MID: AshNI5IMsplFJJMYA9c9JA==

Date: Fill In Date



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

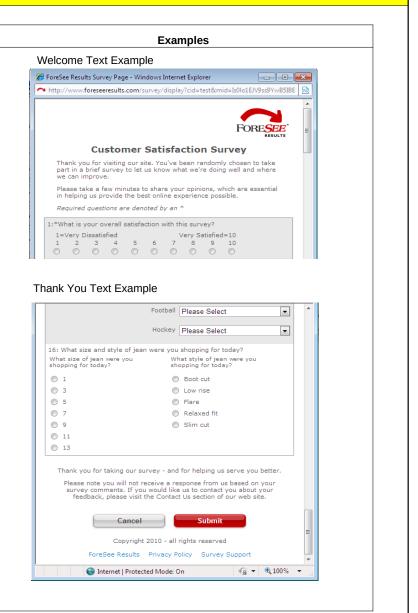
Thank you for using the Retirement Estimator on the Social Security Administration web site. Please take a minute or two and tell us what we're doing well and where we need to do better. The feedback you provide will help us improve our site and serve you better in the future.

We keep all of your answers strictly confidential. Your participation in this survey will not affect your eligibility for benefits or any business you have with Social Security.

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 web site, http://www.socialsecurity.gov/pgm/reach.htm



Model Instance Name: SSA Retirement Estimator v4

MID: dwYM9t9olVlhBdRVhFxhlw4C



Partitioned (Y/N)? N

FPI Included(Y/N)?

Element rotation scheme has been added

ate:	7/19/2013				
			Retirement Estimator v4		
	Model questi	ions utilize the A	ACSI methodology to determine scores and	impacts	
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
IIIQ Eusei	Look and Feel (1=Poor, 10=Excellent, Don't Know)	IIIQ EUDEI	Satisfaction	IIIQ Lubei	Apply in office for Benefits (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this online Retirement Estimator.	Satisfaction - Overall	What is your overall satisfaction with the online Retirement Estimator? (1=Very Dissatisfied, 10=Very Satisfied)	Apply in Office	How likely are you to apply for Social Security Benefits in the field office?
Look and Feel - Balance	Please rate the balance of graphics and text in this online Retirement Estimator.	Satisfaction - Expectations	How well does the online Retirement Estimator meet your expectations? (1=Falls Short, 10=Exceeds)		Apply online for Benefits (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages in this online Retirement Estimator.	Satisfaction - Ideal	How does the online Retirement Estimator compare to your idea of an ideal online process? (1=Not Very Close, 10=Very Close)	Apply Online	How likely are you to apply for Social Security Benefits online?
	Site Performance (1=Poor, 10=Excellent, Don't Know)		, , ,		Recommend (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load in this online Retirement Estimator.			Recommend	How likely are you to recommend this online Retirement Estimator to someone else?
Site Performance - Consistency	Please rate the consistency of speed from page to page in this online Retirement Estimator.				Return (if applicable) (1=Very Unlikely, 10=Very Likely)
Site Performance - Errors	Please rate the ability to load pages without getting error messages in this online Retirement Estimator.			Return	How likely are you to return to the Retirement Estimator?
Plain Language - Clear	Plain Language (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the wording in the online Retirement Estimator.			Use Other Online Services	Use Other SSA Applications (1=Very Unlikely, 10=Very Likely) How likely are you to use other Social Security online services?
Plain Language - Understandab le	Please rate how well you understand the wording in the online Retirement Estimator.				
Plain Language - Concise	Please rate the online Retirement Estimator on its use of short, clear sentences.				

Model Instance Name: SSA Retirement Estimator v4

MID: xAxNcEo455ZVQ1FNIUNsog4C

Partitioned (Y/N)? N

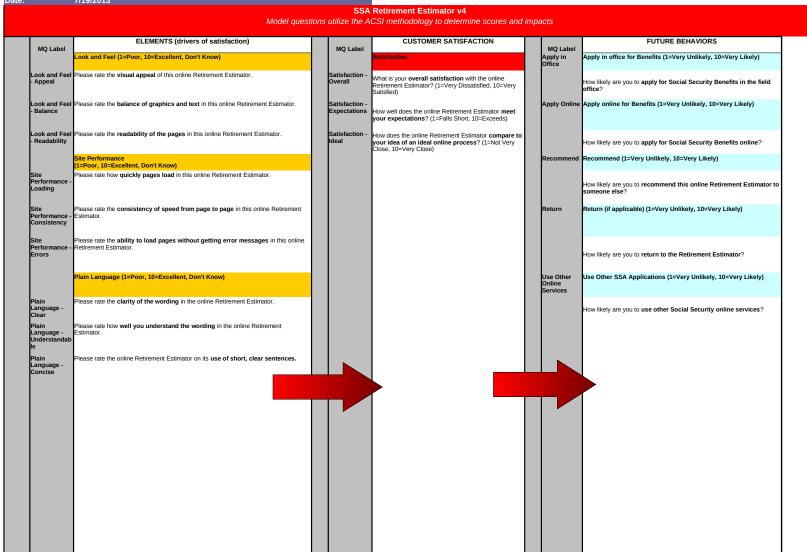
FPI Included(Y/N)?

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.



Element rotation scheme has been added

Date: 7/19/2013



SSA Retirement Estimator v3

MID: AshNI5IMsplFJJMYA9c9JA==

Date: 8/16/2010



ELEMENTS (drivers of satisfaction) Site Performance (if applicable) (2,1-Poor, 10=Excellent, Don't Know) Please rate the consistency of speed from page-to-page on this online Retirement Estimator. Please rate the ability to load pages without getting errors on this online Retirement Estimator? Please rate the ability to load pages without getting errors on this online Retirement Estimator. Look and Feel (1-Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the instructions to complete this online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retiremen		CSI methodology to determine scores and	mpaoto	
(1=Very Unlikely, 10=Very Likely) Please rate how quickly pages load on this online Retirement Estimator. Please rate the consistency of speed from page-to-page on this online Retirement Estimator? Please rate the ability to load pages without getting errors on this online Retirement Estimator. Look and Feel (1=Very Unlikely, 10=Very Likely) 14 How likely are you to apply for Social Security Beneficiations? Look and Feel (1=Very Unlikely, 10=Very Likely) 15 How likely are you to apply for Social Security Beneficiations? Recomment (1=Very Unlikely, 10=Very Likely) 16 How likely are you to apply for Social Security Beneficiations? Recomment (1=Very Unlikely, 10=Very Likely) 17 How likely are you to recommend this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION		FUTURE BEHAVIORS
Retirement Estimator? Please rate the consistency of speed from page-to-page on this online Retirement Estimator. Please rate the ability to load pages without getting errors on this online Retirement Estimator. Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online		ntisfaction		
Please rate the ability to load pages without getting errors on this online Retirement Estimator. Look and Feel (1=Very Unlikely, 10=Very Likely) Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the mumber of steps for entering the information into the online			13 How likely are yo	ou to apply for Social Security Benefits onlin
Estimator. Look and Feel (1-Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. On-Line Application Process (1-Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online				
(1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online				ou to apply for Social Security Benefits in the
Someone else? Return (if applicable) (1=Very Unlikely, 10=Very Likely) 16 How likely are you to return to the Retirement Estimator. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	;, Don't Know)			y, 10=Very Likely)
Please rate the readability of the online Retirement Estimator. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online (1=Very Unlikely, 10=Very Likely) 16 How likely are you to return to the Retirement Estimator (1=Very Unlikely, 10=Very Likely) 17 How likely are you to use other online applications of Security web site?	appeal of this online Retirement Estimator.			
On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	of the online Retirement Estimator.		Return (if applic	cable) y, 10=Very Likely)
(1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	ility of the online Retirement Estimator.			
Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online				
Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online			17 How likely are yo	ou to use other online applications on the So
Please rate the number of steps for entering the information into the online	ity of completing this online Retirement Estimator		Security web si	te?

