

Model Instance Name:

SSADisability v2

MID: 451pZNUxEwhdwdY1JBg4EA4C

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



SSADisability 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	
		<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
1	Site Information - Thoroughness	Please rate the <b>thoroughness of information</b> provided in this application.	14	Satisfaction - Overall	17	Recommend
				What is your <b>overall satisfaction</b> with this application? (1=Very Dissatisfied, 10=Very Satisfied)		How likely are you to <b>recommend this application</b> to someone else?
2	Site Information - Understandable	Please rate how <b>understandable</b> this application's information is.	15	Satisfaction - Expectations		
				How well does this application <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)		<b>Use Other Online Services (1=Very Unlikely, 10=Very Likely)</b>
3	Site Information - Answers	Please rate how well the application's <b>information provides answers</b> to your questions.	16	Satisfaction - Ideal	18	Use Other Online Services
				How does this application <b>compare to your idea of an ideal application</b> ? (1=Not Very Close, 10=Very Close)		How likely are you to <b>use other Social Security online services</b> ?
		<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				
4	Site Performance - Consistency	Please rate how <b>quickly pages load</b> in this application.				
5	Site Performance - Errors	Please rate the <b>consistency of speed from page to page</b> in this application.				
6		Please rate the <b>ability to load pages without getting error messages</b> in this application.				
		<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>				
7	Navigation - Organized	Please rate how <b>well the application is organized</b> .				
8	Navigation - Options	Please rate the <b>options available for navigating</b> this application.				
9	Navigation - Layout	Please rate how well the application <b>layout helps you find</b> what you are looking for.				
10	Navigation - Clicks	Please rate the <b>number of clicks to get where you want</b> in this application.				
		<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>				
11	Plain Language - Clear	Please rate the <b>clarity of the wording</b> in this application.				
12	Plain Language - Understandable	Please rate how <b>well you understand the wording</b> in this application.				
13	Plain Language - Concise	Please rate this application on its <b>use of short, clear sentences</b> .				

leann.hartka:  
Need label

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Date: 11/1/2010

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSADisability v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
CAS0047707		What type of benefits were you applying for?	Retirement Medicare only Disability Both Retirement and Disability Spouse's Other		Dropdown (Select-one)	Single
CAS0045268		Are you applying online for yourself or are you helping someone else?	Myself Helping a Spouse/Relative/Friend Professional Helping a Client Other		Drop down select one	Single
CAS0045269		How did you learn about this online application? (Select all that apply.)	Official Social Security website Online search engine or other website Social Security employee Social Security Statement Social Security publication Relative or friend Doctor, social worker, attorney, or other professional Traditional media (TV, radio, newspaper, etc.) Online social media (Facebook, Twitter, etc.) Other, please specify		Check box vertical one up	Multi
CAS0045270	A	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify		Drop down select one	Single
CAS0045271	AA	Please describe how you made contact with a Social Security employee.				
CAS0045272	B	Please specify how you learned about this online application.			Text box, no char limit	
CAS0045273		Did you use any of the following to prepare to apply online? (Select all that apply.)	I used the Disability Benefits Checklist I used the Disability Starter Kit I watched the instructional video I used other information on the Social Security website to prepare I used another resource to prepare to apply online I did not use any resources to prepare to apply online		check box one up vertical	Multi
CAS0045274	A	How helpful did you find the Disability Benefits Checklist?	Very helpful Somewhat helpful Not at all helpful		Drop down select one	Single
CAS0045275	B	How helpful did you find the Disability Starter Kit?	Very helpful Somewhat helpful Not at all helpful		Drop down select one	Single
CAS0045276	C	How helpful did you find the instructional video?	Very helpful Somewhat helpful Not at all helpful		Drop down select one	Single

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
CAS0045277	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single
			Somewhat helpful			
			Not at all helpful			
CAS0045278	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	



