

Model Instance Name:
SSA Extra Help v2

MID:

Date: 9/15/2011



Welcome and Thank You Text

Welcome Text

Thank you for visiting the Social Security Administration (SSA). You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of SSA. Please take a minute or two to give us your opinions about the Application for Help with Medicare Prescription Drug Plan Costs. The feedback you provide will help SSA enhance its site and serve you better in the future. All results are strictly confidential.

Thank You Text

Thank you for your time in completing this survey about the Application for Help with Medicare Prescription Drug Plan Costs. Your input is very valuable will be taken into consideration.

Invitation Text

We'd like your feedback.

know how we can improve your website experience.

This survey is conducted by an independent company, ForeSee Results.

Examples

Current Welcome Text

ForeSee Results Survey Page - Windows Internet Explorer
http://survey.foreseeresults.com/survey/display?sid=browse-MedicareSubsidy-en&cid=TV7AmpuatC86

Customer Satisfaction Survey

Thank you for visiting the **Social Security Administration (SSA)**. You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of SSA. Please take a minute or two to give us your opinions about the Application for Help with Medicare Prescription Drug Plan Costs. The feedback you provide will help SSA enhance its site and serve you better in the future. All results are strictly confidential.

*Required questions are denoted by an **

1: *Please rate the **accuracy of information** on this site.

1= Poor Excellent=10 Don't Know

1 2 3 4 5 6 7 8 9 10

Current Thank You Text

I'm not applying for Help with Medicare Prescription Plan Drug Costs today

Thank you for your time in completing this survey about the Application for Help with Medicare Prescription Drug Plan Costs. Your input is very valuable will be taken into consideration.

Copyright 2011 - all rights reserved
OMB Control # 1090-0008
[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

Current Invitation Text

We'd like your feedback.

Thank you for visiting the SSA.gov site and using the online application for **Help with Medicare Prescription Plan Drug Costs**. You have been randomly selected to participate in a customer satisfaction survey to let us know how we can improve your website experience.

This survey is conducted by an independent company, ForeSee Results.

Model Instance Name:
SSA Extra Help v2

MID:

Date: 9/1/2011



Welcome and Thank You Text

Welcome Text

Gracias por visitar la Administración del Seguro Social. Usted ha sido seleccionado para participar en esta encuesta conducida por ForeSee Results de parte del Seguro Social. Por favor tomese un minuto o dos para darnos sus opiniones sobre la Solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. Los comentarios que proporcione ayudará al Seguro Social a mejorar la página en Internet y servirle mejor en el futuro. Todos los resultados son estrictamente confidenciales.

Thank You Text

Gracias por su tiempo para completar esta encuesta sobre la Solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. Su opinión es muy valiosa y la tomaremos en cuenta.

Invitation Text

Nos gustaría recibir sus comentarios

encuesta de satisfacción del cliente para hacernos saber cómo podemos mejorar su experiencia por Internet.

Esta encuesta la lleva a cabo una empresa independiente llamada, ForeSee Results.

Examples

Current Welcome Text

The screenshot shows a browser window titled "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://survey.foreseeresults.com/survey/display?sid=browse-MedicareSubsidy-en&cid=TV7AmputatC8K". The page features the Social Security Administration logo on the left and the ForeSee Results logo on the right. The main heading is "Customer Satisfaction Survey". Below this, there is a paragraph of text: "Thank you for visiting the Social Security Administration (SSA). You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of SSA. Please take a minute or two to give us your opinions about the Application for Help with Medicare Prescription Drug Plan Costs. The feedback you provide will help SSA enhance its site and serve you better in the future. All results are strictly confidential." A note states "Required questions are denoted by an *". Below this is a question: "1: *Please rate the accuracy of information on this site." At the bottom of the question area, there is a scale from 1 to 10 with radio buttons. The scale is: 1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, 10, Excellent=10, Don't Know.

Current Thank You Text

The screenshot shows a browser window with a survey page. At the top, there is a radio button and the text "I'm not applying for Help with Medicare Prescription Plan Drug Costs today". Below this is a paragraph of text: "Thank you for your time in completing this survey about the Application for Help with Medicare Prescription Drug Plan Costs. Your input is very valuable will be taken into consideration." At the bottom of the text area, there are two buttons: "Cancel" and "Submit". Below the buttons, there is a copyright notice: "Copyright 2011 - all rights reserved", "OMB Control # 1090-0008", and links for "ForeSee Results", "Privacy Policy", and "Survey Support". At the very bottom of the browser window, it says "Internet | Protected Mode: On" and "100%".

Current Invitation Text

The screenshot shows a browser window with a survey page. It features the Social Security Administration logo on the left and the ForeSee Results logo on the right. The main heading is "We'd like your feedback." Below this is a paragraph of text: "Thank you for visiting the SSA.gov site and using the online application for Help with Medicare Prescription Plan Drug Costs. You have been randomly selected to participate in a customer satisfaction survey to let us know how we can improve your website experience." Below the text, there is another paragraph: "This survey is conducted by an independent company, ForeSee Results." At the bottom, there are two buttons: "No thanks" and "Yes, I'll give feedback".