SSA Retirement Estimator v3

MID: JU89h10NUtR9V44MIk9ldA==

Date: 8/16/2010



and the second s	1	
Model questions utilize ELEMENTS (drivers of satisfaction)	the ACSI methodology to determine scores an CUSTOMER SATISFACTION	future Behaviors
Site Performance (If applicable)	Satisfaction	Apply online for Benefits
(1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this online Retirement Estimator.	10 What is your overall satisfaction with the online Retirement Estimator?	(1=Very Unlikely, 10=Very Likely) 13 How likely are you to apply for Social Security Benefits online?
Please rate the consistency of speed from page-to-page on this online Retirement Estimator.	11 How well does the online Retirement Estimator meet your expectations?	Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)
Please rate the ability to load pages without getting errors on this online Retirement Estimator.	l '	
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the visual appeal of this online Retirement Estimator.		15 How likely are you to recommend this online Retirement Estimate someone else?
Please rate the layout of the online Retirement Estimator.		Return (if applicable) (1=Very Unlikely, 10=Very Likely)
Please rate the readability of the online Retirement Estimator.		16 How likely are you to return to the Retirement Estimator?
On-Line Application Process (1=Poor, 10=Excellent, Don't Know)		Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)
Please rate the clarity of the instructions to complete this online Retirement Estimator.		17 How likely are you to use other online applications on the Social Security web site?
Please rate the simplicity of completing this online Retirement Estimator.		
Please rate the number of steps for entering the information into the online Retirement Estimator.		

SSA Retirement Estimator v3

MID: VAdII9VQFstVQBhNYFkAxw==

Date: 12/6/2010



ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Apply online for Benefits (1=Very Unlikely, 10=Very Likely)
Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación. Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación. Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación. Look and Feel (1=Poor, 10=Excellent, Don't Know) Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.	 2Cuál es su impresión general de este Calculador de beneficios por jubilación? ¿Con qué exactitud cumple con sus expectativas este Calculador? ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento ideal por Internet? 	2 Cuáles son las posibilidades de que solicite los beneficio Social usando la Internet? Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely) 14 ¿Cuáles son las posibilidades de que solicite los beneficio Social visitando la oficina local del Seguro Social? Recommend (1=Very Unlikely, 10=Very Likely) ¿Cuáles son las posibilidades que recomiende este Calcubeneficios por jubilación a otra persona? Return (if applicable)
Favor de calificar el diseño de este Calculador de beneficios por jubilación. Favor de calificar la legibilidad de Calculador de beneficios por jubilación. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación. Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación. Favor de calificar la cantidad de pasos a seguir para ingresar la información		(1=Very Unlikely, 10=Very Likely) 16 ¿Cuáles son las posibilidades de que regrese a este Calcubeneficios por jubilación? Use Other SSA Applications (1=Very Unlikely, 10=Very Likely) 17 ¿Cuáles son las posibilidades de que use otras solicitude sitio de Internet del Seguro Social?
requerida en este Calculador de beneficios por jubilación.		

SSA Retirement Estimator v3

MID: VAdli9VQFstVQBhNYFkAxw==

Date: 12/6/2010



Madal avantions utiliza	the ACCI methodology to determine ecores and	d imposts
ELEMENTS (drivers of satisfaction)	the ACSI methodology to determine scores and CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Apply online for Benefits (1=Very Unlikely, 10=Very Likely)
Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación.	20 ¿Cuál es su impresión general de este Calculador de beneficios por jubilación?	2 ¿Cuáles son las posibilidades de que solicite los beneficios de Social usando la Internet?
Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación.	2Con qué exactitud el Calculador de beneficios por jubilación esatisfizo sus expectaciones?> ¿Con qué exactitud cumple con sus expectativas este Calculador?	Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)
Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación.	12 ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento perfecto?> ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un	14 ¿Cuáles son las posibilidades de que solicite los beneficios de Social visitando la oficina local del Seguro Social?
Look and Feel (1=Poor, 10=Excellent, Don't Know)	procedimiento ideal por Internet?	Recommend (1=Very Unlikely, 10=Very Likely)
Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.		15 ¿Cuáles son las posibilidades que recomiende este Calculado beneficios por jubilación a otra persona?
Favor de calificar el diseño de este Calculador de beneficios por jubilación.		Return (if applicable) (1=Very Unlikely, 10=Very Likely)
Favor de calificar la legibilidad de Calculador de beneficios por jubilación. On-Line Application Process		16 ¿Cuáles son las posibilidades de que regrese a este Calculado beneficios por jubilación? Use Other SSA Applications
(1=Poor, 10=Excellent, Don't Know)		(1=Very Unlikely, 10=Very Likely)
Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación.		¿Cuáles son las posibilidades de que use otras solicitudes en sitio de Internet del Seguro Social?
Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación.		
Favor de calificar la cantidad de pasos a seguir para ingresar la información requerida en este Calculador de beneficios por jubilación.		

Social Security Administration
SSA Retirement Estimator v4
MID: dwYM9t9oIVIhBdRVhFxhlw4C
Date: 10/6/2010

red & strike through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION

SSA Retirement Estimator v4 C	SUSTOM QUESTION LIST
-------------------------------	----------------------

