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 Model and Custom Question Checks_ Team LeadManager
6 Model and Custom Question Checks_ DOT
7 Foreign Language Survey Instructions

FORESEE

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.

Examples

Welc

Thank You Text Example

Model Instance Name:
SSA My Social Security v2

MID: R9JQtMNl09w1VJAZFxsVYQ4C

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

FORESEE

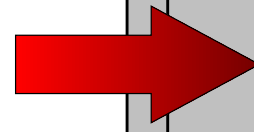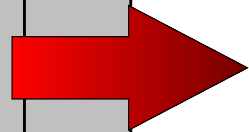## SSA My Social Security v2
Model questions utilize the ACSI methodology to determine scores and impacts

	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
MQ Label		**MQ Label**		**MQ Label**	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)	**Satisfaction - Overall**	**Satisfaction** What is your **overall satisfaction** with this site? (1=Very Dissatisfied, 10=Very Satisfied)	**Recommend**	**Recommend (1=Very Unlikely, 10=Very Likely)** How likely are you to **recommend this site** to someone else?
Look and Feel - Appeal	Please rate the **visual appeal** of this site.				
Look and Feel - Balance	Please rate the **balance of graphics and text** on this site.	**Satisfaction - Expectations**	How well does this site **meet your expectations**? (1=Falls Short, 10=Exceeds)		**Return (1=Very Unlikely, 10=Very Likely)**
Look and Feel - Readability	Please rate the **readability of the pages** on this site.	**Satisfaction - Ideal**	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 Others	How likely are you to **use this site rather than seek information from other channels** (i.e. local field office, call center)?
Navigation - Options	Please rate the **options available for navigating** this site.				
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 - Site	Please rate how **quickly pages load** on this site.				
Performance - Site Performance - Errors	Please rate the **consistency of speed from page to page** on this site.				
	Please rate the **ability to load pages without getting error messages** on this site.				
	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 - Provided	Please rate how well the information viewed today **provided answers to your questions.**				
	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: R9JQtMNl09w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

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
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	A	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						
	Z	**Prior to successfully creating a username and password today, have you previously visited the site to create a username and password?** **Yes**			**Radio button, one up vertical**	**Single**	**Y**	**skip logic**	**Previous attempts to create username Password**
			No						
			I don't recall						
BJL1499	**B**	Did you register for Extra Security today?	Yes		Radio button, one-up vertical		N	Skip Logic Group	ExtraSecurityReg
			No						
			I tried but was unsuccessful						
			I don't know						
BJL1500	**C**	Did you understand all the instructions for registering for a username and password today?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Instructions
			Partially	**CC**					
			No	**CC**					
BJL1501	**CC**	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
BJL1502	**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						
BJL1503	**DD**	Do you have any concerns about the security of transactions on this website?	Yes	**DDD**	Radio button, one-up vertical	Single	N	Skip Logic Group	Security Concerns
			No						
BJL1504	**DDD**	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security 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 Social Security account?	**This is my first time**		**radial button one up vertical**	**Single**	**Y**		**Access Frequency**
			2-4 times						
			5-8 times						
			9 or more times						

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
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	check box vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	B					
			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	C					
			No (not receiving any benefit or receiving Medicare Only)	C					
			I don't know or prefer not to answer	C					
		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	y	skip logic	Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter	A					
			Add Extra Security to my online account						
			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					
	A	Which Agency or program requested you obtain a Benefit Verification Letter? (Check all that apply)			radio button, one up vertical	multi	y	skip logic	Requested iBeve
			USDA - SNAP						
			IRS						
			HUD						
			U.S. Department of Veterans Affairs						
			Applying for a Retirement Visa in another country						
			Medicare						
			Medicaid						
	Z	Please tell us what your primary reason was for visiting today:			text area, no char limit		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, one-up vertical	Single	Y	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	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason

Bill - Just a start add, change etc. as necessary to assist in your upcoming initiative