Model Instance Name:
SSA Extra Help v3 (English)

MID: IVsQkEQIoMBUUs049xE45w4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013

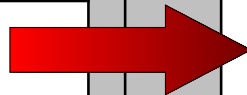


Element rotation scheme has been added

SSA Extra Help v3 (English)

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Overall	What is your overall satisfaction with the online application for Help with Medicare Prescription Plan Drug Costs? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend the online application for Help with Medicare Prescription Plan Drug Costs to someone else?
Look and Feel - Balance	Please rate the balance of graphics and text in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Expectations	How well does the online application for Help with Medicare Prescription Plan Drug Costs meet your expectations? (1=Falls Short, 10=Exceeds)		Use Other Applications (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Ideal	How does the online application for Help with Medicare Prescription Plan Drug Costs compare to your idea of an ideal online application? (1=Not Very Close, 10=Very Close)	Use Other Online Services	How likely are you to use other Social Security online services?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading	Please rate how quickly pages load in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Consistency	Please rate the consistency of speed from page to page in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages in the online application for Help with Medicare Prescription Plan Drug Costs.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language - Clear	Please rate the clarity of the wording in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Understandable	Please rate how well you understand the wording in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Concise	Please rate the Help with Medicare Prescription Plan Drug Costs application on its use of short, clear sentences.				



Model Instance Name:
SSA Extra Help v3 (English)

MID: RQFJlkpspsRxQlxpY0s1ZQ4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013

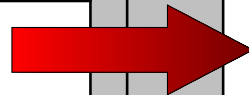


Element rotation scheme has been added

SSA Extra Help v3 (English)

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Overall	What is your overall satisfaction with the online application for Help with Medicare Prescription Plan Drug Costs? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend the online application for Help with Medicare Prescription Plan Drug Costs to someone else?
Look and Feel - Balance	Please rate the balance of graphics and text in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Expectations	How well does the online application for Help with Medicare Prescription Plan Drug Costs meet your expectations? (1=Falls Short, 10=Exceeds)	Use Other Online Services	Use Other Applications (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Ideal	How does the online application for Help with Medicare Prescription Plan Drug Costs compare to your idea of an ideal online application? (1=Not Very Close, 10=Very Close)		How likely are you to use other Social Security online services?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading	Please rate how quickly pages load in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Consistency	Please rate the consistency of speed from page to page in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages in the online application for Help with Medicare Prescription Plan Drug Costs.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language - Clear	Please rate the clarity of the wording in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Understandable	Please rate how well you understand the wording in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Concise	Please rate the Help with Medicare Prescription Plan Drug Costs application on its use of short, clear sentences.				



Model Instance Name:

SSA Extra Help v3 (Spanish)

MID: wcscht14I5kxFEcp45Bg0Q4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

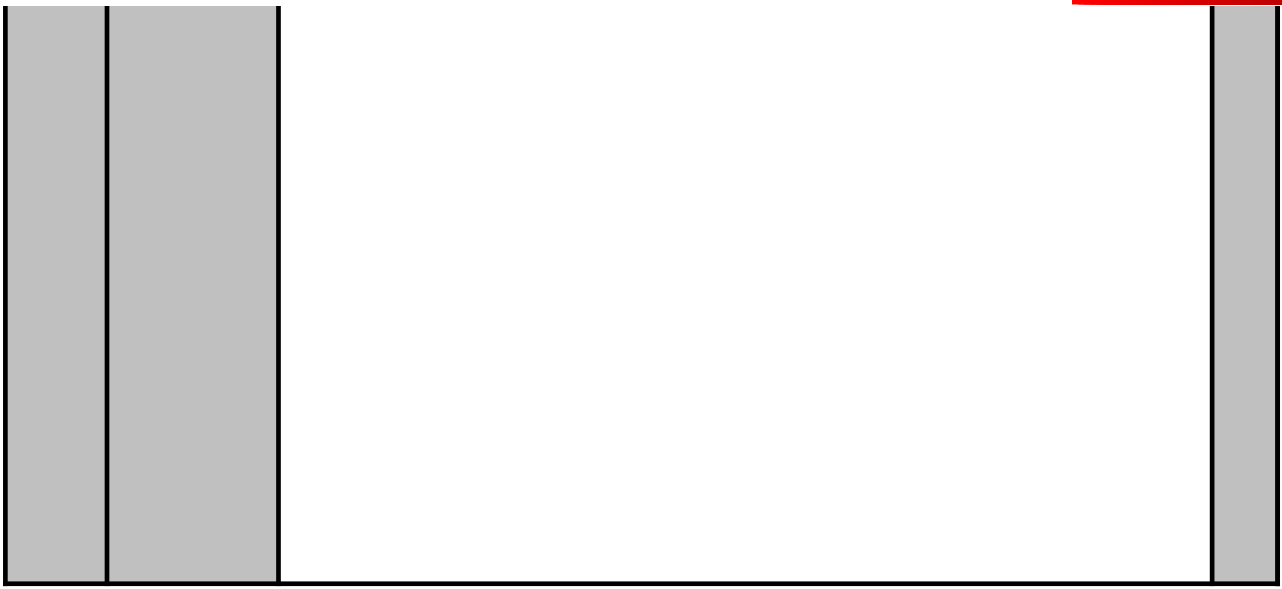
NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 7/19/2013