				SSA Retirement Estimator v4 CUSTOM QUESTION LIST						
	Skip						a: 1			
OID	Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL2254	Laber	How did you first learn about the Retirement Estimator?	BJL2254A01	Search engine	Citip to	Radio button, one-up vertical	Single		OPS Group	Learned about RE
			BJL2254A02	Linked from another website						
			BJL2254A03	From an SSA representative						
			BJL2254A04 BJL2254A05	SSA publication From my Annual Social Security Statement	_					
			BJL2254A05 BJL2254A06	Newspaper, magazine or other media	_					
			BJL2254A07	My employer or Human Resources department	_					
			BJL2254A08	My financial advisor						
			BJL2254A09	Word of mouth						
BJL2255		Other learned about	BJL2254A10	Other, please specify	С				ODC C	
BJL2255	С	Other learned about				Text field, <100 char		N	OPS Group	Other learned about
BJL2256		Have you ever sought advice on retirement/financial	BJL2256A01	Yes	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
		planning or saving strategies?	BJL2256A02	No No		1				
BJL2257	D	From what source have you sought advice on	BJL2257A01	Family/Friend		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
		retirement/financial planning or saving strategies.	BJL2257A02	Financial professional						
			BJL2257A03 BJL2257A04	Internet Other						
BJL2258		Which statement best describes how you completed the	BJL2258A01	I completed it for myself without assistance from anyone else		Radio button, one-up vertical	Single	Y		Assistance
DOLLLOO		Retirement Estimator?			_	radio battori, orio ap vortical	Og.c			710010101100
			BJL2258A02 BJL2258A03	completed it for myself with assistance from a friend or family member completed it for myself with assistance from a professional	_					
			BJL2258A04 BJL2258A05	I completed it for someone else Other						
BJL2259		Did the Retirement Estimator help you decide at what age to		Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
BOLLESS		claim benefits?	BJL2259A01			radio batton, one up vertical	Single		Skip Logic Group	Ticip Decision
			BJL2259A02	No	Α					
BJL2260	A	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.				Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to claim
BJL2261		At what age do you plan to file for benefits?	BJL2261A01	62		Drop down, select one	Single	Υ	Skip Logic Group	Age to File
			BJL2261A02	63						
			BJL2261A03	64						
			BJL2261A04 BJL2261A05	65 66						
			BJL2261A06	67	_					
			BJL2261A07	68						
			BJL2261A08	69						
			BJL2261A09	70						
			BJL2261A10 BJL2261A11	71 or older	_					
			BJL2261A11 BJL2261A12	Unsure Other, please specify	E					
BJL2262	E	Please specify the age at which you intend to file for benefits.	BULZZUIAIZ	Onier, piease specify		Text field, <100 char		N	Skip Logic Group	Other Age
BJL2263		When do you expect to file for retirement benefits?	BJL2263A01	Within 12 months		Radio button, one-up vertical	Single	Y		Expect to File
		·	BJL2263A02	1 to 3 years						1
	1		BJL2263A03	More than 3 but less than 6 years	_					
	1		BJL2263A04	More than 6 years	_					
BJL2264	1	How do you plan to file for retirement benefits?	BJL2263A05 BJL2264A01	Don't Know I prefer to file my retirement application online	_	Radio button, one-up vertical	Single	Y		How to File
			BJL2264A02	By telephone interview	_	The second second second	Jg.c			1.0
			BJL2264A03	Face-to-face in my local SSA field office						
			BJL2264A04	Online with telephone or in-person assistance, if needed	_					
211 2225	_	Did	BJL2264A05	Don't Know		Dadia button and unusuri d	Cinala	V	Chia Lasia Casus	A
3JL2265		Did you accomplish your primary purpose in using the	BJL2265A01 BJL2265A02	Yes No	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
			BJL2265A02	Still Trying	⊣					
3JL2266	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.				Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
BJL2267		How would you describe your navigation experience on the	BJL2267A01	I had no difficulty navigating/browsing to the Retirement Estimator		Checkbox, one-up vertical	Multi	Y	OPS Group	Navigation
		SSA site today prior to arriving at the Retirement Estimator?	BJL2267A02	I had difficulty finding the links to the Retirement Estimator						Experience
		(Please select all that apply)	BJL2267A03	Links often did not take me where I expected						
			BJL2267A04	I experienced technical difficulties (error messages, broken links, etc.)						

Social Security Administration
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red & strike through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION

blue + -->: REWORDING

SSA Retirement Estimator v4 CUSTOM QUESTION LIST

				SSA Retirement Estimator v4 CUSTOM QUESTION LIST						
	Skip									
QID	Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
QID	Labei	Question Text	BJL2267A05	I had a navigation difficulty not listed above:	Skip to	Type (select from list)	Multi	Y/IN	Special instructions	CQ Labei
BJL2268	Α	Other navigation difficulty				Text field, <100 char		N	OPS Group	Other Difficulty
BJL2269		Have you ever used the SSA Retirement Planner?	BJL2269A01 BJL2269A02	Yes No	-	Radio button, one-up vertical	Single	Y		RE Planner
			BJL2269A02 BJL2269A03	Don't know what that is	1					
BJL2270		What do you plan to do next in regard to getting answers	BJL2270A01	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			BJL2270A02 BJL2270A03	Call Social Security's 800 number	4					
			BJL2270A03 BJL2270A04	Call my local Social Security office Visit my local Social Security office	+					
			BJL2270A05	Try finding the answers on the Social Security website						
			BJL2270A06	Try the Retirement Estimator again Don't Know	4					
BJL2271		What is your preferred language for conducting business with	BJL2270A07 BJL2271A01	English		Radio button, one-up vertical	Single	Υ	OPS Group	Preferred languag
5022272		What is your preferred language for conducting business with the Social Security Administration?	BJL2271A02	Spanish	1		Cingio	·	ого огоар	l roicired languag
			BJL2271A03	Other, please specify	A					
BJL2272	Α	Other preferred language				Text field, <100 char		N	OPS Group	Other learned about
BJL2273		What is your age?	BJL2273A01	Under 18		Drop down, select one	Single	N		Age
			BJL2273A02	18-20	1					
			BJL2273A03 BJL2273A04	21-30 31-40	4					
			BJL2273A04 BJL2273A05	41-50	1					
			BJL2273A06	51-55						
			BJL2273A07	56	4					
			BJL2273A08 BJL2273A09	57 58	1					
			BJL2273A10	59						
			BJL2273A11	60	1					
			BJL2273A12 BJL2273A13	61 62	+					
			BJL2273A14	63	1					
			BJL2273A15	64						
			BJL2273A16 BJL2273A17	65 66	+					
			BJL2273A18	67 or older	1					
			BJL2273A19	Prefer not to answer						
BJL2274		Where do you live?	BJL2274A01 BJL2274A02	Alabama Alaska	-	Drop down, select one	Single	N	Skip Logic Group	Location
			BJL2274A03	Arizona	1					
			BJL2274A04	Arkansas						
			BJL2274A05 BJL2274A06	California Colorado	-					
			BJL2274A07	Connecticut	1					
			BJL2274A08	Delaware						
			BJL2274A09 BJL2274A10	District of Columbia Florida	-					
			BJL2274A11	Georgia	1					
			BJL2274A12	Hawaii						
			BJL2274A13 BJL2274A14	Idaho Illinois	-					
			BJL2274A15	Indiana						
			BJL2274A16	Iowa						
			BJL2274A17 BJL2274A18	Kansas Kentucky	-					
			BJL2274A19	Louisiana						
			BJL2274A20	Maine						
			BJL2274A21 BJL2274A22	Maryland Massachusetts	-					
			BJL2274A22 BJL2274A23	Michigan	1					
			BJL2274A24	Minnesota						
			BJL2274A25 BJL2274A26	Mississippi Missouri	-					
			BJL2274A27	Montana						
			BJL2274A28	Nebraska						
			BJL2274A29	Nevada New Hampshire	-					
			BJL2274A30 BJL2274A31	New Hampshire New Jersey	1					
			BJL2274A32	New Mexico						
			BJL2274A33	New York						
			BJL2274A34 BJL2274A35	North Carolina North Dakota	1					
			BJL2274A36	Ohio						

Social Security Administration
SSA Retirement Estimator v4
MID: dwYM9t9oIVIhBdRVhFxhlw4C
Date: 10/6/2010