Required Y/N
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CAS0045269		How did you learn about this online application? (Select all that apply.)	Official Social Security website Online search engine or other website Social Security employee Social Security Statement Social Security publication Relative or friend Doctor, social worker, attorney, or other professional Traditional media (TV, radio, newspaper, etc.) Online social media (Facebook, Twitter, etc.) Other, please specify		Check box vertical one up	Multi
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CAS0045274	A	How helpful did you find the Disability Benefits Checklist?	Very helpful Somewhat helpful Not at all helpful		Drop down select one	Single
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		Are you applying online for yourself or are you helping someone else?	Myself		Drop down select one	Single
			Helping a Spouse/Relative/Friend			
			Professional Helping a Client			
			Other			
		How did you learn about this online application? (Select all that apply.)	Official Social Security website		Check box vertical one up	Multi
			Online search engine or other website			
			Social Security employee	A		
			Social Security Statement			
			Social Security publication			
			Relative or friend			
			Doctor, social worker, attorney, or other professional			
			Traditional media (TV, radio, newspaper, etc.)			
			Online social media (Facebook, Twitter, etc.)			
			Other, please specify	B		
A		How did you make contact with a Social Security employee?	Visited a local Social Security office		Drop down select one	Single
			Called a local Social Security office			
			Called the national 800 number			
			Other, please specify	AA		
AA		Please describe how you made contact with a Social Security employee.				
B		Please specify how you learned about this online application.			Text box, no char limit	
		Did you use any of the following to prepare to apply online? (Select all that apply.)	I used the Disability Benefits Checklist	A	check box one up vertical	Multi
			I used the Disability Starter Kit	B		
			I watched the instructional video	C		
			I used other information on the Social Security website to prepare	D		
			I used another resource to prepare to apply online	E		
			I did not use any resources to prepare to apply online			
A		How helpful did you find the Disability Benefits Checklist?	Very helpful		Drop down select one	Single
			Somewhat helpful			
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D		How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single
			Somewhat helpful			
			Not at all helpful			
E		Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	
LNH5318		How did you hear about the Internet Disability Report?	A. Social Security Representative told me about it	A	Radio Button One Up Vertical	Single

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			<del>From Social Security's website, socialsecurity.gov-</del> <del>Read about it in a Social Security publication-</del> <del>Saw it in a newspaper, magazine, television, or other media source-</del> <del>Got it from an Internet Search Engine or linked from another website-</del> <del>From a social worker, attorney, or other professional-</del> <del>Word-of-mouth-</del> <del>Other, please specify:-</del>	<b>B</b>		
LNH5319	<b>B</b>	Please specify how you heard about the Internet Disability Report			Text Field — limited to 100 characters	
LNH5320	<b>A</b>	When the representative told you about the Internet Disability Report, did he or she tell you about the Disability Starter Kit?	Yes, the representative gave me a paper Disability Starter Kit. Yes, the representative mailed me a Disability Starter Kit. Yes, the representative told me how to go online and get the Disability Starter Kit. No Don't know	<b>C</b> <b>C</b> <b>C</b>	Radio Button One Up-Vertical	Single
LNH5321	<b>C</b>	Did the Disability Starter Kit help you complete the online Disability Report?	Yes No		Radio Button One Up-Vertical	Single
LNH5322		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself. I am helping my husband or wife. I am helping another relative. I am helping a client in my professional capacity. I am helping a friend. Other, please specify:-	<b>B</b> <b>A</b>	Radio Button One Up-Vertical	Single
LNH5323	<b>A</b>	Please specify your role in filling out the Disability Report.			Text Field — limited to 100 characters	
LNH5324	<b>B</b>	If you are helping a client, what is your role? (Select one)	I am an attorney I am a non-attorney representative I work for an insurance company I work for a government agency I work for a not-for-profit organization I work for a for-profit organization I work for a hospital, nursing care facility, or health services agency Other, please specify:-	<b>C</b>	Radio Button One Up-Vertical	Single
LNH5325	<b>C</b>	Please specify your role.			Text Field — limited to 100 characters	
LNH5326		Did you download, print, or view the Social Security "Disability Benefits Checklist" before starting your Disability Report?	Yes No Don't know what that is	<b>A</b>	Radio Button One Up-Vertical	Single
LNH5327	<b>A</b>	Did you find the checklist helpful while completing your application?	Yes No Don't know	<b>B</b>	Radio Button One Up-Vertical	Single
LNH5328	<b>B</b>	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful		Radio Button One Up-Vertical	Single

Model Instance Name:

SSADisability v2

MID: 451pZNUxEwhdwdY1JBg4EA4C

Date: 11/1/2010

~~red & strike-through~~: DELETE

*underlined & italicized*: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSADisability v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
			<del>Very helpful</del>			
			<del>Moderately helpful</del>			
			<del>Slightly helpful</del>			
			<del>Helpful, but barely</del>			
			<del>Not helpful</del>			