Model questions

MQ Label	ELEMENTS (drivers of satisfaction)
	Apariencia y función (1=Mala, 10=Excelente, No sé)
Look and Feel - Appeal	Por favor califique la apariencia de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Look and Feel - Balance	Por favor califique el equilibrio entre gráficas y texto de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Look and Feel - Readability	Por favor califique la fluidez del texto de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
	Rendimiento del sitio de Internet (1=Mala, 10=Excelente, No sé)
Site Performance - Loading	Por favor califique la rapidez con que suben las páginas de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Site Performance - Consistency	Por favor califique la consistencia de la rapidez para moverse de una página a la otra en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Site Performance - Errors	Por favor califique la capacidad para subir las páginas sin que reciba un error en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
	Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)
Plain Language - Clear	Por favor califique la claridad de las palabras usadas en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Plain Language - Understandable	Por favor califique su comprensión de las palabras usadas en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Plain Language - Concise	Por favor califique la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare basado en el uso de oraciones cortas y claras .



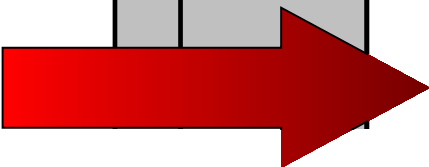
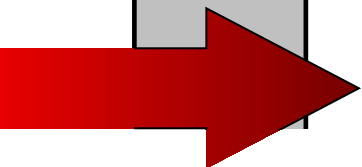


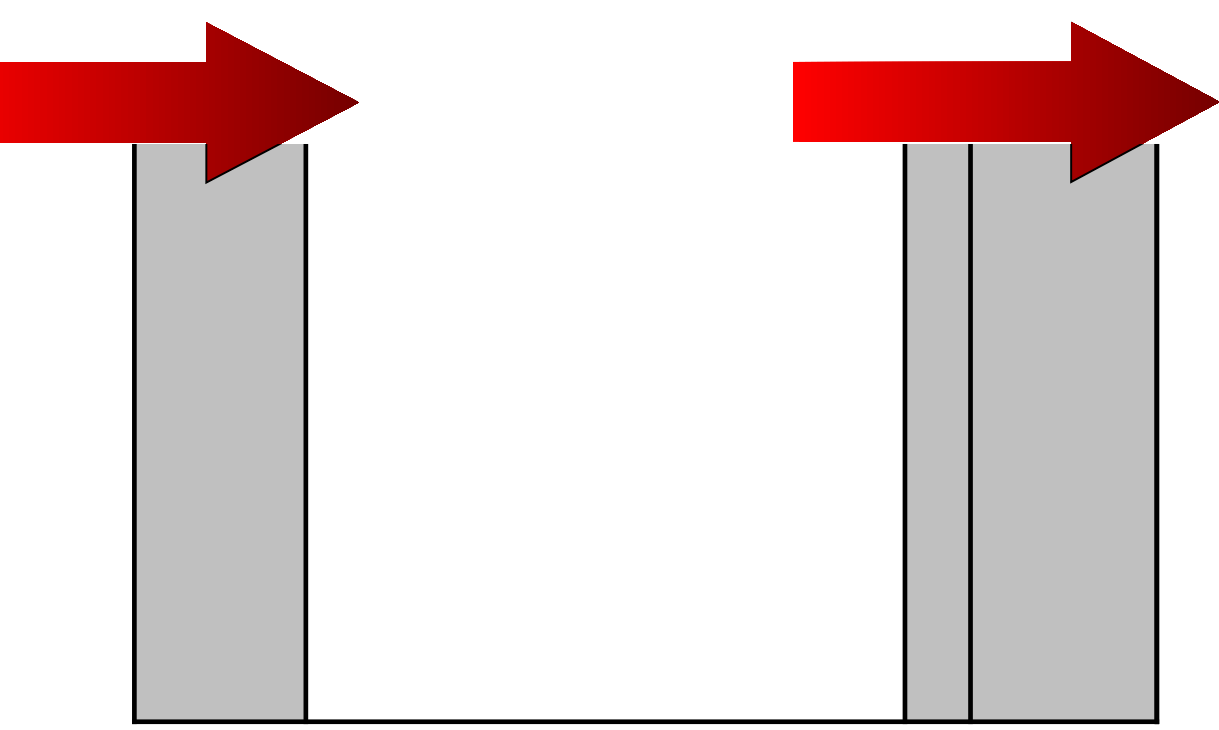
Element rotation scheme has been added

SSA Extra Help v3 (English)

utilize the ACSI methodology to determine scores and impacts

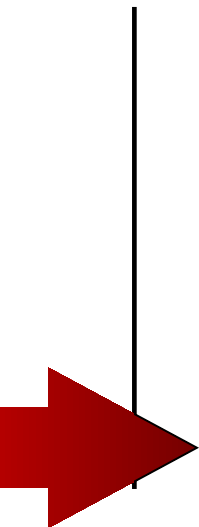
CUSTOMER SATISFACTION		MQ Label
MQ Label	Satisfacción	Recommend
Satisfaction - Overall	¿Cómo calificaría su satisfacción en general de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare? (1=Totalmente insatisfecho, 10=Totalmente satisfecho)	
Satisfaction - Expectations	¿Con cuánta exactitud la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare satisfizo sus expectativas? (1=No llenó mis expectativas, 10=Totalmente satisfecho)	Use Other Online Services
Satisfaction - Ideal	¿Cómo se compara la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare con lo que se imaginaría que sería su programa de computadora ideal? (1=No se asemeja, 10=Se asemeja)	