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pink: ADDITION

blue + -->: REWORDING

SSA Retirement Estimator v4 CUSTOM QUESTION LIS

				SSA Retirement Estimator v4 CUSTOM QUESTION LIST						
	Skip Logic			Answer Choices			Single or	Required		
QID	Label	Question Text	Answer IDs (DOT ONLY)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
QID	Lubei	Question Text	BJL2274A37	Oklahoma	Skip to	Type (select from list)	Wildia	1714	opecial instructions	CQ Lubei
			BJL2274A38	Oregon	1					
			BJL2274A39	Pennsylvania	1					
			BJL2274A40	Rhode Island	1					
			BJL2274A41	South Carolina	1					
			BJL2274A42	South Dakota	1					
			BJL2274A43	Tennessee	1					
			BJL2274A44	Texas	1					
			BJL2274A45	Utah	1					
			BJL2274A46	Vermont	1					
			BJL2274A47	Virginia	Ī					
			BJL2274A48	Washington	1					
			BJL2274A49	West Virginia						
			BJL2274A50	Wisconsin						
			BJL2274A51	Wyoming						
			BJL2274A52	American Samoa						
			BJL2274A53	Guam						
			BJL2274A54	Northern Mariana Islands						
			BJL2274A55	Puerto Rico						
			BJL2274A56	US Virgin Islands	1					
			BJL2274A57	Bajo Nuevo Bank	1					
			BJL2274A58	Baker Island	1					
			BJL2274A59	Howland Island	4					
			BJL2274A60	Jarvis Island	4					
			BJL2274A61	Johnston Atoll	4					
			BJL2274A62	Kingman Reef	4					
			BJL2274A63 BJL2274A64	Midway Atoll Navassa Island	-					
			BJL2274A65	Palmyra Atoli	4					
			BJL2274A66	Serranilla Bank	1					
			BJL2274A67	Wake Island	1					
			BJL2274A68	Other - Please specify	G					
BJL2275	G	Please specify where you live.	502227-77-00			Text field, <100 char		N	Skip Logic Group	Other Location
BJL2276		What is the highest level of education you have completed?	BJL2276A01	No high school		Drop down, select one	Single		Skip Logic Group	Education
			BJL2276A02	Some high school	1					
			BJL2276A03	High school diploma or equivalent	1					
			BJL2276A04	Some college, but no degree						
			BJL2276A05	Associate's degree						
			BJL2276A06	Bachelor's degree						
			BJL2276A07	Master's degree						
			BJL2276A08	Professional degree (MD, JD, etc)						
			BJL2276A09	Doctorate degree (PhD)						
			BJL2276A10	Prefer not to answer						
			BJL2276A11	Other, please specify	х					
BJL2277		Please specify the highest level of education you have				Text field, <100 char		N	Skip Logic Group	Other Education
		completed.								

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Date: 10/6/2010

	SSA Retirement Estimator v4 CUSTOM QUESTION LIST											
	Obia											
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

Social Security Administration SSA Retirement Estimator v4 MID: p00ldwE4ssR1MA9UUtZ5Ng4C

Date: 10/6/2010

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	SSA Retirement Estimator v4 CUSTOM QUESTION LIST											
OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi						

Required Y/N	Special Instructions

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			SSA Retirement Estimator v3 CUSTOM QUESTIO	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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine		Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
			Linked from another website					·	
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth	_					
ED005040		Others In a war and a live and	Other, please specify	С				ODG Green	
EDO05316	С	Other learned about			Toyt field <100 char		N.	OPS Group	Other learned
EDO05317		Have you ever sought advice on retirement/financial	Yes	D	Text field, <100 char Drop down, select one	Single	N Y	Skip Logic Group	about Sought Advice
LD003317		planning or saving strategies?	No		Drop down, Select one	Sirigle	'	Skip Ługic Gruup	Sought Advice
EDO05318	D	From what source have you sought advice on	Family/Friend		Checkbox, one-up vertical	Multi	Υ	Skip Logic Group	Advice Source
	_	retirement/financial planning or saving strategies.	Financial professional						
			Internet						
			Other						
EDO05319		Which statement best describes how you completed the	I completed it for myself without assistance from anyone else		Radio button, one-up vertical	Single	Υ		Assistance
		Retirement Estimator?	I completed it for myself with assistance from a friend or family member						
			I completed it for myself with assistance from a professional						
			I completed it for someone else						
			Other						
EDO05320		Did the Retirement Estimator help you decide at what age to			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Help Decision
		claim benefits?							
			No	\bigcirc A		Cna	anging to a sk	ip logic questions	
	Α	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to
EDO05321		At what age do you plan to file for benefits?	62		Drop down, select one	Single	Υ	Skip Logic Group	Age to File
			63					Change to Skip Logic so	
			64					that it can be a drop	
			65					down question.	
			66						
			67						
			68						
			69						
			71 or older						
			Unsure						
			Other, please specify	Е					
EDO05322	Е	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you apport to file for reference the refere	Műthis 12 months		Dadia huttan ara un matical	Circula	Y		Evenet to Eile
EDU05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years		Radio button, one-up vertical	Single	Y		Expect to File
			More than 3 but less than 6 years			1			
			More than 6 years			1			
			Don't Know				1		
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online		Radio button, one-up vertical	Single	Υ		How to File
			By telephone interview						,
			Face-to-face in my local SSA field office			1			
			Online with telephone or in-person assistance, if needed			1			
			Don't Know						
EDO05325		Did you accomplish your primary purpose in using the	Yes		Radio button, one-up vertical	Single	Y		Accomplish Goal

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

			<u> </u>						
	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
EDO05326	F	If you did not a second link you will not a second link you will not be second link yo	Still Trying	F	Total control of the Control	Cin ole	N		OE Did not
ED005326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able t			Text area, no char limit	Single	IN .		accomplish
		do so.							docomplian
		How would you describe your navigation experience on the	I had no difficulty navigating/browsing to the Retirement Estimator		Radio button, one-up vertical	Multi	Y	OPS Group	Navigation
		SSA site today prior to arriving at the Retirement Estimator?	I had difficulty finding the links to the Retirement Estimator					·	Experience
		(Please select all that apply)	Links often did not take me where I expected						
		please note the bolding of the word 'prior'	I experienced technical difficulties (error messages, broken links, etc.)						
		P P P P P P P P P P P P P P P P P P P	I had a navigation difficulty not listed above:	Α					
	Α	Other navigation difficulty			Text field, <100 char		N	OPS Group	Other Difficulty
EDO05327		Have you ever used the SSA Retirement Planner?	Yes	_	Radio button, one-up vertical	Single	Y		RE Planner
			No Don't know what that is	_					
0005328		What do you plan to do novt in regard to getting answers	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
J-003328		What do you plan to do next in regard to getting answers	Call Social Security's 800 number	\dashv	radio button, one-up vertical	Sirigle	l r		Do Next
			Call my local Social Security office	\dashv					
			Visit my local Social Security office	\dashv					
			Try finding the answers on the Social Security website	\dashv					
			Try the Retirement Estimator again	\neg					
			Don't Know						
EDO06581		What is your preferred language for conducting business wit	h English		Radio button, one-up vertical	Single	Υ	OPS Group	Preferred langua
		the Social Security Administration?	Spanish						
			Other, please specify	A					
EDO06582	Α	Other preferred language			L			OPS Group	Other learned
		Lun	11 1 40		Text field, <100 char	0: 1	N		about
O05329		What is your age ?	Under 18		Drop down, select one	Single	N		Age
			18-20	_					
			21-30 31-40	_					
			41-50	_					
			51-55	-					
			56 57	_					
			58						
			59						
			60						
			61						
			62 63						
			63	_					
			64 65	\dashv					
			66	\dashv					
			67 or older	\dashv					
			Prefer not to answer	\dashv					
O05330		Where do you live?	Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska					Change to Skip Logic so	
			Arizona					that it can be a drop	
			Arkansas					down question.	
			California						
			Colorado						
			Connecticut	_					
			Delaware District of Columbia						
			Florida	-					
			Georgia						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						