Required Y/N
Y
Y
Y
N
Y
Y
Y
Y
Y
N
Y



Required  
Y/N

N

Y

Y

Y

N

Y

N

Y

Y

Y

Required Y/N

**Model Instance Name:**

SSA Disability Report Survey

**MID:** FZdMcI0Ytl0tt9Q4g41s1A==

**Date:** 11/1/2010

**red & strike-through:** DELETE

**underlined & italicized:** RE-ORDER

**pink:** ADDITION

**blue + -->:** REWORDING

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

**SSA Disability Report Survey CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source  Got it from an Internet Search Engine or linked from another website  From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A          B	Radio Button One Up Vertical	Single
SVD00315	B	Please specify how you heard about the Internet Disability Report			Text Field – limited to 100 characters	
EDO07615	A	When the representative told you about the Internet Disability Report, did he or she tell you about the Disability Starter Kit?	Yes, the representative gave me a paper Disability Starter Kit.  Yes, the representative mailed me a Disability Starter Kit. Yes, the representative told me how to go online and get the Disability Starter Kit. No Don't know	C  C C	Radio Button One Up Vertical	Single
EDO07616	C	Did the Disability Starter Kit help you complete the online Disability Report?	Yes  No		Radio Button One Up Vertical	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify:	B      A	Radio Button One Up Vertical	Single
SVD00316	A	Please specify your role in filling out the Disability Report.			Text Field – limited to 100 characters	
EDO07617	B	If you are helping a client, what is your role? (Select one)	I am an attorney I am a non-attorney representative I work for an insurance company I work for a government agency I work for a not-for-profit organization I work for a for-profit organization I work for a hospital, nursing care facility, or health services agency Other, please specify:		Radio Button One Up Vertical	Single
EDO07618	C	Please specify your role.			Text Field – limited to 100 characters	
SVD00171		Did you download, print, or view the Social Security "Disability Benefits Checklist" before starting your Disability Report?	Yes  No Don't know what that is	A	Radio Button One Up Vertical	Single
EDO07619	A	Did you find the checklist helpful while completing your application?	Yes  No Don't know	B	Radio Button One Up Vertical	Single
EDO07620	B	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful		Radio Button One Up Vertical	Single



Model Instance Name:

SSA Disability Report Survey

MID: FZdMcI0Ytl0tt9Q4g41s1A==

Date: 11/1/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSA Disability Report Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
			Very helpful			
			Moderately helpful			
			Slightly helpful			
			Helpful, but barely			
			Not helpful			



Required Y/N
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Y
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N
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Y
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Y
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Y
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N
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Y
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N
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Y
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Y
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Y
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Required Y/N

#REF!  
 #REF!  
 #REF!  
 Date: 11/1/2010

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

#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A          B	Radio Button One Up Vertical	Single
SVD00315	B	<del>Please specify how you heard about the Internet Disability Report.</del>			Text Field – limited to 100 characters	
EDO07615	A	When the representative told you about the Internet Disability Report, did he or she tell you about the Disability Starter Kit?	Yes, the representative gave me a paper Disability Starter Kit. Yes, the representative mailed me a Disability Starter Kit. Yes, the representative told me how to go online and get the Disability Starter Kit. No Don't know	C  C C	Radio Button One Up Vertical	Single
EDO07616	C	Did the Disability Starter Kit help you complete the online Disability Report?	Yes No		Radio Button One Up Vertical	Single
SVD00170	A	<del>Please rate how well the representative prepared you for making your application</del>	<del>1=Not well</del> 2 3 4 5 6 7 8 9 10=Very well Didn't learn from representative		Radio Button Scale Has Don't	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife <del>I am helping my parent</del> <del>I am helping my child</del> I am helping another relative I am helping a client in my professional capacity I am helping a friend Other, please specify:	       B  A	Radio Button One Up Vertical	Single
SVD00316	A	Please specify your role in filling out the Disability Report.			Text Field – limited to 100 characters	
EDO07617	B	If you are helping a client, what is your role? (Select one)	I am an attorney I am a non-attorney representative I work for an insurance company I work for a government agency		Radio Button One Up Vertical	Single

#REF!  
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 #REF!  
 Date: 11/1/2010

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

#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
			I work for a not-for-profit organization I work for a for-profit organization I work for a hospital, nursing care facility, or health services agency Other, please specify:	C		
EDO07618	C	Please specify your role.			Text Field – limited to 100 characters	
SVD00171		Did you download or view the Social Security "Disability Starter Kit" before starting your application? +--> Did you download, print, or view the Social Security "Disability Benefits Checklist" before starting your Disability Report?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single
EDO07619	A	Did you find the checklist helpful while completing your application?	Yes No Don't know	B	Radio Button One Up Vertical	Single
EDO07620	B	Please rate how helpful the Disability Benefits Checklist was for you.	Extremely helpful Very helpful Moderately helpful Slightly helpful Helpful, but barely Not helpful		Radio Button One Up Vertical	Single
SVD00172	A	<del>Was the Social Security "Disability Starter Kit" helpful in working on your application?</del>	<del>Yes-</del> <del>No-</del> <del>Don't know-</del>		<del>Radio Button One Up Vertical</del>	<del>Single</del>



Required  
Y/N

Y

N

Y

Y

Y

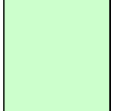
Y

N

Y



Required  
Y/N



N

Y

Y

Y

Y

#REF!  
 #REF!  
 #REF!  
 Date: 3/9/2009

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

#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A          B	Radio Button One Up Vertical	Single
SVD00315	B	Please specify how you heard about the Internet Disability Report			Text Area – no character limit	
SVD00170	A	Please rate how well the representative prepared you for making your application	1=Not well 2 3 4 5 6 7 8 9 10=Very well Didn't learn from representative		Radio Button Scale Has Don't	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	A	Radio Button One Up Vertical	Single
SVD00316	A				Text Area – no character limit	
SVD00171		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single
SVD00172	A	Was the Social Security "Disability Starter Kit" helpful in working on your application?	Yes No Don't know <del>Didn't use</del>		Radio Button One Up Vertical	Single





Required  
Y/N

Y

Y

Y

Y

Y

Y

Y

#REF!  
 #REF!  
 #REF!  
 Date: 6/30/2008

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

#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Single or Multi
SVD0025		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	A          B	Radio Button One Up Vertical	Single
SVD00315	B	Please specify how you heard about the Internet Disability Report			Text Area – no character limit	
SVD00170	A	Please rate how well the representative prepared you for making your application	1=Not well 2 3 4 5 6 7 8 9 10=Very well Didn't learn from representative		Radio Button Scale Has Don't	Single
SVD0026		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	A	Radio Button One Up Vertical	Single
SVD00316	A				Text Area – no character limit	
SVD00171		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single
SVD00172	A	Was the Social Security "Disability Starter Kit" helpful in working on your application?	Yes No Don't know Didn't use		Radio Button One Up Vertical	Single



Required  
Y/N

Y

Y

Y

Y

Y

Y

Y

#REF!  
 #REF!  
 #REF!  
 Date: 6/30/2008

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

#REF!

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it -----> <b>Go To A</b> From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	Radio Button One Up Vertical
	<b>A</b>	If you learned about the Social Security Disability Report from an SSA representative, please rate how well the representative prepared you for making your application. -----> <b>Please rate how well the representative prepared you for making your application.</b>		Radio Button Scale Has Don't Know
		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	Radio Button One Up Vertical
		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes -----> <b>Go To B</b> No Don't know what that is	Radio Button One Up Vertical
	<b>B</b>	If you downloaded or viewed the Social Security "Disability Starter Kit," was it helpful in working on your application? -----> <b>Was the Social Security "Disability Starter Kit" helpful in working on your application?</b>	Yes No Don't know Didn't use	Radio Button One Up Vertical



<b>Single or Multi</b>	<b>Required Y/N</b>
Single	Y
Single	Y
Single	Y
Single	Y
Single	Y

#REF!  
 #REF!  
 #REF!  
 Date: 6/30/2008

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

**#REF!**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
		How did you hear about the Internet Disability Report?	A Social Security Representative told me about it From Social Security's website, socialsecurity.gov Read about it in a Social Security publication Saw it in a newspaper, magazine, television, or other media source Got it from an Internet Search Engine or linked from another website From a social worker, attorney, or other professional Word-of-mouth Other, please specify:	Radio Button One Up Vertical
		If you learned about the Social Security Disability Report from an SSA		Radio Button Scale Has Don't Know
		I started filling out the Disability Report because...(Select one)	I am applying for disability benefits for myself I am helping my husband or wife I am helping my parent I am helping my child I am helping another relative I am helping a friend Other, please specify:	Radio Button One Up Vertical
		Did you download or view the Social Security "Disability Starter Kit" before starting your application?	Yes No Don't know what that is	Radio Button One Up Vertical
		If you downloaded or viewed the Social Security "Disability Starter Kit," was it helpful in working on your application?	Yes No Don't know Didn't use	Radio Button One Up Vertical



<b>Single or Multi</b>	<b>Required Y/N</b>
Single	Y
Single	Y
Single	Y
Single	Y
Single	Y