

Model Instance Name:

SSA BSO v2

MID: JsxgcQkkV0I5dxF8JE1IQg4C

Partitioned No

FPI Included(Y/N)?

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

Date: 6/12/2013

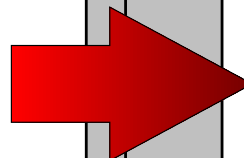
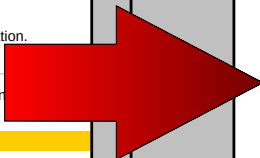
Element rotation scheme has been added



SSA BSO v2

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Content - Accuracy	Please rate the accuracy of information in this application.	13 Satisfaction - Overall	What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	16 Return	How likely are you to return to this application?
2 Content - Quality	Please rate the quality of information in this application.	14 Satisfaction - Expectations	How well does this application meet your expectations ? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Content - Freshness	Please rate the freshness of content in this application.	15 Satisfaction - Ideal	How does this application compare to your idea of an ideal application ? (1=Not Very Close, 10=Very Close)	17 Recommend	How likely are you to recommend this application to someone else?
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				
4 Look and Feel - Appeal	Please rate the visual appeal of this application.				
5 Look and Feel - Balance	Please rate the balance of graphics and text in this application.				
6 Look and Feel - Readability	Please rate the readability of the pages in this application.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
7 Site Performance - Site	Please rate how quickly pages load -in this application.				
8 Site Performance - Consistency	Please rate the consistency of speed from page to page in this application.				
9 Site Performance - Errors	Please rate the ability to load pages without getting error messages in application.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
10 Plain Language - Clear	Please rate the clarity of the wording in this application.				
11 Plain Language - Understandable	Please rate how well you understand the wording in this application.				
12 Plain Language - Concise	Please rate this application on its use of short, clear sentences .				



Model Instance Name:

SSA BSO v2

MID: JsxgcQkkV0I5dxF8JE1Iqg4C

Date: 1/13/2011

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
LNH5306		How did you learn about Business Services Online?	SSA Speaker at a Conference Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association IRS Forms, Instructions & Publications Social media (e.g. Facebook, Twitter, blog, etc.) Other (please specify)	A
LNH5307	A	Other_how did you hear		
LNH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D A, B, C
LNH5309	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied	
LNH5310	B	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely 2 3 4 5	

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9	
			10=Very likely	
LNH5311	C	What specific improvements would you like to see in Internet Representative Payee Accounting?		
LNH5312	D	What specific improvements would you like to see in Business Services Online?		
LNH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
LNH5314	A	Other_describe		
LNH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
LNH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
LNH5317		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year 11 times or more per year	



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Text Field – limited to 100 characters	Single	N
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
LNH5306		How did you learn about Business Services Online?	SSA Speaker at a Conference Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association IRS Forms, Instructions & Publications Social media (e.g. Facebook, Twitter, blog, etc.) Other (please specify)	A
LNH5307	A	Other_how did you hear		
LNH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D D A, B, C
LNH5309	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied	
LNH5310	B	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely 2 3 4 5	

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9	
			10=Very likely	
LNH5311	C	What specific improvements would you like to see in Internet Representative Payee Accounting?		
LNH5312	D	What specific improvements would you like to see in Business Services Online?		
LNH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
LNH5314	A	Other_describe		
LNH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
LNH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
LNH5317		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year 11 times or more per year	



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Text Field – limited to 100 characters	Single	N
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

Model Instance Name:
SSA BSO Content+Tasks
MID: YN1BFhwYEJcQZ49IAlM0QQ==
Date: 1/13/2011

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association IRS Forms, Instructions & Publications Other (please specify)	
SVD0013		Other_how did you hear		
6385 (6385G5)		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D D A, B, C
AKR3398	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied	
AKR3399	B	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely 2 3 4 5	

Model Instance Name:
 SSA BSO Content+Tasks
 MID: YN1BFhwYEJcQZ49IAlM0QQ==
 Date: 1/13/2011

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9	
			10=Very likely	
AKR3400	C	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	<u>Representative payee</u>	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	A	Other describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
SVD0016		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year 11 times or more per year	



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y



Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 character	Single	N
Text Field – limited to 100 character	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y



Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

Model Instance Name:

SSA BSO Content+Tasks

MID: YN1BFhwYEJcQZ49IAIM0QQ==

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association IRS Forms, Instructions & Publications Other (please specify)	
SVD0013		Other_how did you hear		
6385 (6385G5)		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D A, B, C
AKR3398	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied	
AKR3399	B	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely 2 3 4 5	

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 Date: 1/13/2011

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9	
			10=Very likely	
AKR3400	C	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	<u>Representative payee</u>	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	A	Other describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

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SSA BSO Content+Tasks

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
SVD0016		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year 11 times or more per year	



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y



Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 character	Single	N
Text Field – limited to 100 character	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y



Type (select from list) Radio Button One Up Vertical	Single or Multi Single	Required Y/N Y