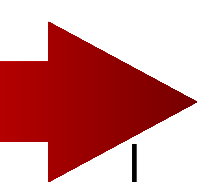






FUTURE BEHAVIORS	FPI Y?
Recomendar (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que le recomiende a otra persona la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare ?	
Usar por Internet otros programas de computadora del Seguro Social (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que use otros programas de computadora en este sitio de Internet del Seguro Social?	





Model Instance Name:
SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxQtc4JBwJkg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction</p>	<p>Future Behaviors</p>
<p>1 Please rate your perception of the accuracy of information on this site.</p>	<p>20 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>2 Please rate the quality of information on this site.</p>	<p>21 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p>	<p>23 How likely are you to recommend this site to someone else?</p>
<p>3 Please rate the freshness of content on this site.</p>		
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>	<p>22 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>Use Other Applications (1=Very Unlikely, 10=Very Likely)</p>
<p>4 Please rate the usefulness of the features provided on this site.</p>		<p>24 How likely are you to use other online Social Security Administration Applications?</p>
<p>5 Please rate the convenience of the features on this site.</p>		
<p>6 Please rate the variety of features on this site.</p>		
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		
<p>7 Please rate the visual appeal of this site.</p>		
<p>8 Please rate the balance of graphics and text on this site.</p>		
<p>9 Please rate the readability of the pages on this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate how well the site is organized.</p>		
<p>11 Please rate the options available for navigating this site.</p>		
<p>12 Please rate how well the site layout helps you find what you are looking for.</p>		
<p>13 Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate how quickly pages load on this site.</p>		
<p>15 Please rate the consistency of speed from page to page on this site.</p>		
<p>16 Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</p>		
<p>17 Please rate the process for completing task(s) on this site.</p>		
<p>18 Please rate the clarity of instructions for completing task(s) on this site.</p>		
<p>19 Please rate the verification of task completion on this site.</p>		



Model Instance Name:
SSA Extra Help v2 (English)

MID: VhgJpNEVNpxlMBUQNcg1FQ==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Future Behaviors
Please rate your perception of the accuracy of information on this site.	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the quality of information on this site.	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	How likely are you to recommend this site to someone else?
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	Use Other Applications (1=Very Unlikely, 10=Very Likely)
Functionality (1=Poor, 10=Excellent, Don't Know)		How likely are you to use other online Social Security Administration Applications?
Please rate the usefulness of the features provided on this site.		
Please rate the convenience of the features on this site.		
Please rate the variety of features on this site.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the visual appeal of this site.		
Please rate the balance of graphics and text on this site.		
Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the site is organized.		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for.		
Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly pages load on this site.		
Please rate the consistency of speed from page to page on this site.		
Please rate the ability to load pages without getting error messages on this site.		
Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)		
Please rate the process for completing task(s) on this site.		
Please rate the clarity of instructions for completing task(s) on this site.		
Please rate the verification of task completion on this site.		

Model Instance Name:
SSA Extra Help v2 (Spanish)

MID: 515J9k0gVEx0E9NVUYp8Fg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe su percepción de la exactitud de la información en este sitio de Internet. Por favor evalúe la calidad de la información en este sitio de Internet. Por favor evalúe la actualización del contenido en este sitio de Internet.</p>	<p>Satisfaction ¿Cuál es su satisfacción general con este sitio de Internet? (1 = Muy insatisfecho, 10 = Muy satisfecho) ¿Hasta qué punto este sitio de Internet cumplió con sus expectativas? (1 = Fracasa, 10 = Excede) ¿Cómo se compara este sitio de Internet con su visión de un sitio de Internet ideal? (1 = Fracasa, 10 = Cercano)</p>	<p>Future Behaviors Recommend (1 = Muy improbable, 10 = Muy probable) ¿Qué posibilidades hay de que recomiende este sitio de Internet a otra persona? Use Other Applications (1 = Muy improbable, 10 = Muy probable)</p>
<p>Functionality (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe la utilidad de los recursos disponibles en este sitio de Internet. Por favor evalúe la conveniencia de los recursos disponibles en este sitio de Internet. Por favor evalúe la variedad de los recursos disponibles en este sitio de Internet.</p>		<p>¿Qué posibilidades hay de utilizar otros servicios por Internet de la Administración del Seguro Social?</p>
<p>Look and Feel (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe el atractivo visual de este sitio de Internet. Por favor evalúe el balance gráfico y textual en este sitio de Internet. Por favor evalúe la legibilidad de las páginas en este sitio de Internet.</p>		
<p>Navigation (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe la organización de este sitio de Internet. Por favor evalúe las opciones disponibles para navegar en este sitio de Internet. Por favor evalúe cómo el diseño del sitio de Internet le ayudó a encontrar lo que buscaba. Por favor evalúe el número de clics que tuvo que hacer para llegar a donde quería.</p>		
<p>Site Performance (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe la rapidez con que se cargan las páginas en este sitio de Internet. Por favor evalúe la consistencia de la velocidad de una página a otra en este sitio de Internet. Por favor evalúe la capacidad de cargar páginas nuevas sin recibir mensajes de errores en este sitio de Internet.</p>		
<p>Tasks/ Transactions (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe el proceso de completar las tareas en este sitio de Internet. Por favor evalúe la claridad de las instrucciones para completar las tareas en este sitio de Internet. Por favor evalúe la verificación de la finalización de las tareas en este sitio de Internet.</p>		

