

Model Instance Name:
SSA FAQ v3

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Partitioned (Y/N)? Y
FPI Included(Y/N)?

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

Date: 6/12/2013



SSA FAQ v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label	Look and Feel (1=Poor, 10=Excellent, Don't Know)	MQ Label	Satisfaction	MQ Label	Likelihood to Contact (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of the FAQs section.	Satisfaction - Overall	What is your overall satisfaction with the FAQs section? (1=Very Dissatisfied, 10=Very Satisfied)	Contact SSA	How likely are you to contact SSA for answers to your questions?
Look and Feel - Balance	Please rate the balance of graphics and text in the FAQs section.	Satisfaction - Expectations	How well does the FAQs section meet your expectations ? (1=Falls Short, 10=Exceeds)	Return	Likelihood to Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages in the FAQs section.	Satisfaction - Ideal	How does the FAQs section compare to your idea of an ideal FAQs section ? (1=Not Very Close, 10=Very Close)		How likely are you to return to the FAQs section of the SSA website?
Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the FAQs section is organized.			Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely)
Navigation - Options	Please rate the options available for navigating the FAQs section.				How likely are you to use the FAQs section as your primary resource for obtaining answers to your questions?
Navigation - Layout	Please rate how well the FAQs section layout helps you find what you are looking for.			Recommend	Recommend (1=Very Unlikely, 10=Very Likely)
	SSA FAQ Information (1=Poor, 10=Excellent, Don't Know)				How likely are you to recommend the FAQs section to someone else?
FAQ Information - Thoroughness	Please rate the thoroughness of information you viewed in the FAQs section today.				
FAQ Information - Quality	Please rate the quality of information in the FAQs you viewed today.				
FAQ Information - Provided Answers	Please rate how well the FAQs viewed today provided answers to your questions .				
Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load in the FAQs section.				
Site Performance - Consistency	Please rate the consistency of speed from page to page in the FAQs section.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages in the FAQs section.				
FAQ Browsing - Sort	FAQ Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort FAQs by criteria that are important to you.				
FAQ Browsing - Narrow	Please rate the ability to narrow results to find the FAQs you are looking for.				
FAQ Browsing - Features	Please rate how well the features in the FAQs section help you find relevant FAQs .				
Plain Language - Clear	Plain Language (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the wording in the FAQs section.				
Plain Language - Understandable	Please rate how well you understand the wording in the FAQs section.				
Plain Language - Concise	Please rate the FAQs section on its use of short, clear sentences .				

Model Instance Name:
 SSA FAQ v2
 MID: IFxoFls5REN1losJFoNtJQ==
 Date: 12/27/2011

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

SSA FAQ v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MAC0669		Are you currently receiving Social Security Benefits?	Yes No Not Sure	
MAC0670		Which of the following topics were you were looking for within the FAQs? (check all that apply) <div style="background-color: yellow; padding: 5px; display: inline-block;">DOT, please note the reorder of the answer options. Thanks!</div>	Address change Annual Social Security Statement Direct deposit of monthly check Locate an Office Medicare Benefits Paying taxes on Social Security benefits Retirement Benefits Social Security Benefit Statement (Form SSA-1099) Social Security Card or Number Social Security Disability Benefits Supplemental Security Income (SSI) Payments Survivor Benefits Other, please specify	Z