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			SSA Retirement Estimator v3 CUSTOM QUESTIC	N 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
			Maryland						
			Massachusetts						
			Michigan Minnesota						
			Mississippi						
			Mississippi Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Tennessee						
			Texas						
			Utah						
			Vermont Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			American Samoa						
			Guam						
			Northern Mariana Islands						
			Puerto Rico						
			US Virgin Islands						
			Bajo Nuevo Bank						
			Baker Island						
			Howland Island						
			Jarvis Island						
			Johnston Atoll						
			Kingman Reef						
			Midway Atoll						
			Navassa Island						
			Palmyra Atoll						
			Serranilla Bank						
			Wake Island Other - Please specify	G					
EDO05331	G	Please specify where you live.	Опісі - гісазе бреспу		Text field, <100 char		N	Skip Logic Group	Other Location
EDO05331	Ĭ	What is the highest level of education you have completed?	No high school		Drop down, select one	Single	N	Skip Logic Group	Education
		man and manage to	Some high school			O. Igic		Change to Skip Logic so	Luddullon
			High school diploma or equivalent					that it can be a drop	
			Some college, but no degree					down question.	
			Associate's degree						
			Bachelor's degree						
			Master's degree						
			Professional degree (MD, JD, etc)						
			Doctorate degree (PhD)						
			Prefer not to answer						
			Other, please specify	Х					
EDO05333	Х	Please specify the highest level of education you have			Text field, <100 char		N	Skip Logic Group	Other Education
		completed.							

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Date: 10/6/2010

SSA Retirement Estimator v3 CUSTOM QUESTION LIST											
	Skip Logic		Answer Choices			Single or					
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi					

Required Y/N	Special Instructions

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions

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			SSA Retirement Estimator v3 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
EDO05315	Labei			Skip to			Y		
		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Woord of mouth Other, please specify	С	Radio button, one-up vertical	Single	Ý	OPS Group	Learned about RE
EDO05316	С	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	
EDO05322	Е	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F	Radio button, one-up vertical	Single	Y		Accomplish Goal

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SSA Retirement Estimator v3 CUSTOM Q	UESTION LIST
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			SSA Retirement Estimator v3 COSTOM QUESTIC	NI 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
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		do so. Have you ever used the SSA Retirement Planner?	Yes		Radio button, one-up vertical	Single	Y		RE Planner
LDOUSSEI		liave you ever used the SSA Netherneric Flamer:	No		radio button, one-up ventical	Sirigie	'		INE Flammer
EDO05328		What do you plan to do nout in regard to gotting analysis	Don't know what that is Nothing, the Retirement Estimator provided what I needed		Dadio button, one un vertical	Cinala	Y		Do Next
ED005328		What do you plan to do next in regard to getting answers	Call Social Security's 800 number		Radio button, one-up vertical	Single	Ť		Do Next
			Call my local Social Security office						
			Visit my local Social Security office Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish		Radio button, one-up vertical	Single	Y	OPS Group	Preferred langua
			Other, please specify	Α					
EDO06582	Α	Other preferred language			T . C . L			OPS Group	Other learned
EDO05329		What is your age?	Under 18		Text field, <100 char Drop down, select one	Single	N N		about Age
-D000020		What is your age :	18-20		Drop down, Sciect one	Sirigic			, ngc
			21-30						
			31-40 41-50						
			51-55						
			56						
			<u>57</u> 58						
			59						
			60 61						
			62						
			63						
			64 65						
			66						
			67 or older						
DO05330		Where do you live?	Prefer not to answer Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska		, , , , , , , , , , , , , , , , , , , ,			Change to Skip Logic so	
			Arizona Arkansas					that it can be a drop down question.	
			California					·	
			Colorado Connecticut						
			Delaware						
			District of Columbia						
			Florida Georgia						
			Hawaii						
			Idaho						
			Illinois Indiana						
			Iowa						
			Kansas Kentucky						
			Louisiana						
			Maine						
			Maryland Massachusetts						
			Michigan						
			Minnesota						
			Mississippi Missouri						
			Montana						

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			SSA Retirement Estimator v3 CUSTOM QUESTIO	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
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Tennessee						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			American Samoa						
			Guam						
			Northern Mariana Islands						
			Puerto Rico						
			US Virgin Islands						
			Bajo Nuevo Bank						
			Baker Island						
			Howland Island						
			Jarvis Island						
			Johnston Atoll						
			Kingman Reef						
			Midway Atoll						
			Navassa Island						
			Palmyra Atoll Serranilla Bank						
			Serraniia Bank Wake Island						
			Other - Please specify	G					
DO05331	G	Please specify where you live.	Other - Please specify	G	Text field, <100 char		N	Skip Logic Group	Other Location
DO05331 DO05332		What is the highest level of education you have completed?	No high school		Drop down, select one	Single		Skip Logic Group	Education
J G J J J J J J J J J J J J J J J J J J		vinacio nigriest level of education you have completed?	Some high school		Drop down, select one	Sirigic		Change to Skip Logic so	Luucanon
			High school diploma or equivalent					that it can be a drop	
			Some college, but no degree					down question.	
			Associate's degree						
			Bachelor's degree						
			Master's degree						
			Professional degree (MD, JD, etc)						
			Professional degree (MD, JD, etc) Doctorate degree (PhD)						
			Prefer not to answer Other, please specify	х					
EDO05333	х	Please specify the highest level of education you have	Other, piease specify	^	Text field, <100 char		N	Skip Logic Group	Other Education
		ir iease specify the highest level of education you have			Frent Heid, \100 Chai		IN	OKIP LUGIC GLUUP	Other Education

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Date: 10/6/2010

SSA Retirement Estimator v3 CUSTOM QUESTION LIST											
	Skip Logic		Answer Choices			Single or					
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi					

Required Y/N	Special Instructions

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions

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underlined & italicized: RE-ORDER

MID: VAdII9VQFstVQBhNYFkAxw== Date: 10/6/2010 pink: ADDITION
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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions

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			SSA Retirement Estimator v3 CUSTOM QUESTIO	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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website		Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
			From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media						
			My employer or Human Resources department My financial advisor Word of mouth						
			Other, please specify	С					
EDO05316	С	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial	Yes	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	planning or saving strategies? From what source have you sought advice on retirement/financial planning or saving strategies.	No Family/Friend Financial professional		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
			Internet Other						
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional		Radio button, one-up vertical	Single	Y		Assistance
			I completed it for someone else Other						
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?			Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	No 62 63 64 65 66 67 68 69 77 0 71 or older		Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
			Other, please specify	E					
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish

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	SSA Retirement Estimator v3 CUSTOM QUESTIC	N LIST

			SSA Retirement Estimator v3 CUSTOM QUESTIC	ON LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to		Single or Multi	Required Y/N	Special Instructions	CQ Label
EDO05327		Have you ever used the SSA Retirement Planner?	Yes		Radio button, one-up vertical	Single	Y		RE Planner
			No Don't know what that is						
EDO05328		What do you plan to do next in regards to getting answers	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
		What do you plan to do next in regards to getting answers about your estimated retirement?> What do you plan to do next in regard to getting answers about your estimated retirement benefits?	Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know						
EDO06581		What is your preferred language for conducting business with	English		Radio button, one-up vertical	Single	Υ	OPS Group	Preferred language
		the Social Security Administration?	Spanish						
			Other, please specify	Α					
EDO06582	Α	Other preferred language			Toyt field <100 obor		N	OPS Group	Other learned
EDO05329		What is your age ?	Under 18		Drop down, select one	Single	N		Age
			18-20		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	29.0	"		50
			21-30						
			31-40						
			41-50						
			51-55 56						
			57						
			58						
			59						
			60 61						
			62						
			63						
			64						
			65						
			66 67 or older						
			Prefer not to answer						
EDO05330		Where do you live?	Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska					Change to Skip Logic so	
			Arizona Arkansas					that it can be a drop down question.	
			California					down quodion.	
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia Florida						
			Georgia						
			Hawaii						
			Idaho						
			Illinois						
			Indiana Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana Nebraska						
			Nevada						
			New Hampshire						