Model Instance Name:
SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxQtc4JBwJkg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction</p>	<p>Future Behaviors</p>
<p>1 Please rate your perception of the accuracy of information on this site.</p>	<p>20 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>2 Please rate the quality of information on this site.</p>	<p>21 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p>	<p>23 How likely are you to recommend this site to someone else?</p>
<p>3 Please rate the freshness of content on this site.</p>	<p>22 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>Use Other Applications (1=Very Unlikely, 10=Very Likely)</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>		<p>24 How likely are you to use other Social Security Administration Applications? --> How likely are you to use other online Social Security Administration Applications?</p>
<p>4 Please rate the usefulness of the features provided on this site.</p>		
<p>5 Please rate the convenience of the features on this site.</p>		
<p>6 Please rate the variety of features on this site.</p>		
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		
<p>7 Please rate the visual appeal of this site.</p>		
<p>8 Please rate the balance of graphics and text on this site.</p>		
<p>9 Please rate the readability of the pages on this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate how well the site is organized.</p>		
<p>11 Please rate the options available for navigating this site.</p>		
<p>12 Please rate how well the site layout helps you find what you are looking for.</p>		
<p>13 Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate how quickly pages load on this site.</p>		
<p>15 Please rate the consistency of speed from page to page on this site.</p>		
<p>16 Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</p>		
<p>17 Please rate the process for completing task(s) on this site.</p>		
<p>18 Please rate the clarity of instructions for completing task(s) on this site.</p>		
<p>19 Please rate the verification of task completion on this site.</p>		

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: IVsQkEQIoMBUUs049xE45w4C
 Date: 9/15/2011

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

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
BJL2281		Did you complete your application today ?	BJL2281A01 BJL2281A02 BJL2281A03 BJL2281A04 BJL2281A05 BJL2281A06	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	Radio
BJL2282	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	BJL2282A01 BJL2282A02 BJL2282A03 BJL2282A04 BJL2282A05 BJL2282A06 BJL2282A07 BJL2282A08 BJL2282A09 BJL2282A10 BJL2282A11 BJL2282A12 BJL2282A13	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		Radio
BJL2283	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	BJL2283A01 BJL2283A02 BJL2283A03 BJL2283A04 BJL2283A05 BJL2283A06 BJL2283A07	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)
BJL2284	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	BJL2284A01 BJL2284A02	Yes No		Dropdown (select one)
BJL2285	L	If you stopped working on your application, please tell us why: (Select all that apply)	BJL2285A01 BJL2285A02 BJL2285A03 BJL2285A04 BJL2285A05 BJL2285A06 BJL2285A07 BJL2285A08	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application		checkbox one up vertical

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: IVsQkEQIoMBUUs049xE45w4C
 Date: 9/15/2011

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

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
			BJL2285A09	Application wouldn't accept empty fields		
			BJL2285A10	I had problem(s) entering information in some of the pages		
			BJL2285A11	I made a mistake on one of the screens, but couldn't correct it		
			BJL2285A12	I was working on my application when the site shut down for the night		
			BJL2285A13	Other Reason		
BJL2286	G	Please rate your level of experience using the Internet.	BJL2286A01	Very experienced		Radio
			BJL2286A02	Somewhat experienced		
			BJL2286A03	Almost no experience		
			BJL2286A04	Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		
BJL2287	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:				text area - no character limit
BJL2288	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)				text area - no character limit



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

Single or Multi	Required Y/N
Single	Y
	N
	N

Model Instance Name:

SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxQtc4JBwJkg==

Date: 9/15/2011

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
SAC4054		Did you complete your application today?	SAC4054A001 SAC4054A002 SAC4054A003 SAC4054A004 SAC4054A005 SAC4054A006	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	Radio
SAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	SAC4055A001 SAC4055A002 SAC4055A003 SAC4055A004 SAC4055A005 SAC4055A006 SAC4055A007 SAC4055A008 SAC4055A009 SAC4055A010 SAC4055A011 SAC4055A012 SAC4055A013	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		Radio
SAC4058	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	SAC4058A001 SAC4058A002 SAC4058A003 SAC4058A004 SAC4058A005 SAC4058A006 SAC4058A007	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)
SAC4059	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	SAC4059A001 SAC4059A002	Yes No		Dropdown (select one)
SAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	SAC4060A001 SAC4060A002 SAC4060A003 SAC4060A004 SAC4060A005 SAC4060A006 SAC4060A007 SAC4060A008	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application		checkbox one up vertical

Model Instance Name:
 SSA Extra Help v2 (English Equiv)
 MID: QsRVQ5o0Z8FxQtc4JBwJkg==
 Date: 9/15/2011

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

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
			SAC4060A009	Application wouldn't accept empty fields		
			SAC4060A010	I had problem(s) entering information in some of the pages		
			SAC4060A011	I made a mistake on one of the screens, but couldn't correct it		
			SAC4060A012	I was working on my application when the site shut down for the night		
			SAC4060A013	Other Reason		
SAC4061	G	Please rate your level of experience using the Internet.	SAC4061A001	Very experienced		Radio
			SAC4061A002	Somewhat experienced		
			SAC4061A003	Almost no experience		
			SAC4061A004	Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		
SAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:				text area - no character limit
SAC4063	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)				text area - no character limit



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

Single or Multi	Required Y/N
Single	Y
	N
	N

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJKpspsRxQlxpY0s1ZQ4C
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENBJL2281		Did you complete your application today ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENBJL2282	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENBJL2283	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENBJL2284	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENBJL2285	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields		checkbox one up vertical	Multi	Y

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJlkpspsRxQlxpY0s1ZQ4C
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENBJL2286	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Single	Y
ENBJL2287	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:			text area - no character limit		N
ENBJL2288	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

Model Instance Name:
 SSA Extra Help v2 (English)
 MID: VhgJpNEVNpxIMBUQNcg1FQ==
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENSAC4054		Did you complete your application today ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENSAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENSAC4058	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENSAC4059	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENSAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields		checkbox one up vertical	Multi	Y

Model Instance Name:
 SSA Extra Help v2 (English)
 MID: VhgJpNEVNpxIMBUQNcg1FQ==
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENSAC4061	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Single	Y
ENSAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:			text area - no character limit		N
ENSAC4063	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

Model Instance Name:
 SSA Extra Help v2 (Spanish)
 MID: 515J9k0gVEx0E9NVUYp8Fg==
 Date: 9/15/2011

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

SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
SPSAC4054		¿Completó su solicitud hoy?	Todavía no, pero tengo la intención de terminar hoy. Sí, he terminado mi nueva solicitud hoy. Sí, he resumido y completado mi solicitud anterior. No, no he completado mi nueva solicitud. No, no he completado mi solicitud parcial. No estoy solicitando para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.	B-I B-I B-I A, L A, L	Radio	Single	Y
SPSAC4055	B	¿Cómo se enteró de la solicitud por Internet para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Un representante del Seguro Social me dijo sobre este Lo ví en el sitio de Internet del Seguro Social Recibí una carta por correo del Seguro Social Leí sobre esta en una publicación del Seguro Social Leí sobre esta en una publicación de Medicare Lo ví en el sitio de Internet de Medicare Lo ví en un periódico, revista, televisión u otros medios de comunicación Oí hablar de esta en un centro de comunidad para ancianos. Mi médico u otro profesional me dijo sobre este Lo obtuve en un lugar de búsqueda por Internet. Por un enlace en otro sitio de Internet. Lo escuché por otro personas Otro modo		Radio	Single	Y
SPSAC4058	D	¿Para quién esta completando la solicitud por Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados?	Para mi mismo Para mi mismo y mi cónyuge Para mi cónyuge Para mi padre o madre Para mi cliente Para mi pariente Para mi amigo		Dropdown (select one)	Single	Y
SPSAC4059	A	Si ha decidido dejar de trabajar en la solicitud por ahora, ¿espera regresar y completarla mas tarde?	Sí No		Dropdown (select one)	Single	Y
SPSAC4060	L	Si dejo de trabajar en su solicitud, por favor háganos por qué: (Seleccione todos los que aplican)	No estoy solicitando el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy. Necesitaba encontrar documentos/otra información para mi solicitud Muy complicada/Toma mucho tiempo/Demasiadas preguntas que contestar sin ayuda Mi padecimiento médico/físico me impide trabajar en la computadora por periodos largos No tengo las destrezas de computadora necesarias para completar la solicitud Recibí en mensaje de error/El sistema me expulsó Traté de usar my Número de Reingreso para regresar a mi solicitud, pero no funcionó No tenia el Número de Reingreso para regresar a la solicitud		checkbox one up vertical	Multi	Y

Model Instance Name:
 SSA Extra Help v2 (Spanish)
 MID: 515J9k0gVEx0E9NVUYp8Fg==
 Date: 9/15/2011

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

SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			La solicitud no aceptó campos en blanco Tuve problemas ingresando información en alguna de las páginas Cometí un error en una de las pantallas y no pude corregirlo Estaba trabajando en mi solicitud cuando apagaron el sitio de Internet por la noche. Otra razón				
SPSAC4061	G	Por favor evalúe su nivel de experiencia usando la Internet.	Muy experimentado Algo de experiencia Inexperto Solicitando el Beneficio Adicional con los gastos de medicamentos recetados es la primera vez que uso el Internet.		Radio	Single	Y
SPSAC4062	H	Si contestó que escuchó acerca de la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados en otro sitio de Internet o lugar de búsqueda, por favor háganos saber el nombre del sitio:			text area - no character limit		N
SPSAC4063	I	¿Tiene algún problema con, o sugerencias específicas para mejorar esta solicitud de Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare? (Por favor no incluya ninguna información personal en sus respuestas.)			text area - no character limit		N