Model Instance Name:

SSA BSO Content+Tasks

MID: YN1BFhwYEJcQZ49IAIM0QQ==

Date: 9/17/2010

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association Other (please specify)	
SVD0013		Other how did you hear		
6385 (6385G5)		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D D A, B, C
AKR3398	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied	
AKR3399	B	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely 2 3 4 5 6	

Model Instance Name:
 SSA BSO Content+Tasks
 MID: YN1BFhwYEJcQZ49IAlM0QQ==
 Date: 9/17/2010

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7	
			8	
			9	
			10=Very likely	
AKR3400	C	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	<i>Representative payee</i>	
			Appointed Representative	Z
			Tax Preparer	Z
			Financial Planner	Z
			Household Employer	Z
			Self-Employed	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	A	Other describe		
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			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	

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SSA BSO Content+Tasks

MID: YN1BFhwYEJcQZ49IAlM0QQ==**Date:** 9/17/2010~~red & strike-through~~: DELETEunderlined & italicized: RE-ORDER

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blue + -->: REWORDING

violet (**bold**): SKIP-LOGIC

SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8	
			9	
		How often do you use Business Services Online?	10 = Very Easy	
SVD0016			Once per year	
			2-4 times per year	
			5-10 times per year	
			11 times or more per year	



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y



Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characters	Single	N
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

Model Instance Name:
 SSA BSO Content+ Tasks
 MID: YN1BFhwYEJcQZ49IAIM0QQ==
 Date: 6/26/2008

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SSA BSO Content+ Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
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SVD0013		Other how did you hear		
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AKR3398	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied 2 3 4 5 6 7 8 9 10=Very satisfied	
AKR3399	B	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely 2 3 4 5 6	

Model Instance Name:
 SSA BSO Content+ Tasks
 MID: YN1BFhwYEJcQZ49IAlM0QQ==
 Date: 6/26/2008

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SSA BSO Content+ Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7	
			8	
			9	
			10=Very likely	
AKR3400	C	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Appointed Representative	Z
			Tax Preparer	Z
			Financial Planner	Z
			Household Employer	Z
			Self-Employed	Z
			Accountant/CPA	Z
			Representative payee	
			Other (please specify)	Z
SVD0018		Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (fewer than 10)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
			Not applicable	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	
SVD0016		How often do you use Business Services Online?	Once per year	
			2-4 times per year	
			5-10 times per year	
			More than 11 times per year	

Change to Skip Logic



<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button Scale No Don't Know	Single	Y



Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characters	Single	N
Text Field – limited to 100 characters	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button One Up Vertical	Single	Y

Model Instance Name:

SSA BSO

MID: YN1BFhwYEJcQZ49IAIM0QQ==

Date: 6/26/2008

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSA BSO CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
		How did you hear about Business Services Online?	SSA Speaker at a Conference Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security Professional Association Other (please specify)	Dropdown (Select-one)
		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online --->D W-2c Online --->D View Submission Status --->D View Employer Report Status --->D View Errors --->D View Notices --->D SSN Verification --->D Registration Services --->D Resubmission Services --->D Consent-Based Services --->D Appointed Representative Services --->D Representative Payee Accounting Report---> go to A,B,C	Checkbox One Up Vertical
	A	How satisfied overall were you with the payee accounting form online?	Scale 1-10 (Very dissatisfied, Very satisfied)	Radio Button Scale No Don't Know
	B	How likely are you to return to the representative payee accounting form online for your next accounting report?	Scale 1-10 (Not very likely, Very likely)	Radio Button Scale No Don't Know
	C	What specific improvements would you like to see in Internet Representative Payee Accounting?		Open-ended
	D	What specific improvements would you like to see in Business Services Online?		Open-ended
		How would you describe your primary business? (Select all that apply) ----> How would you describe your role? (Select all that apply)	Appointed Representative Tax Preparer Financial Planner Household Employer Self-Employed Accountant/CPA Representative payee Other (please specify)	Checkbox One Up Vertical
		Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (fewer than 10) Small (11-50) Medium (51-250) Large (more than 250) Not applicable	Radio Button One Up Vertical
		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)		Radio Button Scale No Don't Know
		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year	Radio Button One Up Vertical

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SSA BSO CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
			More than 11 times per year	



Single or Multi	Required Y/N
Single	Y
Multi	Y
	Y
	Y
	N
	N
Multi	Y
Single	Y
Single	Y
Single	Y

Single or Multi	Required Y/N

Base Element Order	Version 2	Version 3	Version 4
Content	Plain Language	Site Performance	Look and Feel
Look and Feel	Site Performance	Content	Plain Language
Site Performance	Look and Feel	Plain Language	Content
Plain Language	Content	Look and Feel	Site Performance

Content	Plain Language	Site Performance	Look and Feel
Look and Feel	Site Performance	Content	Plain Language
Site Performance	Look and Feel	Plain Language	Content
Plain Language	Content	Look and Feel	Site Performance