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Dropdown (Select-one)	Single	Y
Checkbox One Up Vertic	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6575		Are you currently receiving Social Security Benefits?	Yes No Not Sure		Dropdown (Select)	Single	Y
SAC6576		Which of the following topics were you were looking for within the FAQs? (check all that apply) DOT, please note the reorder of the answer options. Thanks!	<i>Address change</i> <i>Annual Social Security Statement</i> <i>Direct deposit of monthly check</i> <i>Locate an Office</i> <i>Medicare Benefits</i> <i>Paying taxes on Social Security benefits</i> <i>Retirement Benefits</i> <i>Social Security Benefit Statement (Form SSA-1099)</i> <i>Social Security Card or Number</i> <i>Social Security Disability Benefits</i> <i>Supplemental Security Income (SSI) Payments</i> <i>Survivor Benefits</i> <i>Other, please specify</i>	F B A C D E Z	Checkbox One Unchecked	Multi	Y
SAC6577	A	What Social Security card or number information were you seeking today?	Replacing a lost or stolen Social Security card Changing a name on a Social Security card Requesting a Social Security card for a minor child Learning what documents are needed - Other, please specify	AA	Radio Button One	Single	Y
SAC6578	AA	Please tell us what other Social Security card or number information you wanted.			Text Area — no character limit		N
SAC6579	B	What best describes the subject of your Retirement Benefits question?	Applying for Retirement benefits — how and when- Estimating Retirement benefits Working while receiving Retirement benefits Learning what documents are needed to file for Retirement benefits— Learning about benefits for a spouse and/or child(ren) Other, please specify	BB	Radio Button One	Single	Y
SAC6580	BB	Please tell us about your Retirement Benefits question.			Text Area — no character limit		N
SAC6581	G	What best describes the subject of your Social Security Disability benefits question?	Applying for Disability benefits — how and when- Learning about benefits for spouse and/or child(ren) Appealing an adverse Disability decision — how and when- Working while disabled Other, please specify	CC	Radio Button One	Single	Y
SAC6582	CC	Please tell us about your Social Security Disability question.			Text Area — no character limit		N
SAC6583	D	What Supplemental Security Income (SSI) information were you seeking?	Applying for SSI payments — how and when Learning the difference between SSI and Social Security benefit payments Learning what affects SSI payments (e.g., work, property, savings, inheritance, etc.) Learning if a spouse and/or child(ren) can receive payments from my SSI record		Radio Button One	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6584	DD	Please tell us about your Supplemental Security Income (SSI) question.	Other, please specify	DD	Text Area — no character limit		N
SAC6585	E	What Survivor Benefits information were you seeking?	Applying for Survivor Benefits — how and when Receiving Survivor Benefits AND my own retirement benefit Receiving Survivor Benefits on a divorced spouse's record Obtaining necessary documents needed to file for survivor benefits		Radio Button One	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6575		Are you currently receiving Social Security Benefits?	Yes No Not Sure		Dropdown (Select)	Single	Y
SAC6576		Which of the following topics were you were looking for within the FAQs? (check all that apply)	Social Security Benefit Statement (Form SSA-1099) Annual Social Security Statement Social Security Card or Number Retirement Benefits Social Security Disability Benefits Supplemental Security Income (SSI) Payments Survivor Benefits Medicare Benefits Address change Direct deposit of monthly check Paying taxes on Social Security benefits Other, please specify	A B C D E F Z	Checkbox One Unchecked	Multi	Y
SAC6577	A	What Social Security card or number information were you seeking today?	Replacing a lost or stolen Social Security card Changing a name on a Social Security card Requesting a Social Security card for a minor child Learning what documents are needed Other, please specify	AA	Radio Button One Unchecked	Single	Y
SAC6578	AA	Please tell us what other Social Security card or number information you wanted.			Text Area – no character limit		N
SAC6579	B	What best describes the subject of your Retirement Benefits question?	Applying for Retirement benefits – how and when Estimating Retirement benefits Working while receiving Retirement benefits Learning what documents are needed to file for Retirement benefits Learning about benefits for a spouse and/or child(ren) Other, please specify	BB	Radio Button One Unchecked	Single	Y
SAC6580	BB	Please tell us about your Retirement Benefits question.			Text Area – no character limit		N
SAC6581	C	What best describes the subject of your Social Security Disability benefits question?	Applying for Disability benefits – how and when Learning about benefits for spouse and/or child(ren) Appealing an adverse Disability decision – how and when Working while disabled Other, please specify	CC	Radio Button One Unchecked	Single	Y

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SAC6582	CC	Please tell us about your Social Security Disability question.			Text Area – no character limit		N
SAC6583	D	What Supplemental Security Income (SSI) information were you seeking?	Applying for SSI payments – how and when		Radio Button One	Single	Y
			Learning the difference between SSI and Social Security benefit payments				
			Learning what affects SSI payments (e.g., work, property, savings, inheritance, etc.)				
			Learning if a spouse and/or child(ren) can receive payments from my SSI record				
			Other, please specify				
SAC6584	DD	Please tell us about your Supplemental Security Income (SSI) question.			Text Area – no character limit		N
SAC6585	E	What Survivor Benefits information were you seeking?	when		Radio Button One	Single	Y
			Receiving Survivor Benefits AND my own retirement benefit				
			Receiving Survivor Benefits on a divorced spouse's record				
			Obtaining necessary documents needed to file for survivor benefits				