Model Instance Name:
 SSA Extra Help v2 (English)
 MID: VhgJpNEVNpxIMBUQNcg1FQ==
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENSAC4054		Did you complete your application today ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENSAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENSAC4056	G	Did you use the Find Out If You Qualify option before you entered the on-line Help with Medicare Prescription Drug Plan Costs application?	Yes No I don't know what that is	M	Dropdown (select one)	Single	Y
ENSAC4057	M	Was the Find Out If You Qualify option helpful in making your decision to apply for help?	Yes, it was helpful in making my decision No, I thought it was not helpful I did not use the Find Out If You Qualify option		Dropdown (select one)	Single	N
ENSAC4058	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENSAC4059	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENSAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help		checkbox one up vertical	Multi	Y

Model Instance Name:
 SSA Extra Help v2 (English)
 MID: VhgJpNEVNpxIMBUQNcg1FQ==
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENSAC4061	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Single	Y
ENSAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:			text area - no character limit		N
ENSAC4063	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

Model Instance Name:
 SSA Extra Help v2 (Spanish)
 MID: 515J9k0gVEx0E9NVUYp8Fg==
 Date: 9/15/2011

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

SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
SPSAC4054		¿Completó su solicitud hoy?	Todavía no, pero tengo la intención de terminar hoy. Sí, he terminado mi nueva solicitud hoy. Sí, he resumido y completado mi solicitud anterior. changed to radio No, no he completado mi nueva solicitud. No, no he completado mi solicitud parcial. No estoy solicitando para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.	B-I B-I B-I A, L A, L	Dropdown (select one)	Single	Y
SPSAC4055	B	¿Cómo se enteró de la solicitud por Internet para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Un representante del Seguro Social me dijo sobre este Lo ví en el sitio de Internet del Seguro Social Recibí una carta por correo del Seguro Social Leí sobre esta en una publicación del Seguro Social Leí sobre esta en una publicación de Medicare Lo ví en el sitio de Internet de Medicare changed to radio Lo ví en un periódico, revista, televisión u otros medios de comunicación Oí hablar de esta en un centro de comunidad para ancianos. Mi médico u otro profesional me dijo sobre este Lo obtuve en un lugar de búsqueda por Internet. Por un enlace en otro sitio de Internet. Lo escuché por otro personas Otro modo		Dropdown (select one)	Single	Y
SPSAC4056	G	¿Utilizó la opción Averiguar si usted tiene derecho antes de entrar a la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Sí No No sé lo que es	M	Dropdown (select one)	Single	Y
SPSAC4057	M	¿Fue útil la opción de Averiguar si usted tiene derecho en su decisión de solicitar la ayuda?	Sí, fue útil en tomar mi decisión- No, pensé que no fue útil No use la opción de Averiguar si usted califica-		Dropdown (select one)	Single	N
SPSAC4058	D	¿Para quién esta completando la solicitud por Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados?	Para mi mismo Para mi mismo y mi cónyuge Para mi cónyuge Para mi padre o madre Para mi cliente Para mi pariente Para mi amigo		Dropdown (select one)	Single	Y
SPSAC4059	A	Si ha decidido dejar de trabajar en la solicitud por ahora, ¿espera regresar y completarla mas tarde?	Sí No		Dropdown (select one)	Single	Y
SPSAC4060	L	Si dejo de trabajar en su solicitud, por favor háganos por qué: (Seleccione todos los que aplican)	No estoy solicitando el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy. Necesitaba encontrar documentos/otra información para mi solicitud		checkbox one up vertical	Multi	Y

Model Instance Name:
 SSA Extra Help v2 (Spanish)
 MID: 515J9k0gVEx0E9NVUYp8Fg==
 Date: 9/15/2011

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

SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			Muy complicada/Toma mucho tiempo/Demasiadas preguntas que contestar sin ayuda Mi padecimiento médico/físico me impide trabajar en la computadora por períodos largos No tengo las destrezas de computadora necesarias para completar la solicitud Recibí en mensaje de error/El sistema me expulsó Traté de usar my Número de Reingreso para regresar a mi solicitud, pero no funcionó No tenia el Número de Reingreso para regresar a la solicitud La solicitud no aceptó campos en blanco Tuve problemas ingresando información en alguna de las páginas Cometí un error en una de las pantallas y no pude corregirlo Estaba trabajando en mi solicitud cuando apagaron el sitio de Internet por la noche. Otra razón				
SPSAC4061	G	Por favor evalúe su nivel de experiencia usando la Internet.	Muy experimentado Algo de experiencia Inexperto		Dropdown (select one)	Single	Y
		changed to radio	Solicitando el Beneficio Adicional con los gastos de medicamentos recetados es la primera vez que uso el Internet.				
SPSAC4062	H	Si contestó que escuchó acerca de la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados en otro sitio de Internet o lugar de búsqueda, por favor háganos saber el nombre del sitio:			text area - no character limit		N
SPSAC4063	I	¿Tiene algún problema con, o sugerencias específicas para mejorar esta solicitud de Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare? (Por favor no incluya ninguna información personal en sus respuestas.)			text area - no character limit		N