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Skip Logic Question Text Answer Choices ((limited to 50 characters) New Jersey New Medoco New York North Carolina North Dabkota Ohio Oklahoma Oregon Pernsylvania Rhode Island South Carolina South Dakkota Tennessee Texas Utah Vermont Winginia Washington West Virignia West Virignia Wisconsin Wyoning American Samoa Guam Northern Mariana Islands Puerto Rico	d Special Instructions CQ Label
New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Temessee Texas Utah Vermont Virginia Washington West Virginia Washington West Virginia Misconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
New York North Dakota North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northem Mariana Islands Peners Islands	
North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Penets Virgina	
Ohio Okidoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Myoming American Samoa Guam Northern Mariana Islands Puerto Rico	
South Dakota Tennessee Texas Utah Vermont Virginia Wasshington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wysonsin American Samoa Guam Northern Mariana Islands Puerto Rico	
Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico	
American Samoa Guam Northern Mariana Islands Puerto Rico	
Guam Northern Mariana Islands Puerto Rico	
Northern Mariana Islands Puerto Rico	
Puerto Rico	
US Virgin Islands	
Bajo Nuevo Bank	
Baker Island	
Howland Island	
Jarvis Island	
Johnston Atoll	
Kingman Reef	
Midway Atoli	
Navassa Island	
Palmyra Atoli Palmyra	
Serranilla Bank	
Wake Island	
Other - Please specify G	
ED005331 G Please specify where you live. Text field, <100 char N	Skip Logic Group Other Location
ED005332 What is the highest level of education you have completed? No high school Drop down, select one Single N	Skip Logic Group Education
Some high school	Change to Skip Logic so
High school diploma or equivalent	that it can be a drop down question.
Some college, but no degree	down question.
Associate's degree	
Bachelor's degree	
Master's degree	
Professional degree (MD, JD, etc)	
Doctorate degree (PhD) Deformed to converge	
Prefer not to answer Other, please specify X	
ED005333 X Please specify the highest level of education you have Text field, <100 char N	Skip Logic Group Other Education
ED009333 A rease specify the ingress rever or education you have completed.	

Social Security Administration
SSA Retirement Estimator v3
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			SSA Retirement Estimator v3 CUSTOM QUESTIO	ON LIST			
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	

Required Y/N	Special Instructions

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	SSA Retirement Estimator v3 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

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QID ED005312	Skip Logic Label	Question Text What is your preferred speaking language?	Answer Choices (limited to 50 characters) English Spanish Other, please specify	Skip to	Type (select from list)	Single or Multi Single	Required Y/N ¥	Special Instructions Skip Logic Group	CQ Label Pref. Language
EDO05313	В	What other language do you speak?	L.		Text field. <100 char		N	Skip Logic Group	Other Lang.
ED005313	A	What other SSA internet service would you like to see in Spanish? (check all that apply)	File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online		Checkbox, one-up-vertical	Multi	N	Skip Logic Group	SSA Services
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	С	Radio button, one-up vertical	Single	Y	OPS Group	Learned about R
EDO05316	С	Other learned about						OPS Group	Other learned
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes	D	Text field, <100 char Drop down, select one	Single	N Y	Skip Logic Group	about Sought Advice
EDO05318	D	planning or saving stategies? From what source have you sought advice on retirement/financial planning or saving strategies.	No Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	No 62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed		Radio button, one-up vertical	Single	Y		How to File

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SSA Retirement	Estimator v3	CUSTOM C	UESTION LIST

			33A Retilement Estimator V3 COSTON QUESTR	JIT LIO					
	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
EDO05325		Did	Don't Know		Dadia button and university	Circula	Υ		A
ED005325		Did you accomplish your primary purpose in using the Retirement Estimator?	Yes No	F	Radio button, one-up vertical	Single	Y		Accomplish Goa
			Still Trying						
EDO05326	F	If you did not accomplish your primary purpose in using the	Still Tryllig		Text area, no char limit	Single	N		OE Did not
LDC03320		Retirement Estimator, please tell us why you were not able to			Text died, 110 chai iiiiii	Single			accomplish
		do so.							
EDO05327		Have you ever used the SSA Retirement Planner?	Yes		Radio button, one-up vertical	Single	Y		RE Planner
		,	No	1					
			Don't know what that is	1					
EDO05328		What do you plan to do next in regards to getting answers	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
		about your estimated retirement?	Call Social Security's 800 number	1					
			Call my local Social Security office	1					
			Visit my local Social Security office	1			1		
			Try finding the answers on the Social Security website	1					
			Try the Retirement Estimator again	1					
			Don't Know						
EDO05329		What is your age?	Under 18		Drop down, select one	Single	N		Age
			18-20	1					
			21-30	1					
			31-40	1			1		
			41-50						
			51-55						
			56						
			57						
			58						
			59						
			60	-					
			61	-					
			62	-					
			63 64	-					
			65	-					
			66	-					
			67 or older	+					
			Prefer not to answer	1					
EDO05330		Where do you live?	Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
		Timoro do you avo.	Alaska	1	Brop down, solost one	Og.o		Change to Skip Logic so	200000011
			Arizona	1				that it can be a drop	
			Arkansas	1				down question.	
			California	1					
			Colorado						
			Connecticut	1					
			Delaware						
			District of Columbia						
			Florida						
			Georgia						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas	-					
			Kentucky						
			Louisiana						
			Maine	1					
			Maryland	-					
			Massachusetts	-					
			Michigan	-					
			Minnesota Minnesota						
			Mississippi Missouri	-					
			Missouri Montana						
			Montana Nebrosko	+					
			Nebraska						

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Date: 3/1/2008

EDO05333

Х

completed.

