			Daily						
			Two to three times per week			-			
			About once a month Every few months	_					
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	Α			Υ	F	assword Registra
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SA
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes 31 minutes - 1 hour	В					
			Greater than 1 hour	B					
SAC7236	В	Did you register for Extra Security today?	Yes	C			Υ	Skip Logic Group	ExtraSecurityRe
		, , , , , , , , , , , , , , , , , , , ,	No	C					, and a second processing the second process
			I don't know	С					
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
SAC7238	СС		No	CC, D	Toyt area no ches limit			Ckin Logie Creus	OF Instruction
		Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240			No	DDD		O'mala		Olde Leede Occurs	0
AC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	טטט		Single	N	Skip Logic Group	Security Concerr
		on this website:	No No	E					
SAC7241	DDD				Text area, no char limit		N		OE_Security Cor
SAC7242	E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this			Text area, no char limit		N	Skip Logic Group	OE_Reg Improve
		site's registration process?							
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reaso
			To check my earnings record To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA						N	Skip Logic Group	OE_Primary Rea
		Please tell us what your primary reason was for visiting today:							
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishmer
SAC7246	Y		No Deturn and the again	Y	Checkbox	Multi	Y	Ckin Logie Crew	Do Next
AC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that	Return and try again		Спесквох	Multi	Y	Skip Logic Group	Do Next
		apply)	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.	, ,	- ''	Text area, no char limit		N		OE_Do Next
SAC7248		Mas there any information on the site that was unclear to	No, all the information was clear		Checkbox	Multi	N	OPS	Clarity of Info
			The language used					Skip Logic Group	
			How to print a statement						
			การเก็นตับให้การ เบา resetting a passworu anurui						
			Other, please specify	Z					
		Please specify what information was unclear to you today.	Cater, pictage specify		<100 text field Text area, no char limit		N	OPS-Skip Logic Group	OE_Clarity
SAC7249	Z						N		
	Z				Text area, no char limit		IN.		OE Like
SAC7249 SAC7250 SAC7251	Z	What did you like most about your experience today? What did you like least about your experience today?			Text area, no char limit Text area, no char limit		N		OE_Like OE_Dislike
SAC7250	Z	What did you like most about your experience today?							
SAC7250 SAC7251	Z	What did you like most about your experience today? What did you like least about your experience today? Please specify what additional information or services you	18-24 25-34		Text area, no char limit	Single	N		OE_Dislike OE Add

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	SSA My Social Security v2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
			45-54								
			55-64								
			65-74								
			75 or older								
			Prefer not to answer								