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
			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						
BJL1510	BB				Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
		Please tell us what your primary reason was for visiting today:							
BJL1511	C	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Checkbox, 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:	CC						
BJL1512	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:							
BJL1513		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		Bill - does the team want to keep this?				
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
BJL1514		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	X,Y					
	X	**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.			Text area, no char limit		N		OE_Do Next
BJL1517		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N		Clarity of Info

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
			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==
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

			SSA My Social Security 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
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password Registration
			No						
SAC7235	A	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	B	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	C	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	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	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
ACQWro0020553		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	B					
			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	C					
			No (not receiving any benefit or receiving Medicare Only)	C					
			I don't know or prefer not to answer	C					

SSA My Social Security 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
ACQWro0020554	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	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					
ACQWro0020555	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
ACQWro0020556	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit 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	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
ACQWro0020578	C	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:	CC					
ACQWro0020579	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
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						
			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						

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security 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
			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 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**
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	X					
SAC7235	A	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	B	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	C	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	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	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)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	B					
			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	C					
			No (not receiving any benefit or receiving Medicare Only)	C					
			I don't know or prefer not to answer	C					
	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSI Only Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						

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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
			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					
	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
	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit 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					
	BB	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
	C	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:	CC					
	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	Y	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		N	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	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:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No

#REF!
SSA My Social Security v2
#REF! Z5w0N58sJ5AkRkYUg4pVFg==
Partitioned Yes 2/8/2012

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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
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						
			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						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Holiday 2010 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

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
Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010		Do you expect to **spend more or less online** during the 2010 holiday season compared to 2009?	A lot more			Single	Y
			Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the question which is highlighted in BLUE				
Spend intention with this retailer		Do you expect to **spend more or less online** during the 2010 holiday season **with _retailer.com_** compared to 2009?					Y
			A little more	R			
			I expect to spend about the same amount as last year				
			A little less	S			
			A lot less	S			
			Not sure				
	R	**Why** do you expect to spend **more online with _retailer.com_** this holiday season? (please select all that apply)	Promotions ($ or % off offers)		Checkbox, one-up vertical	Multi	Y
			Quality of merchandise				
			Merchandise selection				
			Good return policy				
			Online product prices				
			Shipping costs				
			Availability of merchandise				
			Better personal economic circumstances this year				
			Other (please specify):	Z			

Special Instructions
Skip Logic Group
Skip Logic Group

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blue + -->: REWORDING

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**
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	X					
SAC7235	A	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	B	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	C	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	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	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
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 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
SAC7243	X	What was your primary reason for visiting today?	To print 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:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary 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						
			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						

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
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 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
~~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	A,B,C,D,DD,E,F			Y	Skip Logic Group	Password Registration
			No	X					
SAC7235	A	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	B	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	C	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	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	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
ACQwil0011885	F	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 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
			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	X	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:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			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						
			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						

#REF!
SSA My Social Security v2
#REF! Z5w0N58sJ5AkRkYUg4pVFg==
Partitioned Y 2/8/2012

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
			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	Skip Logic Group	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 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
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	A			Y		Password Registratio
			No	X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes	B					
			16 minutes - 30 minutes	B					
			31 minutes - 1 hour	B					
			Greater than 1 hour	B					
SAC7236	B	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityReg
			No	C					
			I don't know	C					
SAC7237	C	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	CC	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
			No	DD					
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
			No	E,F					
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
SAC7242	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 Improveme
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_Yes
			To check my earnings record						
			To view my estimated benefits						
			Other reason for visiting today:	FF					
	FF	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reaso
SAC7243	X	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 Reaso
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, please specify	Z					
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N	Skip Logic Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

			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**
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						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						

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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
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	A			Y		Password Registratio
			No	X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes	B					
			16 minutes - 30 minutes	B					
			31 minutes - 1 hour	B					
			Greater than 1 hour	B					
SAC7236	B	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityReg
			No	C					
			I don't know	C					
SAC7237	C	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	CC	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
			No	DD					
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	E					
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
SAC7242	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 Improvem
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			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 Reaso
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	~~OPS~~	Clarity of Info
			The language used					Skip Logic Group	
			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.			~~<100 text field~~ Text area, no char limit		N	~~OPS~~ Skip Logic Group	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						

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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						