Please specify the highest level of education you have

SSA Retirement Estimator v3 CUSTOM QUESTION LIST Logic Label Required Y/N **Answer Choices** Single or Skip to Type (select from list) Multi Special Instructions CQ Label QID **Question Text** (limited to 50 characters) Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify EDO05331 Please specify where you live. Text field, <100 char N Skip Logic Group Other Location EDO05332 What is the highest level of education you have completed? No high school Drop down, select one Single Skip Logic Group Education Some high school Change to Skip Logic so that it can be a drop High school diploma or equivalent down question. Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify

Text field, <100 char

N

Skip Logic Group

Other Education

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Date: 3/1/2008

			SSA Retirement Estimator v3 CUSTOM QUESTIC	ON LIST		
	Skip		Answer Choices			Single or
QID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
ENEDO05312		What is your preferred speaking language?	English		Radio button, one up vertical	Single

Required	
Y/N	Special Instructions
¥	Skip Logic Group

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Date: 3/1/2008

	SSA Retirement Estimator v3 CUSTOM QUESTION LIST										
	Skip										
QID	Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi				
SPED005312		¿Cuál es su preferencia de idioma al hablar?	Inglés			Radio button, one-up vertical	Single				

Required	
Y/N	Special Instructions
¥	Skip Logic Group

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			SSA Retirement Estimator v3 CUSTOM QUESTI	ON LIST					
QID EDO05312	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) English	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions Skip Logic Group	CQ Label Pref. Language
			Spanish Other, please specify	A B	·	Sirigie			
EDO05313	В	What other language do you speak?			Text field, <100 char		N	Skip Logic Group	Other Lang.
EDO05314	A	Spanish? (check all that apply)	File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online		Checkbox, one-up vertical	Multi	N	Skip Logic Group	SSA Services
EDO05315			Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	С	Radio button, one-up vertical	Single	Y		Learned about R
EDO05316	С	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?			Radio button, one-up vertical	Single	Y		Help Decision
EDO05321			NO 62 62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	l prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed		Radio button, one-up vertical	Single	Y		How to File

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			SSA Retirement Estimator v3 CUSTOM QUESTION	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
EDO05325			Don't Know		Radio button, one-up vertical	CiI	Y		A - - - - -
ED005325		Did you accomplish your primary purpose in using the Retirement Estimator?	Yes No	F	Radio button, one-up vertical	Single	Ť		Accomplish Goa
			Still Trying	F					
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes		Radio button, one-up vertical	Single	Y		RE Planner
			No						
EDO05328		What do you plan to do next in regards to getting answers	Don't know what that is Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
DO05326		about your estimated retirement?	Call Social Security's 800 number		Radio buttori, orie-up vertical	Sirigle	Ť		Do Next
			Call my local Social Security office	1					
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
DO05329		M/hat is your age?	Don't Know		Drop down colect and	Cinala	N.I		A ===
-DO03329		What is your age ?	Under 18 18-20	-	Drop down, select one	Single	N		Age
			21-30						
			31-40						
			41-50						
			51-55						
			56 57						
			58						
			59	1					
			60						
			61						
			62						
			63 64	-					
			65	-					
			66						
			67 or older						
			Prefer not to answer						
DO05330		Where do you live?	Alabama	↓ (Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska Arizona					Change to Skip Logic so that it can be a drop	
			Arkansas					down question.	
			California					·	
			Colorado						
			Connecticut						
			Delaware	-					
			District of Columbia Florida	-					
			Georgia	1					
			Hawaii						
			Idaho						
			Illinois						
			Indiana	-					
			lowa Kansas	1					
			Kentucky	1					
			Louisiana						
			Maine						
			Maryland						
			Massachusetts	-					
			Michigan Minnesota	-					
			Mississippi						
			Missouri						
			Missouri Montana Nebraska						

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New Hampshire New Juriesy New Juriesy New Moreion New Moreion North Carolinia Prince Island South Deketa Increaseae Incr				SSA Retirement Estimator v3 CUSTOM QUESTION	ON LIST					
Newsday New Hamplife New Work New York	OID	Logic	Ouestion Text		Skin to	Type (select from list)	Single or	Required Y/N	Special Instructions	CQ Label
New Junespiere New Ju	Διυ	Laber	Aneanon Lext		JKIP IU	i ype (select from list)	widiti	1 //N	Special instructions	CQ Lanei
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South Datoda Temensee Texas Uah Vermoot Vegina Vegina West Virgina West Virgina Wiscorsia Wyoming American Samoa Guam Northern Mariana Islands Puetro Roco D. S. Virgin Stands Bolker Island Janris Islands Bolker Island Janris Islands Danris Islands Danris Islands Danris Islands Danris Islands Wassass Island Janris Islands Danris Islands Wassass Island Janris Islands Wassass Island Danris Islands Wassass Was				Rhode Island						
Texas Usab Usab Vermont Ve										
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Utaln Vermont Vermont Virginia Washington West Virginia Wisconsin										
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Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guarn Northern Mariana Islands Puerto Rico U. Virgin Islands Bajo Nievo Bank Baker Island Howland Island Johnston Aloil Kingman Reef Midway Aloil Navassa Island Johnston Aloil Kingman Reef Midway Aloil Navassa Island Johnston Aloil Virginia Island										
Washington West Virginia Wisconsin Wyoming American Samoa Guam Morthern Mariana Islands Peter Rico U.S. Virgin Islands Bag Netwo Bank Bank Bag Netwo Bank Ban										
West Virginia Wisconsin Wyoming American Samoa Guarn Northern Mariana Islands Puerto Rico U.S. Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Johnston Attoll Kingman Reef Midway Attol Reviews Bank Baler Island Johnston Attoll Kingman Reef Midway Attol Reviews Bank Baler Island Johnston Attoll Kingman Reef Midway Attol Reviews Bank Wike Island Johnston Attoll Reviews Bank Wike Island Dimer - Please spechy where you live. ED06331 G Officer Islands What is the highest level of education you have completed? What is the highest level of education you have completed? Find the property of the										
Wisconsin Wyoning American Samoa Guam Northern Mariana Islands Puetro Rico US Virgin Islands Bago Neevo Bank Baker Island Howland Island Janvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Seranila Bank Wake Island Other - Please specify where you live. ED005332 What is the highest level of education you have completed? Bischool diploma or equivalent Some college, but no degree Associate's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PDD) Prefer not to answer					-					
Myoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Jamis Island Jamis Island Jamis Island Palmya Atoll Seranilla Bank Wake Island Palmya Atoll Seranilla Bank Pal					-					
American Samoa Guam Northern Mariana Islands Puerto Rico U.S Virgin Islands Bagio Nuevo Bank Baker Island Howland Island Janvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify What is the highest level of education you have completed? What is the highest level of education you have completed? Some high school High school diploma or equivalent Some college. but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, D, etc) Doctorate degree (PhD) Prefer not to answer					-					
Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Janks Island Johnston Atell Kingman Reef Mickewy Atell Navassa Island Palmyra Atell Serranilla Bank Wake Island Palmyra Atell Serranilla Bank Wake Island Wake Island Polimyra Atell Serranilla Bank Wake Island Polimyra Atell Servanilla Bank Polimyra Atell Servanilla Bank Polimyra Atell Servanilla Bank Polimy					1					
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Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Pelmyra Atoll Serranilla Bank Wake Island Other - Please specify where you live. ED005331 G Other-location -> Please specify where you live. ED005332 What is the highest level of education you have completed? No high school Some high school High school High school Some loging but no degree Associates degree Master's degree Bachelor's degree Master's degree Maste					1					
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Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoli Kingman Reef Midway Atoli Navassa Island Palmyra Atoli Serranilla Bank Wake Island Other - Please specify What is the highest level of education you have completed? No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer				US Virgin Islands	1					
Howland Island Jarvis Island Johnston Atoll Kingman Reef Mickway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify What is the highest level of education you have completed? No high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Master's degree Professional degree (MD, JD, etc) Doctorate (MD, JD, etc) Doctorate (MD, JD, etc) Doctorate (MD, JD, etc) Doc				Bajo Nuevo Bank						
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Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify Please specify G Text field, ≤100 char N Skip Logic Group Other December Single Skip Logic Group Other December Single										
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Midway Atoll										
Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify										
Palmyra Atoll Serranilla Bank Wake Island Other - Please specify G				Midway Atoli	-					
Serranilla Bank Wake Island Other - Please specify ED005331 G					-					
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Comparison of the content of the c				Wake Island	1					
ED005331 G Other-location -> Please specify where you live. What is the highest level of education you have completed? No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer					G					
What is the highest level of education you have completed? No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer	EDO05331	G	Other location> Please specify where you live.			Text field, <100 char		N	Skip Logic Group	Other Location
Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer							Single		Skip Logic Group	Education
Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PD) Prefer not to answer				Some high school					Change to Skip Logic so	
Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer										
Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer									down question.	
Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer										
Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer										
Doctorate degree (PhD) Prefer not to answer										
Prefer not to answer										
					+					
					v					
	ED005322	x	Other education level> Please specify the highest level of	Other, please specify	^	Text field <100 char		N	Skin Logic Group	Other Education
education you have completed.	LD003333	^				Text lield, 100 chai		14	OKIP LOGIC Group	Other Education