Model Instance Name:
 SSA Extra Help v3 (Spanish)
MID: wcscht14I5kxFEcp45Bg0Q4C
Date: 9/15/2011

SSA Extra Help v2 (Spanish)

QID	Skip Logic Label	Question Text
SPBJL2281		¿Completó su solicitud hoy?
SPBJL2282	B	¿Cómo se enteró de la solicitud por Internet para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de
SPBJL2283	D	¿Para quién esta completando la solicitud por Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados?
SPBJL2284	A	Si ha decidido dejar de trabajar en la solicitud por ahora, ¿espera regresar y completarla mas tarde?
SPBJL2285	L	Si dejo de trabajar en su solicitud, por favor háganos por qué: (Seleccione todos los que aplican)

SPBJL2286	G	Por favor evalúe su nivel de experiencia usando la Internet.
SPBJL2287	H	Si contestó que escuchó acerca de la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados en otro sitio de Internet o lugar de búsqueda, por favor háganos saber el nombre del sitio:
SPBJL2288	I	¿Tiene algún problema con, o sugerencias específicas para mejorar esta solicitud de Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare? (Por favor no incluya ninguna información personal en sus respuestas.)

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

sh) CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N	Special Instructions
Todavía no, pero tengo la intención de terminar hoy.	B-I	Radio	Single	Y	Skip Logic
Sí, he terminado mi nueva solicitud hoy.	B-I				
Sí, he resumido y completado mi solicitud anterior.	B-I				
No, no he completado mi nueva solicitud.	A, L				
No, no he completado mi solicitud parcial.	A, L				
No estoy solicitando para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.					
Un representante del Seguro Social me dijo sobre este		Radio	Single	Y	Skip Logic
Lo ví en el sitio de Internet del Seguro Social					
Recibí una carta por correo del Seguro Social					
Leí sobre esta en una publicación del Seguro Social					
Leí sobre esta en una publicación de Medicare					
Lo ví en el sitio de Internet de Medicare					
Lo ví en un periódico, revista, televisión u otros medios de comunicación					
Oí hablar de esta en un centro de comunidad para ancianos.					
Mi médico u otro profesional me dijo sobre este					
Lo obtuve en un lugar de búsqueda por Internet.					
Por un enlace en otro sitio de Internet.					
Lo escuché por otro personas					
Otro modo					
Para mi mismo		Dropdown (select one)	Single	Y	Skip Logic
Para mi mismo y mi cónyuge					
Para mi cónyuge					
Para mi padre o madre					
Para mi cliente					
Para mi pariente					
Para mi amigo					
Sí		Dropdown (select one)	Single	Y	Skip Logic
No					
No estoy solicitando el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.		checkbox one up vertical	Multi	Y	Skip Logic

Necesitaba encontrar documentos/otra información para mi solicitud					
Muy complicada/Toma mucho tiempo/Demasiadas preguntas que contestar sin ayuda					
Mi padecimiento médico/físico me impide trabajar en la computadora por períodos largos					
No tengo las destrezas de computadora necesarias para completar la solicitud					
Recibí en mensaje de error/El sistema me expulsó					
Traté de usar my Número de Reingreso para regresar a mi solicitud, pero no funcionó					
No tenía el Número de Reingreso para regresar a la solicitud					
La solicitud no aceptó campos en blanco					
Tuve problemas ingresando información en alguna de las páginas					
Cometí un error en una de las pantallas y no pude corregirlo					
Estaba trabajando en mi solicitud cuando apagaron el sitio de Internet por la noche.					
Otra razón					
Muy experimentado		Radio	Single	Y	Skip Logic
Algo de experiencia					
Inexperto					
Solicitando el Beneficio Adicional con los gastos de medicamentos recetados es la primera vez que uso el Internet.					
		text area - no character limit		N	Skip Logic
		text area - no character limit		N	Skip Logic

CQ Label

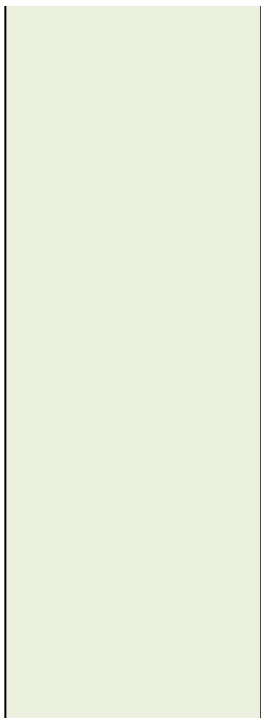
App Status

Hear About App

App For

Plan to return?

Why did you stop?



Internet Experience

OE_heard about

OE_Problems

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

	1	7	4	1
	2	8	5	2
	3	9	6	3
	4	4	1	7
	5	5	2	8
	6	6	3	9
	7	1	7	4
	8	2	8	5
	9	3	9	6