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Date: 3/1/2008

	SSA Retirement Estimator v3 CUSTOM QUESTION LIST										
	Skip Logic		Answer Choices			Single or					
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi					
ENEDO05312		What is your preferred speaking language?	English		Radio button, one-up vertical	Single					

Required	
Y/N	Special Instructions
	Special Instructions
Υ	Skip Logic Group

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Date: 3/1/2008

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			SSA Retireme	ent Estimator v3 CUSTOM QUESTION	LIST		
OID	Skip Logic Label	Ouestion Text		ver Choices o 50 characters)	Skip to	Type (select from list)	Single or Multi
SPEDO05312		¿Cuál es su preferencia de idioma al hablar?	Inglés	5 50 Characters)		Radio button, one-up vertical	Single

Required	
Y/N	Special Instructions
	Special Instructions
Υ	Skip Logic Group

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			SSA Retirement Estimator v3 CUSTOM 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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine		Radio button, one-up vertical	Single	Y	OPS Group	Learned about F
			Linked from another website						
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth						
			Other, please specify	С					
EDO05316	С	Other learned about						OPS Group	Other learned
ED00E217		House you give sought advise on retirement/fire	Vee		Text field, <100 char	Cinale	N	Chin Logia Croup	about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318			No Family/Extend		Charlebox and un vertical	N.A. dei	V	Ckin Logio Croup	Advise Co
ED003318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional	+	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
		l'etirement/intaricial pianning di saving strategies.	Internet	+					
			Other	+					
EDO05319		Which statement best describes how you completed the	I completed it for myself without assistance from anyone else		Radio button, one-up vertical	Single	Y		Assistance
LDOUSSIS		Retirement Estimator?			radio button, one up venteur	Sirigic			713313141100
			I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional	1					
			I completed it for someone else	1					
			Other	1					
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
			No	A					
CQLiv001008 9	Α	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't hel decide age to claim
EDO05321		At what age do you plan to file for benefits?	62		Drop down, select one	Single	Y	Skip Logic Group	Age to File
			63		·			Change to Skip Logic so	Ĭ
			64					that it can be a drop	
			65					down question.	
			66						
			67						
			68						
			69						
			70						
			71 or older						
			Unsure						
			Other, please specify	E					
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323	·	When do you expect to file for retirement benefits?	Within 12 months		Radio button, one-up vertical	Single	Y		Expect to File
			1 to 3 years	1		1			
			More than 3 but less than 6 years	1		1			
			More than 6 years	1		1			
			Don't Know			ļ			
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online	4	Radio button, one-up vertical	Single	Y		How to File
			By telephone interview	4					
			Face-to-face in my local SSA field office	4		1			
			Online with telephone or in-person assistance, if needed	4		1			
EDOOFOOF			Don't Know		Dedie by the second of the	Circula.			A - - - -
EDO05325		Did you accomplish your primary purpose in using the	Yes		Radio button, one-up vertical	Single	Y		Accomplish Goa
			No	F					

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SSA Retirement Estimator v3 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	Y/N	Special Instructions	CQ Label
4		4	Still Trying	F	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		.,,,		
EDO05326	F	If you did not accomplish your primary purpose in using the	, ,		Text area, no char limit	Single	N		OE_Did not
		Retirement Estimator, please tell us why you were not able to							accomplish
		do so.							
ACQLiv001009		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator?			Checkbox, one-up vertical	Multi	Y	OPS Group	Navigation Experience
3		(Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator	-					Experience
		(Links often did not take me where I expected	+					
			l experienced technical difficulties (error messages, broken links, etc.)	1					
			I had a navigation difficulty not listed above:	A					
ACQLiv001009	Α	Other navigation difficulty	,		Text field, <100 char		N	OPS Group	Other Difficulty
4									
EDO05327	_	Have you ever used the SSA Retirement Planner?	Yes	_	Radio button, one-up vertical	Single	Υ		RE Planner
			No	4					
EDO05328	-	What do you plan to do next in regard to getting answers	Don't know what that is Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
20003328		vinat do you plan to do next in regard to getting answers	Call Social Security's 800 number	1	nadio button, one-up vertical	Sirigile	T		DO MEXI
			Call my local Social Security office	+					
			Visit my local Social Security office	1					
			Try finding the answers on the Social Security website	1					
			Try the Retirement Estimator again						
			Don't Know						
EDO06581		What is your preferred language for conducting business with	English		Radio button, one-up vertical	Single	Υ	OPS Group	Preferred language
		the Social Security Administration?	Spanish						
EDO06582	A	Other preferred language	Other, please specify	A				OPS Group	Other learned
ED000362	^	Other preferred language			Text field, <100 char		N	OF3 Gloup	about
EDO05329		What is your age?	Under 18		Drop down, select one	Single	N		Age
			18-20	1					, ,
			21-30						
			31-40						
			41-50						
			51-55	4					
			56 57	-					
			58	+					
			59	1					
			60	1					
			61						
			62						
			63	1					
			64	4					
			65 66	+					
			67 or older	1					
			Prefer not to answer	1					
EDO05330		Where do you live?	Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska					Change to Skip Logic so	
			Arizona					that it can be a drop	
			Arkansas					down question.	
			California						
			Colorado Connecticut	-					
			Delaware						
			District of Columbia	1					
			Florida						
			Georgia						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			lowa Kansas	1					
			Kentucky						
				_					

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	SSA Retirement Estimator v3 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	Y/N	Special Instructions	CQ Label
			Louisiana Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island South Carolina						
			South Carolina South Dakota						
			Tennessee						
			Texas						
			Utah						
			Vermont Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming American Samoa						
			Guam						
			Northern Mariana Islands						
			Puerto Rico						
			US Virgin Islands Bajo Nuevo Bank						
			Baker Island						
			Howland Island						
			Jarvis Island						
			Johnston Atoll Kingman Reef						
			Midway Atoll						
			Navassa Island						
			Palmyra Atoli						
			Serranilla Bank Wake Island						
			Other - Please specify	G					
	G	Please specify where you live.			Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school		Drop down, select one	Single	N	Skip Logic Group	Education
			Some high school High school diploma or equivalent					Change to Skip Logic so that it can be a drop	
			Some college, but no degree					down question.	
			Associate's degree						
			Bachelor's degree						
			Master's degree Professional degree (MD, JD, etc)						
			Doctorate degree (PhD)						
			Prefer not to answer						
			Other, please specify	Х					
EDO05333	х	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education
		completed.							

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Date: 10/6/2010

	SSA Retirement Estimator v3 CUSTOM QUESTION LIST						
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	

Required Y/N	Special Instructions

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blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions