

Model Instance Name:

SSA Main v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Partitioned (Y/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: 6/12/2013



SSA Main v3

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>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>                               |                                | <b>Satisfaction</b>  |                  | <b>Recommend (1=Very Unlikely, 10=Very Likely)</b>         |
| 1 Look and Feel - Appeal             | Please rate the visual appeal of this site.   | 16 Satisfaction - Overall      | What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)     | 19 Recommend     | How likely are you to recommend this site to someone else? |
| 2 Look and Feel - Balance            | Please rate the balance of graphics and text on this site.                            | 17 Satisfaction - Expectations | How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)                   |                  | <b>Return (1=Very Unlikely, 10=Very Likely)</b>            |
| 3 Look and Feel - Readability        | Please rate the readability of the pages on this site.                                | 18 Satisfaction - Ideal        | How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close) | 20 Return        | How likely are you to return to this site?                 |
|                                      | <b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>                                  |                                |  |                  |  |
| 4 Navigation - Organized             | Please rate how well the site is organized.   |                                |  |                  |  |
| 5 Navigation - Options               | Please rate the options available for navigating this site.                           |                                |  |                  |  |
| 6 Navigation - Layout                | Please rate how well the site layout helps you find what you are looking for.         |                                |  |                  |  |
|                                      | <b>SSA Information(1=Poor, 10=Excellent, Don't Know)</b>                              |                                |  |                  |  |
| 7 SSA Information - Thoroughness     | Please rate the thoroughness of information you viewed on this site today.            |                                |  |                  |  |
| 8 SSA Information - Quality          | Please rate the quality of information you viewed today.                              |                                |  |                  |  |
| 9 SSA Information - Provided Answers | Please rate how well the information viewed today provided answers to your questions. |                                |  |                  |  |
|                                      | <b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>                            |                                |  |                  |  |
| 10 Site Performance - Loading        | Please rate how quickly pages load on this site.                                      |                                |  |                  |  |
| 11 Site Performance - Consistency    | Please rate the consistency of speed from page to page on this site.                  |                                |  |                  |  |
| 12 Site Performance - Errors         | Please rate the ability to load pages without getting error messages on this site.    |                                |  |                  |  |
|                                      | <b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>                              |                                |  |                  |  |
| 13 Plain Language - Clear            | Please rate the clarity of the wording on this site.                                  |                                |  |                  |  |
| 14 Plain Language - Understandable   | Please rate how well you understand the wording on this site.                         |                                |  |                  |  |
| 15 Plain Language - Concise          | Please rate this site on its use of short, clear sentences.                           |                                |  |                  |  |

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**Date:** 6/14/2011

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**underlined & italicized:** RE-ORDER

**pink:** ADDITION

**blue + -->:** REWORDING

**SSA Main v3 CUSTOM QUESTION LIST**

| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)   | Skip to | Type (select from list)                | Single or Multi | Required Y/N | Special Instructions |
|----------------|------------------|--|---|---------|--|-----------------|--------------|----------------------|
| LNH4733        |                  | Which of the following best describes you?               | I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income)<br>I do not receive Social Security, Medicare or Supplemental Security Income benefits<br>I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.<br>I am an employer looking for Social Security information and services<br>I am a professional helping someone else with a Social Security matter<br>Other (please specify)   | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| LNH4734        | A                | Other Role   |   |         | Text Field – limited to 100 characters |                 | N            | OPS Group            |
| LNH4735        |                  | What was the main reason for your visit today?           | To learn about Social Security benefits<br>To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)<br>To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits<br>To manage the benefits I currently receive<br>To find out how to get or replace a Social Security card<br>To get an SSA form or publication<br>To get SSA contact information (e.g., locate an office, phone number or email)<br>To get information or conduct business as an employer or government official<br>To help someone else with Social Security business<br>To conduct research about Social Security history, policies, regulations, etc.<br>Other (please specify) | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| LNH4736        | A                | What is the reason you are visiting SSA today?           |   |         | Text Area – no character limit         |                 |              | OPS Group            |
| CAS0049643     |                  | How did you arrive at the Social Security website today? | I searched for it using Google, Yahoo, Bing, etc.<br>I typed in the web address of a Social Security page.<br>I arrived here from another website.  |         | Radio Button One Up Vertical           | Single          | Yes          |                      |

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|----------------|------------------|---|---|---------|--------------------------------|-----------------|--------------|----------------------|
|                |                  |   | I had the Social Security website bookmarked.<br>Other (please specify)   | A       |                                |                 |              |                      |
| CAS0049644     | A                | Please explain how you arrived at the Social Security website today.  |   |         | Text Area – no character limit |                 |              |                      |
| LNH4737        |                  | Did the Social Security home page help you find what you were looking for?                                  | Yes<br>No   | A       | Radio Button One Up Vertical   | Single          | Y            | Skip Logic           |
| LNH4738        | A                | Please tell us why the home page was not helpful.   |   |         | Text Area – no character limit |                 | N            | Skip Logic           |
| LNH4741        |                  | Did you find the information you were looking for or did you successfully complete your online transaction? | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific   | A<br>A  | Dropdown (Select-one)          | Single          | Y            | Skip Logic           |
| LNH4742        | A                | Please tell us what you were trying to find or do on the SSA website today.                                 |   |         | Text Area – no character limit |                 | N            | Skip Logic           |
| CAS0049645     |                  | Did you use the Frequently Asked Questions ("FAQs") to find information?                                    | Yes<br>No<br>Not sure   | A       | Dropdown (Select-one)          | Single          | Yes          | Skip Logic           |
| CAS0049623     | A                | Did the Frequently Asked Questions give you the information you needed?                                     | Yes<br>No   | AA      | Dropdown (Select-one)          | Single          | Yes          | Skip Logic           |
| CAS0049624     | AA               | Please tell us about your concerns or problems when using the Frequently Asked Questions.                   |   |         | Text Area – no character limit |                 | N            | Skip Logic           |
| CAS0049625     |                  | Now that you have visited the website, do you plan to contact Social Security?                              | No, I found the information or service I wanted.<br>Yes, I plan to call on the phone.<br>Yes, I plan to visit an office.<br>Yes, I plan to send an email or letter. |         | Radio Button One Up Vertical   | Single          | Y            |                      |
| LNH4732        |                  | How often do you visit this site?   | First time<br>More than once a day<br>Daily<br>Once a week  |         | Dropdown (Select-one)          | Single          | Y            |                      |

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|-------------------|------------------------|--|---|---------|--------------------------------|--------------------|-----------------|-------------------------|
|                   |                        |  | Once a month<br>Every 6 months or less frequently |         |                                |                    |                 |                         |
| LNH4751           |                        | If there was one thing you could change about the Social Security web site, please tell us what it would be. |   |         | Text Area – no character limit |                    | N               |                         |

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|----------------|------------------|--|--|---------|--|-----------------|--------------|----------------------|
| LNH4729        |                  | Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online? | Yes<br>No<br>Don't remember  | A,B     | Radio Button One up                    | Single          | Y            | Skip Logic Group     |
| LNH4730        | A                | Which of the following did you experience difficulties with today?   | Creating a new My Social Security account<br>Problems using a previously created My Social Security account<br>Viewing my Social Security Statement<br>Checking the status of my application<br>Applying for Help with Medicare Prescription Drug Plan Costs<br>Using the Retirement Estimator<br>Applying for Disability benefits<br>Applying for Medicare benefits<br>Applying for Retirement benefits<br>Applying for Spousal benefits<br>Filing a Representative Payee Accounting Report<br>Appealing a benefits decision<br>Finding an answer to my question using the Frequently Asked Questions (FAQs)<br>None of the above   |         | Check box one up vertical              | Multi           | Y            | Skip Logic Group     |
| LNH4731        | B                | Please explain your difficulty.  |  |         | Text Area — no character limit         |                 |              | Skip Logic Group     |
| LNH4733        |                  | Which of the following best describes you?   | I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income)<br>I do not receive Social Security, Medicare or Supplemental Security Income benefits<br>I receive Supplemental Security Income (SSI)<br>I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I am an employer looking for Social Security information and services<br>I am an employer<br>I am a professional helping someone else with a Social Security matter business<br>Other (please specify) | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| LNH4734        | A                | Other Role   |  |         | Text Field – limited to 100 characters |                 | N            | OPS Group            |
| LNH4735        |                  | What was the main reason for your visit today?   | To learn about Social Security benefits<br>To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)  |         | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |

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|-------------------|------------------------|---------------|---|---------|-------------------------|--------------------|-----------------|-------------------------|
|                   |                        |               | To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits |         |                         |                    |                 |                         |
|                   |                        |               | To manage the benefits I currently receive  |         |                         |                    |                 |                         |
|                   |                        |               | To find out how to get or replace a Social Security card                              |         |                         |                    |                 |                         |
|                   |                        |               | To get an SSA form or publication   |         |                         |                    |                 |                         |
|                   |                        |               | To get SSA contact information (e.g., locate an office, phone number or email)        |         |                         |                    |                 |                         |
|                   |                        |               | To get information or conduct business as an employer or government official          |         |                         |                    |                 |                         |
|                   |                        |               | To help someone else with Social Security business                                    |         |                         |                    |                 |                         |
|                   |                        |               | To conduct research about Social Security history, policies, regulations, etc.        |         |                         |                    |                 |                         |
|                   |                        |               | <del>Online check of the status of my application for benefits</del>                  |         |                         |                    |                 |                         |
|                   |                        |               | <del>See if I qualify for benefits</del>  |         |                         |                    |                 |                         |
|                   |                        |               | <del>Get online estimate of my future benefits</del>                                  |         |                         |                    |                 |                         |
|                   |                        |               | <del>Plan for retirement</del>  |         |                         |                    |                 |                         |
|                   |                        |               | <del>Request a Proof of Income letter</del>   |         |                         |                    |                 |                         |
|                   |                        |               | <del>Online request for a Form 1099/1042S — Social Security Benefit Statement</del>   |         |                         |                    |                 |                         |
|                   |                        |               | <del>Request a Social Security Statement online</del>                                 |         |                         |                    |                 |                         |
|                   |                        |               | <del>Get information about the disability program</del>                               |         |                         |                    |                 |                         |

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|----------------|------------------|---|--|---------|--------------------------------|-----------------|--------------|----------------------|
|                |                  |   | <del>Learn about the Medicare Prescription Drug Program (Medicare Part D)</del><br><del>Apply online for Help With Medicare Prescription Drug Plan</del><br><del>Get/replace Social Security card or change my name on my Social Security card</del><br><del>Online request for a replacement Medicare card</del><br><del>Get a password for Social Security Online, or change my current password</del><br><del>Check the contact, direct deposit, Medicare and payment information you have on file for me</del><br><del>Set up or change Direct Deposit of my check</del><br><del>Make an online change affecting the benefits I already</del><br><del>Check for popular baby names</del><br><del>Look for Federal employment</del><br><del>Find my local office; how to contact Social Security</del><br><del>Download forms</del><br><del>Use online services for employers/businesses</del><br><del>Research Social Security or its financial status</del><br>Other (please specify) | A       |                                |                 |              |                      |
| LNH4736        | A                | <del>Other Reason</del> What is the reason you are visiting SSA today?  |  |         | Text Area – no character limit |                 |              | OPS Group            |
|                |                  | How did you arrive at the Social Security website today?  | I searched for it using Google, Yahoo, Bing, etc.  |         | Radio Button One Up Vertical   | Single          | Yes          |                      |
|                |                  |   | I typed in the web address of a Social Security page.  |         |                                |                 |              |                      |
|                |                  |   | I arrived here from another website.   |         |                                |                 |              |                      |
|                |                  |   | I had the Social Security website bookmarked.  |         |                                |                 |              |                      |
|                |                  |   | Other (please specify)   | A       |                                |                 |              |                      |
|                | A                | Please explain how you arrived at the Social Security website today.  |  |         | Text Area – no character limit |                 |              |                      |
| LNH4737        |                  | Thinking about the Social Security web site's home page ( <a href="http://www.socialsecurity.gov">http://www.socialsecurity.gov</a> ) please tell us if it made clear to you where you needed to go to accomplish what you wanted. Did the Social Security home page help you find what you were looking for? | Yes<br>No<br>Not Sure/ Didn't visit the home page  | A       | Radio Button One Up Vertical   | Single          | Y            | Skip Logic           |

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|----------------|------------------|---|--|--|--------------------------------|-----------------|--------------|----------------------|
| LNH4738        | A                | <del>Please explain why it wasn't clear where you needed to go to accomplish what you wanted. Please tell us why the home page was not helpful.</del> |  |  | Text Area – no character limit |                 | N            | Skip Logic           |
| LNH4741        |                  | Did you find the information you were looking for or did you successfully complete your online transaction?   | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A                                 | Dropdown (Select-one)          | Single          | Y            | Skip Logic           |
| LNH4742        | A                | Please tell us what you were trying to find or do on the SSA website today.   |  |  | Text Area – no character limit |                 | N            | Skip Logic           |
|                |                  | Did you use the Frequently Asked Questions ("FAQs") to find information?  | Yes<br>No<br>Not sure  | A                                      | Dropdown (Select-one)          | Single          | Yes          | Skip Logic           |
|                | A                | Did the Frequently Asked Questions give you the information you needed?   | Yes<br>No  | AA                                     | Dropdown (Select-one)          | Single          | Yes          | Skip Logic           |
|                | AA               | Please tell us about your concerns or problems when using the Frequently Asked Questions.   |  |  | Text Area – no character limit |                 | N            | Skip Logic           |
|                |                  | Now that you have visited the website, do you plan to contact Social Security?  | No, I found the information or service I wanted.<br>Yes, I plan to call on the phone.<br>Yes, I plan to visit an office.<br>Yes, I plan to send an email or letter.  |  | Radio Button One Up Vertical   | Single          | Y            |                      |
| LNH4732        |                  | How often do you visit this site?   | First time<br>More than once a day<br>Daily<br><del>About once a week</del><br><del>About once a month</del><br>Every 6 months or less frequently  |  | Dropdown (Select-one)          | Single          | Y            |                      |
| LNH4743        |                  | Did you use the Social Security web site's Search (located in the upper right hand corner of every page) during your visit?                           | Yes<br>No<br>Don't know what that is   | A                                      | Radio Button One Up Vertical   | Single          | Y            | Skip Logic           |
| LNH4744        | A                | Which of the following, if any, did you experience while using the search tool today? (check all that apply)  | I found what I was looking for<br>I was not sure what words to use in my search<br>Results were not relevant to my search terms or needs<br>Search returned no results<br>Search returned not enough results<br>Search returned too many results<br>Search required too many refinements to get to what I<br>Search returned results that were too similar/redundant<br>Other (please specify) | C<br>C<br>C<br>C<br>C<br>C<br>C<br>B,C | Checkbox One Up Vertical       | Multi           | N            | Skip Logic           |



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| LNH4745        | B                | <del>Please tell us what else you experienced while using the search tool today.</del>                       |  |         | <del>Text Area – no character limit</del> |                 | N            | Skip-Logic           |
| LNH4746        | C                | <del>What word(s) did you enter into the search box?–</del>  |  |         | <del>Text Area – no character limit</del> |                 | N            | Skip-Logic           |
| LNH4750        |                  | <del>After viewing our website, what do you plan to do next?–</del>  | <del>Nothing, – I found /completed what I wanted</del><br><del>Nothing, although I did not find/complete what I wanted</del><br><del>Send Social Security an e-mail</del><br><del>Call Social Security's 800 number</del><br><del>Call my local Social Security office</del><br><del>Visit my local Social Security office</del><br><del>Write a letter to Social Security</del><br><del>Return to the Social Security website later and try again</del> |         | Dropdown (Select-one)                     | Single          | Y            |                      |
| LNH4751        |                  | If there was one thing you could change about the Social Security web site, please tell us what it would be. |  |         | Text Area – no character limit            |                 | N            |                      |

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|----------------|------------------|--|--|---------|--|-----------------|--------------|----------------------|
| LNH4729        |                  | Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online? | Yes<br>No<br>Don't remember  | A,B     | Radio Button One up                    | Single          | Y            | Skip Logic Group     |
| LNH4730        | A                | Which of the following did you experience difficulties with today?   | Creating a new My Social Security account<br>Problems using a previously created My Social Security account<br>Viewing my Social Security Statement<br>Checking the status of my application<br>Applying for Help with Medicare Prescription Drug Plan Costs<br>Using the Retirement Estimator<br>Applying for Disability benefits<br>Applying for Medicare benefits<br>Applying for Retirement benefits<br>Applying for Spousal benefits<br>Filing a Representative Payee Accounting Report<br>Appealing a benefits decision<br>Finding an answer to my question using the Frequently Asked Questions (FAQs)<br>None of the above |         | Check box one up vertical              | Multi           | Y            | Skip Logic Group     |
| LNH4731        | B                | Please explain your difficulty.  |  |         | Text Area – no character limit         |                 |              | Skip Logic Group     |
| LNH4732        |                  | How often do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently  |         | Dropdown (Select-one)                  | Single          | Y            |                      |
| LNH4733        |                  | Which of the following best describes you?   | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)   | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| LNH4734        | A                | Other Role   |  |         | Text Field – limited to 100 characters |                 | N            | OPS Group            |
| LNH4735        |                  | What was the main reason for your visit today?   | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement  |         | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |

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|-------------------|------------------------|---------------|---|---------|-------------------------|--------------------|-----------------|-------------------------|
|                   |                        |               | Request a Proof-of-Income letter  |         |                         |                    |                 |                         |
|                   |                        |               | Online request for a Form 1099/1042S -- Social Security Benefit Statement |         |                         |                    |                 |                         |
|                   |                        |               | Request a Social Security Statement online                                |         |                         |                    |                 |                         |
|                   |                        |               | Get information about the disability program                              |         |                         |                    |                 |                         |

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|----------------|------------------|--|--|--|--|-----------------|--------------|----------------------|
|                |                  |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A                                      |  |                 |              |                      |
| LNH4736        | A                | Other Reason   |  |  | Text Field – limited to 100 characters |                 |              | OPS Group            |
| LNH4737        |                  | Thinking about the Social Security web site's home page ( <a href="http://www.socialsecurity.gov">http://www.socialsecurity.gov</a> ) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H                                      | Radio Button One Up Vertical           | Single          | Y            | Skip Logic           |
| LNH4738        | H                | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |  | Text Field – limited to 100 characters |                 | N            | Skip Logic           |
| LNH4741        |                  | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A                                 | Dropdown (Select-one)                  | Single          | Y            | Skip Logic           |
| LNH4742        | A                | Please tell us what you were trying to find or do on the SSA website today.  |  |  | Text Area – no character limit         |                 | N            | Skip Logic           |
| LNH4743        |                  | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?  | Yes<br>No<br>Don't know what that is   | A                                      | Radio Button One Up Vertical           | Single          | Y            | Skip Logic           |
| LNH4744        | A                | Which of the following, if any, did you experience while using the search tool today? (check all that apply)   | I found what I was looking for<br>I was not sure what words to use in my search<br>Results were not relevant to my search terms or needs<br>Search returned no results<br>Search returned not enough results<br>Search returned too many results<br>Search required too many refinements to get to what I<br>Search returned results that were too similar/redundant<br>Other (please specify)   | C<br>C<br>C<br>C<br>C<br>C<br>C<br>B,C | Checkbox One Up Vertical               | Multi           | N            | Skip Logic           |

**Model Instance Name:**

SSA Main v3

**MID:** V1wUw0sAYNUA1pUkAswd1g4C

**Date:** 6/14/2011

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**pink:** ADDITION

**blue + -->:** REWORDING

**SSA Main v3 CUSTOM QUESTION LIST**

| QID (Group ID)     | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to         | Type (select from list)                  | Single or Multi   | Required Y/N | Special Instructions        |
|--------------------|------------------|--|--|-----------------|--|-------------------|--------------|-----------------------------|
| LNH4745            | <b>B</b>         | Please tell us what else you experienced while using the search tool today.                                  |  |                 | Text Area – no character limit           |                   | N            | Skip Logic                  |
| LNH4746            | <b>C</b>         | What word(s) did you enter into the search box?  |  |                 | Text Area – no character limit           |                   | N            | Skip Logic                  |
| LNH4750            |                  | After viewing our website, what do you plan to do next?  | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again |                 | Dropdown (Select-one)                    | Single            | Y            |                             |
| LNH4751            |                  | If there was one thing you could change about the Social Security web site, please tell us what it would be. |  |                 | Text Area – no character limit           |                   | N            |                             |
| <del>LNH4752</del> |                  | <del>Do you ever access the Internet using a mobile phone or tablet?</del>                                   | <del>Yes</del>   | <del>A, B</del> | <del>Radio-button, one-up-vertical</del> | <del>Single</del> | <del>Y</del> | <del>Skip Logic Group</del> |
|                    |                  |  | <del>No</del>  |                 |  |                   |              |                             |
| LNH4753            | <b>A</b>         | Which of the following devices do you have?  | A SmartPhone   | <b>W</b>        | Checkbox, one-up-vertical                | Multi             | Y            | Skip Logic Group            |
|                    |                  |  | A tablet   | <b>X</b>        |  |                   |              |                             |
|                    |                  |  | None of these  |                 |  |                   |              |                             |
| LNH4754            | <b>W</b>         | Specifically, which type of mobile phone do you have?  | iPhone   |                 | Radio-button, one-up-vertical            | Single            | Y            | Skip Logic Group            |
|                    |                  |  | Android  |                 |  |                   |              |                             |
|                    |                  |  | Blackberry   |                 |  |                   |              |                             |

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| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to | Type (select from list)                | Single or Multi | Required Y/N | Special Instructions |
|----------------|------------------|--|--|---------|--|-----------------|--------------|----------------------|
| LNH4729        |                  | Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online? | Yes<br>No<br>Don't remember  | A,B     | Radio Button One up                    | Single          | Y            | Skip Logic Group     |
| LNH4730        | A                | Which of the following did you experience difficulties with today?   | Creating a new My Social Security account<br>Problems using a previously created My Social Security account<br>Viewing my Social Security Statement<br>Checking the status of my application<br>Applying for Help with Medicare Prescription Drug Plan Costs<br>Using the Retirement Estimator<br>Applying for Disability benefits<br>Applying for Medicare benefits<br>Applying for Retirement benefits<br>Applying for Spousal benefits<br>Filing a Representative Payee Accounting Report<br>Appealing a benefits decision<br>Finding an answer to my question using the Frequently Asked Questions (FAQs)<br>None of the above |         | Check box one up vertical              | Multi           | Y            | Skip Logic Group     |
| LNH4731        | B                | Please explain your difficulty.  |  |         | Text Area – no character limit         |                 |              | Skip Logic Group     |
| LNH4732        |                  | How often do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently  |         | Dropdown (Select-one)                  | Single          | Y            |                      |
| LNH4733        |                  | Which of the following best describes you?   | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)   | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| LNH4734        | A                | Other Role   |  |         | Text Field – limited to 100 characters |                 | N            | OPS Group            |
| LNH4735        |                  | What was the main reason for your visit today?   | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement  |         | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text | Answer Choices<br>(limited to 50 characters)                              | Skip to | Type (select from list) | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|---------------|---|---------|-------------------------|--------------------|-----------------|-------------------------|
|                   |                        |               | Request a Proof-of-Income letter  |         |                         |                    |                 |                         |
|                   |                        |               | Online request for a Form 1099/1042S -- Social Security Benefit Statement |         |                         |                    |                 |                         |
|                   |                        |               | Request a Social Security Statement online                                |         |                         |                    |                 |                         |
|                   |                        |               | Get information about the disability program                              |         |                         |                    |                 |                         |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)   | Skip to                                | Type (select from list)                | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|--|--|--------------------|-----------------|-------------------------|
|                   |                        |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A                                      |  |                    |                 |                         |
| LNH4736           | A                      | Other Reason   |  |  | Text Field – limited to 100 characters |                    |                 | OPS Group               |
| LNH4737           |                        | Thinking about the Social Security web site's home page ( <a href="http://www.socialsecurity.gov">http://www.socialsecurity.gov</a> ) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H                                      | Radio Button One Up Vertical           | Single             | Y               | Skip Logic              |
| LNH4738           | H                      | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |  | Text Field – limited to 100 characters |                    | N               | Skip Logic              |
| LNH4741           |                        | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A                                 | Dropdown (Select-one)                  | Single             | Y               | Skip Logic              |
| LNH4742           | A                      | Please tell us what you were trying to find or do on the SSA website today.  |  |  | Text Area – no character limit         |                    | N               | Skip Logic              |
| LNH4743           |                        | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?  | Yes<br>No<br>Don't know what that is   | A                                      | Radio Button One Up Vertical           | Single             | Y               | Skip Logic              |
| LNH4744           | A                      | Which of the following, if any, did you experience while using the search tool today? (check all that apply)   | I found what I was looking for<br>I was not sure what words to use in my search<br>Results were not relevant to my search terms or needs<br>Search returned no results<br>Search returned not enough results<br>Search returned too many results<br>Search required too many refinements to get to what I<br>Search returned results that were too similar/redundant<br>Other (please specify)   | C<br>C<br>C<br>C<br>C<br>C<br>C<br>B,C | Checkbox One Up Vertical               | Multi              | N               | Skip Logic              |



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| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to | Type (select from list)        | Single or Multi | Required Y/N | Special Instructions |
|----------------|------------------|--|--|---------|--------------------------------|-----------------|--------------|----------------------|
| LNH4745        | B                | Please tell us what else you experienced while using the search tool today.                                  |  |         | Text Area – no character limit |                 | N            | Skip Logic           |
| LNH4746        | C                | What word(s) did you enter into the search box?  |  |         | Text Area – no character limit |                 | N            | Skip Logic           |
| LNH4750        |                  | After viewing our website, what do you plan to do next?  | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again |         | Dropdown (Select-one)          | Single          | Y            |                      |
| LNH4751        |                  | If there was one thing you could change about the Social Security web site, please tell us what it would be. |  |         | Text Area – no character limit |                 | N            |                      |
| LNH4752        |                  | Do you ever access the Internet using a mobile phone or tablet?  | Yes<br>No  | A, B    | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     |
| LNH4753        | A                | Which of the following devices do you have?  | A SmartPhone<br>A tablet<br>None of these  | W<br>X  | Checkbox, one-up vertical      | Multi           | Y            | Skip Logic Group     |
| LNH4754        | W                | Specifically, which type of mobile phone do you have?  | iPhone<br>Android<br>Blackberry  |         | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     |

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| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)   | Skip to | Type (select from list)                | Single or Multi | Required Y/N | Special Instructions |
|----------------|------------------|--|---|---------|--|-----------------|--------------|----------------------|
| LNH4729        |                  | Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online? | Yes<br>No<br>Don't remember   | A,B     | Radio Button One up                    | Single          | Y            | Skip Logic Group     |
| LNH4730        | A                | Which of the following did you experience difficulties with today?   | Creating a new My Social Security account<br>Problems using a previously created My Social Security account<br>Viewing my Social Security Statement<br>Checking the status of my application<br>Applying for Help with Medicare Prescription Drug Plan Costs<br>Using the Retirement Estimator<br>Applying for Disability benefits<br>Applying for Medicare benefits<br>Applying for Retirement benefits<br>Filing a Representative Payee Accounting Report<br>Appealing a benefits decision<br>None of the above |         | Check box one up vertical              | Multi           | Y            | Skip Logic Group     |
| LNH4731        | B                | Please explain your difficulty.  |   |         | Text Area – no character limit         |                 |              | Skip Logic Group     |
| LNH4732        |                  | How often do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently   |         | Dropdown (Select-one)                  | Single          | Y            |                      |
| LNH4733        |                  | Which of the following best describes you?   | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)  | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| LNH4734        | A                | Other Role   |   |         | Text Field – limited to 100 characters |                 | N            | OPS Group            |
| LNH4735        |                  | What was the main reason for your visit today?   | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement<br>Request a Proof-of-Income letter<br>Online request for a Form 1099/1042S -- Social Security Benefit Statement<br>Request a Social Security Statement online<br>Get information about the disability program  |         | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |

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| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to | Type (select from list)                | Single or Multi | Required Y/N | Special Instructions     |
|----------------|------------------|--|--|---------|--|-----------------|--------------|--------------------------|
|                |                  |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A       |  |                 |              |                          |
| LNH4736        | A                | Other Reason   |  |         | Text Field – limited to 100 characters |                 |              | OPS Group                |
| LNH4737        |                  | Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H       | Radio Button One Up Vertical           | Single          | Y            | Skip Logic               |
| LNH4738        | H                | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |         | Text Field – limited to 100 characters |                 | N            | Skip Logic               |
| LNH4739        |                  | Which, if any, of the top navigation links did you use today? (Select all that apply)  | Retirement<br>Disability<br>Survivors<br>SSI<br>Medicare<br>Business Services<br>Not Sure<br>None of the above   |         | Checkbox One Up Vertical               | Multi           | Y            | Skip Logic<br>anchor/pin |
| LNH4740        |                  | Did you use any of the Top Services links on the left side of the homepage today?  | Yes<br>No<br>Not Sure  |         | Radio Button One Up Vertical           | Single          | Y            | Skip Logic               |
| LNH4741        |                  | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A  | Dropdown (Select-one)                  | Single          | Y            | Skip Logic               |
| LNH4742        | A                | Please tell us what you were trying to find or do on the SSA website today.  |  |         | Text Area – no character limit         |                 | N            | Skip Logic               |
| LNH4743        |                  | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?  | Yes<br>No<br>Don't know what that is   | A       | Radio Button One Up Vertical           | Single          | Y            | Skip Logic               |

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| QID (Group ID)  | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)               | Skip to | Type (select from list)        | Single or Multi | Required Y/N | Special Instructions |
|---|------------------|--|---|---------|--------------------------------|-----------------|--------------|----------------------|
| LNH4744   | A                | Which of the following, if any, did you experience while using the search tool today? (check all that apply) | I found what I was looking for                          |         | Checkbox One Up Vertical       | Multi           | N            | Skip Logic           |
|   |                  |  | I was not sure what words to use in my search           | C       |                                |                 |              |                      |
|   |                  |  | Results were not relevant to my search terms or needs   | C       |                                |                 |              |                      |
|   |                  |  | Search returned no results                              | C       |                                |                 |              |                      |
|   |                  |  | Search returned not enough results                      | C       |                                |                 |              |                      |
|   |                  |  | Search returned too many results                        | C       |                                |                 |              |                      |
|   |                  |  | Search required too many refinements to get to what I   | C       |                                |                 |              |                      |
|   |                  |  | Search returned results that were too similar/redundant | C       |                                |                 |              |                      |
|   |                  | Other (please specify)   | B,C   |         |                                |                 |              |                      |
| LNH4745   | B                | Please tell us what else you experienced while using the search tool today.                                  |   |         | Text Area – no character limit |                 | N            | Skip Logic           |
| LNH4746   | C                | What word(s) did you enter into the search box?  |   |         | Text Area – no character limit |                 | N            | Skip Logic           |
| LNH4750   |                  | After viewing our website, what do you plan to do next?  | Nothing, I found /completed what I wanted               |         | Dropdown (Select-one)          | Single          | Y            |                      |
|   |                  |  | Nothing, although I did not find/complete what I wanted |         |                                |                 |              |                      |
|   |                  |  | Send Social Security an e-mail                          |         |                                |                 |              |                      |
|   |                  |  | Call Social Security's 800 number                       |         |                                |                 |              |                      |
|   |                  |  | Call my local Social Security office                    |         |                                |                 |              |                      |
|   |                  |  | Visit my local Social Security office                   |         |                                |                 |              |                      |
|   |                  |  | Write a letter to Social Security                       |         |                                |                 |              |                      |
| Return to the Social Security website later and try again |                  |  |   |         |                                |                 |              |                      |
| LNH4751   |                  | If there was one thing you could change about the Social Security web site, please tell us what it would be. |   |         | Text Area – no character limit |                 | N            |                      |
| LNH4752   |                  | Do you ever access the Internet using a mobile phone or tablet?  | Yes   | A, B    | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     |
|   |                  |  | No  |         |                                |                 |              |                      |
| LNH4753   | A                | Which of the following devices do you have?  | A SmartPhone  | W       | Checkbox, one-up vertical      | Multi           | Y            | Skip Logic Group     |
|   |                  |  | A tablet  | X       |                                |                 |              |                      |
|   |                  |  | None of these   |         |                                |                 |              |                      |
| LNH4754   | W                | Specifically, which type of mobile phone do you have?  | iPhone  |         | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     |
|   |                  |  | Android   |         |                                |                 |              |                      |
|   |                  |  | Blackberry  |         |                                |                 |              |                      |

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|----------------|------------------|--|---|---------|--|-----------------|--------------|----------------------|
| LNH4729        |                  | Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online? | Yes<br>No<br>Don't remember   | A,B     | Radio Button One up                    | Single          | Y            | Skip Logic Group     |
| LNH4730        | A                | Which of the following did you experience difficulties with today?   | Creating a new My Social Security account<br>Problems using a previously created My Social Security account<br>Viewing my Social Security Statement<br>Checking the status of my application<br>Applying for Help with Medicare Prescription Drug Plan Costs<br>Using the Retirement Estimator<br>Applying for Disability benefits<br>Applying for Medicare benefits<br>Applying for Retirement benefits<br>Filing a Representative Payee Accounting Report<br>Appealing a benefits decision<br>None of the above |         | Check box one up vertical              | Multi           | Y            | Skip Logic Group     |
| LNH4731        | B                | Please explain your difficulty.  |   |         | Text Area – no character limit         |                 |              | Skip Logic Group     |
| LNH4732        |                  | How often do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently   |         | Dropdown (Select-one)                  | Single          | Y            |                      |
| LNH4733        |                  | Which of the following best describes you?   | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)  | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| LNH4734        | A                | Other Role   |   |         | Text Field – limited to 100 characters |                 | N            | OPS Group            |
| LNH4735        |                  | What was the main reason for your visit today?   | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement<br>Request a Proof-of-Income letter<br>Online request for a Form 1099/1042S -- Social Security Benefit Statement<br>Request a Social Security Statement online<br>Get information about the disability program  |         | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |

**Model Instance Name:**

SSA Main v3

**MID:** V1wUw0sAYNUA1pUkAswd1g4C

**Date:** 6/14/2011

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**pink:** ADDITION

**blue + -->:** REWORDING

**SSA Main v3 CUSTOM QUESTION LIST**

| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to | Type (select from list)                | Single or Multi | Required Y/N | Special Instructions         |
|----------------|------------------|--|--|---------|--|-----------------|--------------|------------------------------|
|                |                  |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A       |  |                 |              |                              |
| LNH4736        | A                | Other Reason   |  |         | Text Field – limited to 100 characters |                 |              | OPS Group                    |
| LNH4737        |                  | Thinking about the Social Security web site's home page ( <a href="http://www.socialsecurity.gov">http://www.socialsecurity.gov</a> ) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H       | Radio Button One Up Vertical           | Single          | Y            | Skip Logic                   |
| LNH4738        | H                | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |         | Text Field – limited to 100 characters |                 | N            | Skip Logic                   |
| LNH4739        |                  | Which, if any, of the top navigation links did you use today? (Select all that apply)  | Retirement<br>Disability<br>Survivors<br>SSI<br>Medicare<br>Business Services<br>Not Sure<br>None of the above   |         | Checkbox One Up Vertical               | Multi           | Y            | Skip Logic<br><br>anchor/pin |
| LNH4740        |                  | Did you use any of the <b>Top Services</b> links on the left side of the homepage today?   | Yes<br>No<br>Not Sure  |         | Radio Button One Up Vertical           | Single          | Y            | Skip Logic                   |
| LNH4741        |                  | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A  | Dropdown (Select-one)                  | Single          | Y            | Skip Logic                   |
| LNH4742        | A                | Please tell us what you were trying to find or do on the SSA website today.  |  |         | Text Area – no character limit         |                 | N            | Skip Logic                   |
| LNH4743        |                  | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?  | Yes<br>No<br>Don't know what that is   | A       | Radio Button One Up Vertical           | Single          | Y            | Skip Logic                   |

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| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)               | Skip to | Type (select from list)             | Single or Multi | Required Y/N | Special Instructions |
|----------------|------------------|--|---|---------|-------------------------------------|-----------------|--------------|----------------------|
| LNH4744        | A                | Which of the following, if any, did you experience while using the search tool today? (check all that apply) | I found what I was looking for                          |         | Checkbox One Up Vertical            | Multi           | N            | Skip Logic           |
|                |                  |  | I was not sure what words to use in my search           | C       |                                     |                 |              |                      |
|                |                  |  | Results were not relevant to my search terms or needs   | C       |                                     |                 |              |                      |
|                |                  |  | Search returned no results                              | C       |                                     |                 |              |                      |
|                |                  |  | Search returned not enough results                      | C       |                                     |                 |              |                      |
|                |                  |  | Search returned too many results                        | C       |                                     |                 |              |                      |
|                |                  |  | Search required too many refinements to get to what I   | C       |                                     |                 |              |                      |
|                |                  |  | Search returned results that were too similar/redundant | C       |                                     |                 |              |                      |
|                |                  | Other (please specify)   | B,C   |         |                                     |                 |              |                      |
| LNH4745        | B                | Please tell us what else you experienced while using the search tool today.                                  |   |         | Text Area – no character limit      |                 | N            | Skip Logic           |
| LNH4746        | C                | What word(s) did you enter into the search box?  |   |         | Text Area – no character limit      |                 | N            | Skip Logic           |
| LNH4747        |                  | Please rate the <b>clarity of the wording</b> on this site.  | 1=Poor  |         | Radio button, scale, has don't know | S               | Y            |                      |
|                |                  |  | 2   |         |                                     |                 |              |                      |
|                |                  |  | 3   |         |                                     |                 |              |                      |
|                |                  |  | 4   |         |                                     |                 |              |                      |
|                |                  |  | 5   |         |                                     |                 |              |                      |
|                |                  |  | 6   |         |                                     |                 |              |                      |
|                |                  |  | 7   |         |                                     |                 |              |                      |
|                |                  |  | 8   |         |                                     |                 |              |                      |
|                |                  |  | 9   |         |                                     |                 |              |                      |
|                |                  |  | Excellent=10  |         |                                     |                 |              |                      |
| Don't know     |                  |  |   |         |                                     |                 |              |                      |
| LNH4748        |                  | Please rate how <b>well you understand the wording</b> on this site.   | 1=Poor  |         | Radio button, scale, has don't know | S               | Y            |                      |
|                |                  |  | 2   |         |                                     |                 |              |                      |
|                |                  |  | 3   |         |                                     |                 |              |                      |
|                |                  |  | 4   |         |                                     |                 |              |                      |
|                |                  |  | 5   |         |                                     |                 |              |                      |
|                |                  |  | 6   |         |                                     |                 |              |                      |
|                |                  |  | 7   |         |                                     |                 |              |                      |
|                |                  |  | 8   |         |                                     |                 |              |                      |
|                |                  |  | 9   |         |                                     |                 |              |                      |
|                |                  |  | Excellent=10  |         |                                     |                 |              |                      |
| Don't know     |                  |  |   |         |                                     |                 |              |                      |
| LNH4749        |                  | Please rate the site on its <b>use of short, clear sentences</b> .   | 1=Poor  |         | Radio button, scale, has don't know | S               | Y            |                      |
|                |                  |  | 2   |         |                                     |                 |              |                      |
|                |                  |  | 3   |         |                                     |                 |              |                      |
|                |                  |  | 4   |         |                                     |                 |              |                      |
|                |                  |  | 5   |         |                                     |                 |              |                      |
|                |                  |  | 6   |         |                                     |                 |              |                      |
|                |                  |  | 7   |         |                                     |                 |              |                      |
|                |                  |  | 8   |         |                                     |                 |              |                      |

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SSA Main v3

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**SSA Main v3 CUSTOM QUESTION LIST**

| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)   | Skip to     | Type (select from list)        | Single or<br>Multi | Requir<br>ed<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|-------------|--------------------------------|--------------------|---------------------|-------------------------|
|                   |                        |  | <del>9</del><br><del>Excellent=10</del><br><del>Don't know</del>   |             |                                |                    |                     |                         |
| LNH4750           |                        | After viewing our website, what do you plan to do next?  | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again |             | Dropdown (Select-one)          | Single             | Y                   |                         |
| LNH4751           |                        | If there was one thing you could change about the Social Security web site, please tell us what it would be. |  |             | Text Area – no character limit |                    | N                   |                         |
| LNH4752           |                        | Do you ever access the Internet using a mobile phone or tablet?  | Yes  | <b>A, B</b> | Radio button, one-up vertical  | Single             | Y                   | Skip Logic Group        |
|                   |                        |  | No   |             |                                |                    |                     |                         |
| LNH4753           | <b>A</b>               | Which of the following devices do you have?  | A SmartPhone   | <b>W</b>    | Checkbox, one-up vertical      | Multi              | Y                   | Skip Logic Group        |
|                   |                        |  | A tablet   | <b>X</b>    |                                |                    |                     |                         |
|                   |                        |  | None of these  |             |                                |                    |                     |                         |
| LNH4754           | <b>W</b>               | Specifically, which type of mobile phone do you have?  | iPhone   |             | Radio button, one-up vertical  | Single             | Y                   | Skip Logic Group        |
|                   |                        |  | Android  |             |                                |                    |                     |                         |
|                   |                        |  | Blackberry   |             |                                |                    |                     |                         |



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SSA Main v2

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)  | Skip to | Type (select from list)                | Single or<br>Multi | Requir<br>ed<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|---|---------|--|--------------------|---------------------|-------------------------|
| ACQinh0023740     |                        | Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online? | Yes<br>No<br>Don't remember   | A,B     | Radio Button One up                    | Single             | Y                   |                         |
| ACQinh0023741     | A                      | Which of the following did you experience difficulties with today?   | Creating a new My Social Security account<br>Problems using a previously created My Social Security account<br>Viewing my Social Security Statement<br>Checking the status of my application<br>Applying for Help with Medicare Prescription Drug Plan Costs<br>Using the Retirement Estimator<br>Applying for Disability benefits<br>Applying for Medicare benefits<br>Applying for Retirement benefits<br>Filing a Representative Payee Accounting Report<br>Appealing a benefits decision<br>None of the above |         | Check box one up vertical              | Multi              | Y                   |                         |
| ACQinh0023742     | B                      | Please explain your difficulty.  |   |         | Text Area – no character limit         |                    |                     |                         |
| SAC2649           |                        | How often do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently   |         | Dropdown (Select-one)                  | Single             | Y                   |                         |
| ACQCol0005956     |                        | Which of the following best describes you?   | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)  | A       | Radio Button One Up Vertical           | Single             | Y                   | OPS Group               |
| ACQCol0005957     | A                      | Other Role   |   |         | Text Field – limited to 100 characters |                    | N                   | OPS Group               |
| SAC2652           |                        | What was the main reason for your visit today?   | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement<br>Request a Proof-of-Income letter<br>Online request for a Form 1099/1042S -- Social Security Benefit Statement<br>Request a Social Security Statement online<br>Get information about the disability program  |         | Radio Button One Up Vertical           | Single             | Y                   | OPS Group               |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)                | Single or<br>Multi | Requir<br>ed<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|---------|--|--------------------|---------------------|-------------------------|
|                   |                        |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A       |  |                    |                     |                         |
| SAC2653           | A                      | Other Reason   |  |         | Text Field – limited to 100 characters |                    |                     | OPS Group               |
| SAC2654           |                        | Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H       | Radio Button One Up Vertical           | Single             | Y                   | Skip Logic              |
| SAC2655           | H                      | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |         | Text Field – limited to 100 characters |                    | N                   | Skip Logic              |
| SAC2656           |                        | Which, if any, of the top navigation links did you use today? (Select all that apply)  | Retirement<br>Disability<br>Survivors<br>SSI<br>Medicare<br>Business Services<br>Not Sure<br>None of the above   |         | Checkbox One Up Vertical               | Multi              | Y                   | anchor/pin              |
| SAC2657           |                        | Did you use any of the <b>Top Services links</b> on the left side of the homepage today?   | Yes<br>No<br>Not Sure  |         | Radio Button One Up Vertical           | Single             | Y                   | Skip Logic              |
| SAC2658           |                        | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A  | Dropdown (Select-one)                  | Single             | Y                   | Skip Logic              |
| SAC2659           | A                      | Please tell us what you were trying to find or do on the SSA website today.  |  |         | Text Area – no character limit         |                    | N                   | Skip Logic              |
| SAC2660           |                        | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?  | Yes<br>No<br>Don't know what that is   | A       | Radio Button One Up Vertical           | Single             | Y                   | Skip Logic              |

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**SSA Main v2 CUSTOM QUESTION LIST**

| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)               | Skip to | Type (select from list)             | Single or Multi | Required Y/N | Special Instructions |
|----------------|------------------|--|---|---------|-------------------------------------|-----------------|--------------|----------------------|
| SAC2661        | A                | Which of the following, if any, did you experience while using the search tool today? (check all that apply) | I found what I was looking for                          |         | Checkbox One Up Vertical            | Multi           | N            | Skip Logic           |
|                |                  |  | I was not sure what words to use in my search           | C       |                                     |                 |              |                      |
|                |                  |  | Results were not relevant to my search terms or needs   | C       |                                     |                 |              |                      |
|                |                  |  | Search returned no results                              | C       |                                     |                 |              |                      |
|                |                  |  | Search returned not enough results                      | C       |                                     |                 |              |                      |
|                |                  |  | Search returned too many results                        | C       |                                     |                 |              |                      |
|                |                  |  | Search required too many refinements to get to what I   | C       |                                     |                 |              |                      |
|                |                  |  | Search returned results that were too similar/redundant | C       |                                     |                 |              |                      |
|                |                  | Other (please specify)   | B,C   |         |                                     |                 |              |                      |
| SAC2662        | B                | Please tell us what else you experienced while using the search tool today.                                  |   |         | Text Area – no character limit      |                 | N            | Skip Logic           |
| ACQCol0006071  | C                | What word(s) did you enter into the search box?  |   |         | Text Area – no character limit      |                 | N            | Skip Logic           |
| ACQhar0021338  |                  | Please rate the <b>clarity of the wording</b> on this site.  | 1=Poor  |         | Radio button, scale, has don't know | S               | Y            |                      |
|                |                  |  | 2   |         |                                     |                 |              |                      |
|                |                  |  | 3   |         |                                     |                 |              |                      |
|                |                  |  | 4   |         |                                     |                 |              |                      |
|                |                  |  | 5   |         |                                     |                 |              |                      |
|                |                  |  | 6   |         |                                     |                 |              |                      |
|                |                  |  | 7   |         |                                     |                 |              |                      |
|                |                  |  | 8   |         |                                     |                 |              |                      |
|                |                  |  | 9   |         |                                     |                 |              |                      |
|                |                  |  | Excellent=10  |         |                                     |                 |              |                      |
| ACQhar0021339  |                  | Please rate how <b>well you understand the wording</b> on this site.   | 1=Poor  |         | Radio button, scale, has don't know | S               | Y            |                      |
|                |                  |  | 2   |         |                                     |                 |              |                      |
|                |                  |  | 3   |         |                                     |                 |              |                      |
|                |                  |  | 4   |         |                                     |                 |              |                      |
|                |                  |  | 5   |         |                                     |                 |              |                      |
|                |                  |  | 6   |         |                                     |                 |              |                      |
|                |                  |  | 7   |         |                                     |                 |              |                      |
|                |                  |  | 8   |         |                                     |                 |              |                      |
|                |                  |  | 9   |         |                                     |                 |              |                      |
|                |                  |  | Excellent=10  |         |                                     |                 |              |                      |
| ACQhar0021340  |                  | Please rate the site on its <b>use of short, clear sentences.</b>  | 1=Poor  |         | Radio button, scale, has don't know | S               | Y            |                      |
|                |                  |  | 2   |         |                                     |                 |              |                      |
|                |                  |  | 3   |         |                                     |                 |              |                      |
|                |                  |  | 4   |         |                                     |                 |              |                      |
|                |                  |  | 5   |         |                                     |                 |              |                      |
|                |                  |  | 6   |         |                                     |                 |              |                      |
|                |                  |  | 7   |         |                                     |                 |              |                      |
|                |                  |  | 8   |         |                                     |                 |              |                      |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)        | Single or<br>Multi | Requir<br>ed<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|---------|--------------------------------|--------------------|---------------------|-------------------------|
|                   |                        |  | 9<br>Excellent=10<br>Don't know  |         |                                |                    |                     |                         |
| SAC2663           |                        | After viewing our website, what do you plan to do next?  | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again |         | Dropdown (Select-one)          | Single             | Y                   |                         |
| SAC2664           |                        | If there was one thing you could change about the Social Security web site, please tell us what it would be. |  |         | Text Area – no character limit |                    | N                   |                         |
| ACQinh0018616     |                        | Do you ever access the Internet using a mobile phone or tablet?  | Yes<br>No  | A, B    | Radio button, one-up vertical  | Single             | Y                   |                         |
| ACQinh0018617     | A                      | Which of the following devices do you have?  | A SmartPhone<br>A tablet<br>None of these  | W<br>X  | Checkbox, one-up vertical      | Multi              | Y                   |                         |
| ACQinh0018618     | W                      | Specifically, which type of mobile phone do you have?  | iPhone<br>Android<br>Blackberry  |         | Radio button, one-up vertical  | Single             | Y                   |                         |

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|----------------|------------------|--|---|---------|--|-----------------|--------------|----------------------|
|                |                  | Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online? | Yes<br>No<br>Don't remember   | A,B     | Radio Button One up                    | Single          | Y            |                      |
|                | A                | Which of the following did you experience difficulties with today?   | Creating a new My Social Security account<br>Problems using a previously created My Social Security account<br>Viewing my Social Security Statement<br>Checking the status of my application<br>Applying for Help with Medicare Prescription Drug Plan Costs<br>Using the Retirement Estimator<br>Applying for Disability benefits<br>Applying for Medicare benefits<br>Applying for Retirement benefits<br>Filing a Representative Payee Accounting Report<br>Appealing a benefits decision<br>None of the above |         | Check box one up vertical              | Multi           | Y            |                      |
|                | B                | Please explain your difficulty.  |   |         | Text Area – no character limit         |                 |              |                      |
| SAC2649        |                  | How often do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently   |         | Dropdown (Select-one)                  | Single          | Y            |                      |
| ACQCoI0005956  |                  | Which of the following best describes you?   | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)  | A       | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |
| ACQCoI0005957  | A                | Other Role   |   |         | Text Field – limited to 100 characters |                 | N            | OPS Group            |
| SAC2652        |                  | What was the main reason for your visit today?   | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement<br>Request a Proof-of-Income letter<br>Online request for a Form 1099/1042S -- Social Security Benefit Statement<br>Request a Social Security Statement online<br>Get information about the disability program  |         | Radio Button One Up Vertical           | Single          | Y            | OPS Group            |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)                | Single or<br>Multi | Requir<br>ed<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|---------|--|--------------------|---------------------|-------------------------|
|                   |                        |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A       |  |                    |                     |                         |
| SAC2653           | A                      | Other Reason   |  |         | Text Field – limited to 100 characters |                    |                     | OPS Group               |
| SAC2654           |                        | Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H       | Radio Button One Up Vertical           | Single             | Y                   | Skip Logic              |
| SAC2655           | H                      | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |         | Text Field – limited to 100 characters |                    | N                   | Skip Logic              |
| SAC2656           |                        | Which, if any, of the top navigation links did you use today? (Select all that apply)  | Retirement<br>Disability<br>Survivors<br>SSI<br>Medicare<br>Business Services<br>Not Sure<br>None of the above   |         | Checkbox One Up Vertical               | Multi              | Y                   | anchor/pin              |
| SAC2657           |                        | Did you use any of the <b>Top Services links</b> on the left side of the homepage today?   | Yes<br>No<br>Not Sure  |         | Radio Button One Up Vertical           | Single             | Y                   | Skip Logic              |
| SAC2658           |                        | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A  | Dropdown (Select-one)                  | Single             | Y                   | Skip Logic              |
| SAC2659           | A                      | Please tell us what you were trying to find or do on the SSA website today.  |  |         | Text Area – no character limit         |                    | N                   | Skip Logic              |
| SAC2660           |                        | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?  | Yes<br>No<br>Don't know what that is   | A       | Radio Button One Up Vertical           | Single             | Y                   | Skip Logic              |

Model Instance Name:  
 SSA Main v2  
 MID: ZgYJFVF51REcEs5x1EpJUg==  
 Date: 6/14/2011

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 blue + -->: REWORDING

**SSA Main v2 CUSTOM QUESTION LIST**

| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to                                    | Type (select from list)             | Single or Multi | Required Y/N | Special Instructions |
|----------------|------------------|--|--|--|-------------------------------------|-----------------|--------------|----------------------|
| SAC2661        | A                | Which of the following, if any, did you experience while using the search tool today? (check all that apply) | I found what I was looking for<br>I was not sure what words to use in my search<br>Results were not relevant to my search terms or needs<br>Search returned no results<br>Search returned not enough results<br>Search returned too many results<br>Search required too many refinements to get to what I<br>Search returned results that were too similar/redundant<br>Other (please specify) | <br>C<br>C<br>C<br>C<br>C<br>C<br>C<br>B,C | Checkbox One Up Vertical            | Multi           | N            | Skip Logic           |
| SAC2662        | B                | Please tell us what else you experienced while using the search tool today.                                  |  |  | Text Area – no character limit      |                 | N            | Skip Logic           |
| ACQCol0006071  | C                | What word(s) did you enter into the search box?  |  |  | Text Area – no character limit      |                 | N            | Skip Logic           |
| ACQhar0021338  |                  | Please rate the <b>clarity of the wording</b> on this site.  | 1=Poor<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>Excellent=10<br>Don't know   |  | Radio button, scale, has don't know | S               | Y            |                      |
| ACQhar0021339  |                  | Please rate how <b>well you understand the wording</b> on this site.   | 1=Poor<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>Excellent=10<br>Don't know   |  | Radio button, scale, has don't know | S               | Y            |                      |
| ACQhar0021340  |                  | Please rate the site on its <b>use of short, clear sentences.</b>  | 1=Poor<br>2<br>3<br>4<br>5<br>6<br>7<br>8  |  | Radio button, scale, has don't know | S               | Y            |                      |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)        | Single or<br>Multi | Requir<br>ed<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|---------|--------------------------------|--------------------|---------------------|-------------------------|
|                   |                        |  | 9<br>Excellent=10<br>Don't know  |         |                                |                    |                     |                         |
| SAC2663           |                        | After viewing our website, what do you plan to do next?  | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again |         | Dropdown (Select-one)          | Single             | Y                   |                         |
| SAC2664           |                        | If there was one thing you could change about the Social Security web site, please tell us what it would be. |  |         | Text Area – no character limit |                    | N                   |                         |
| ACQinh0018616     |                        | Do you ever access the Internet using a mobile phone or tablet?  | Yes<br>No  | A, B    | Radio button, one-up vertical  | Single             | Y                   |                         |
| ACQinh0018617     | A                      | Which of the following devices do you have?  | A SmartPhone<br>A tablet<br>None of these  | W<br>X  | Checkbox, one-up vertical      | Multi              | Y                   |                         |
| ACQinh0018618     | W                      | Specifically, which type of mobile phone do you have?  | iPhone<br>Android<br>Blackberry  |         | Radio button, one-up vertical  | Single             | Y                   |                         |



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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text                                  | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)                | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|---------|--|--------------------|-----------------|-------------------------|
| SAC2649           |                        | How often do you visit this site?              | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently  |         | Dropdown (Select-one)                  | Single             | Y               |                         |
| ACQCoI0005956     |                        | Which of the following best describes you?     | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)   | A       | Radio Button One Up<br>Vertical        | Single             | Y               | OPS Group               |
| ACQCoI0005957     | A                      | Other Role                                     |  |         | Text Field – limited to 100 characters |                    | N               | OPS Group               |
| SAC2652           |                        | What was the main reason for your visit today? | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement<br>Request a Proof-of-Income letter<br>Online request for a Form 1099/1042S -- Social Security Benefit Statement<br>Request a Social Security Statement online<br>Get information about the disability program |         | Radio Button One Up<br>Vertical        | Single             | Y               | OPS Group               |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)                | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions      |
|-------------------|------------------------|--|--|---------|--|--------------------|-----------------|------------------------------|
|                   |                        |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A       |  |                    |                 |                              |
| SAC2653           | A                      | Other Reason   |  |         | Text Field – limited to 100 characters |                    |                 | OPS Group                    |
| SAC2654           |                        | Thinking about the Social Security web site's home page ( <a href="http://www.socialsecurity.gov">http://www.socialsecurity.gov</a> ) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H       | Radio Button One Up Vertical           | Single             | Y               | Skip Logic                   |
| SAC2655           | H                      | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |         | Text Field – limited to 100 characters |                    | N               | Skip Logic                   |
| SAC2656           |                        | Which, if any, of the top navigation links did you use today? (Select all that apply)  | Retirement<br>Disability<br>Survivors<br>SSI<br>Medicare<br>Business Services<br>Not Sure<br>None of the above   |         | Checkbox One Up Vertical               | Multi              | Y               | Skip Logic<br><br>anchor/pin |
| SAC2657           |                        | Did you use any of the <b>Top Services</b> links on the left side of the homepage today?   | Yes<br>No<br>Not Sure  |         | Radio Button One Up Vertical           | Single             | Y               | Skip Logic                   |
| SAC2658           |                        | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A  | Dropdown (Select-one)                  | Single             | Y               | Skip Logic                   |
| SAC2659           | A                      | Please tell us what you were trying to find or do on the SSA website today.  |  |         | Text Area – no character limit         |                    | N               | Skip Logic                   |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text   | Answer Choices<br>(limited to 50 characters)   | Skip to                                     | Type (select from list)             | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|---|--|---|-------------------------------------|--------------------|-----------------|-------------------------|
| SAC2660           |                        | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit? | Yes<br>No<br>Don't know what that is   | A   | Radio Button One Up Vertical        | Single             | Y               | Skip Logic              |
| SAC2661           | A                      | Which of the following, if any, did you experience while using the search tool today? (check all that apply)                | I found what I was looking for<br>I was not sure what words to use in my search<br>Results were not relevant to my search terms or needs<br>Search returned no results<br>Search returned not enough results<br>Search returned too many results<br>Search required too many refinements to get to what I<br>Search returned results that were too similar/redundant<br>Other (please specify) | C<br>C<br>C<br>C<br>C<br>C<br>C<br>C<br>B,C | Checkbox One Up Vertical            | Multi              | N               | Skip Logic              |
| SAC2662           | B                      | Please tell us what else you experienced while using the search tool today.   |  |   | Text Area – no character limit      |                    | N               | Skip Logic              |
| ACQCoI0006071     | C                      | What word(s) did you enter into the search box?   |  |   | Text Area – no character limit      |                    | N               | Skip Logic              |
|                   |                        | Please rate the <b>clarity of the wording</b> on this site.   | 1=Poor<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>Excellent=10<br>Don't know   |   | Radio button, scale, has don't know | S                  | Y               |                         |
|                   |                        | Please rate how <b>well you understand the wording</b> on this site.  | 1=Poor<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9   |   | Radio button, scale, has don't know | S                  | Y               |                         |

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|-------------------|------------------------|--|--|---------|-------------------------------------|--------------------|-----------------|-------------------------|
|                   |                        |  | Excellent=10   |         |                                     |                    |                 |                         |
|                   |                        |  | Don't know   |         |                                     |                    |                 |                         |
|                   |                        | Please rate the site on its <b>use of short, clear sentences.</b>  | 1=Poor   |         | Radio button, scale, has don't know | S                  | Y               |                         |
|                   |                        |  | 2  |         |                                     |                    |                 |                         |
|                   |                        |  | 3  |         |                                     |                    |                 |                         |
|                   |                        |  | 4  |         |                                     |                    |                 |                         |
|                   |                        |  | 5  |         |                                     |                    |                 |                         |
|                   |                        |  | 6  |         |                                     |                    |                 |                         |
|                   |                        |  | 7  |         |                                     |                    |                 |                         |
|                   |                        |  | 8  |         |                                     |                    |                 |                         |
|                   |                        |  | 9  |         |                                     |                    |                 |                         |
|                   |                        |  | Excellent=10   |         |                                     |                    |                 |                         |
|                   |                        |  | Don't know   |         |                                     |                    |                 |                         |
| SAC2663           |                        | After viewing our website, what do you plan to do next?  | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again |         | Dropdown (Select-one)               | Single             | Y               |                         |
| SAC2664           |                        | If there was one thing you could change about the Social Security web site, please tell us what it would be. |  |         | Text Area – no character limit      |                    | N               |                         |
| ACQinh0018616     |                        | Do you ever access the Internet using a mobile phone or tablet?  | Yes  | A, B    | Radio button, one-up vertical       | Single             | Y               |                         |
|                   |                        |  | No   |         |                                     |                    |                 |                         |
| ACQinh0018617     | A                      | Which of the following devices do you have?  | A SmartPhone<br>A tablet<br>None of these  | W<br>X  | Checkbox, one-up vertical           | Multi              | Y               |                         |
| ACQinh0018618     | W                      | Specifically, which type of mobile phone do you have?  | iPhone<br>Android<br>Blackberry  |         | Radio button, one-up vertical       | Single             | Y               |                         |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text                                  | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)                | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|--|--|---------|--|--------------------|-----------------|-------------------------|
| SAC2649           |                        | How often do you visit this site?              | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently  |         | Dropdown (Select-one)                  | Single             | Y               |                         |
| ACQCoI0005956     |                        | Which of the following best describes you?     | I receive Social Security Disability, Retirement, or Survivor's benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement, survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social Security business<br>Other (please specify)   | A       | Radio Button One Up<br>Vertical        | Single             | Y               | OPS Group               |
| ACQCoI0005957     | A                      | Other Role                                     |  |         | Text Field – limited to 100 characters |                    | N               | OPS Group               |
| SAC2652           |                        | What was the main reason for your visit today? | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement<br>Request a Proof-of-Income letter<br>Online request for a Form 1099/1042S -- Social Security Benefit Statement<br>Request a Social Security Statement online<br>Get information about the disability program |         | Radio Button One Up<br>Vertical        | Single             | Y               | OPS Group               |

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|-------------------|------------------------|--|--|---------|--|--------------------|-----------------|------------------------------|
|                   |                        |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A       |  |                    |                 |                              |
| SAC2653           | A                      | Other Reason   |  |         | Text Field – limited to 100 characters |                    |                 | OPS Group                    |
| SAC2654           |                        | Thinking about the Social Security web site's home page ( <a href="http://www.socialsecurity.gov">http://www.socialsecurity.gov</a> ) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H       | Radio Button One Up Vertical           | Single             | Y               | Skip Logic                   |
| SAC2655           | H                      | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |         | Text Field – limited to 100 characters |                    | N               | Skip Logic                   |
| SAC2656           |                        | Which, if any, of the top navigation links did you use today? (Select all that apply)  | Retirement<br>Disability<br>Survivors<br>SSI<br>Medicare<br>Business Services<br>Not Sure<br>None of the above   |         | Checkbox One Up Vertical               | Multi              | Y               | Skip Logic<br><br>anchor/pin |
| SAC2657           |                        | Did you use any of the <b>Top Services</b> links on the left side of the homepage today?   | Yes<br>No<br>Not Sure  |         | Radio Button One Up Vertical           | Single             | Y               | Skip Logic                   |
| SAC2658           |                        | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A  | Dropdown (Select-one)                  | Single             | Y               | Skip Logic                   |
| SAC2659           | A                      | Please tell us what you were trying to find or do on the SSA website today.  |  |         | Text Area – no character limit         |                    | N               | Skip Logic                   |

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| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text   | Answer Choices<br>(limited to 50 characters)   | Skip to                         | Type (select from list)        | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|---|--|---------------------------------|--------------------------------|--------------------|-----------------|-------------------------|
| SAC2660           |                        | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit? | Yes<br>No<br>Don't know what that is   | A                               | Radio Button One Up Vertical   | Single             | Y               | Skip Logic              |
| SAC2661           | A                      | Which of the following, if any, did you experience while using the search tool today? (check all that apply)                | I found what I was looking for<br>I was not sure what words to use in my search<br>Results were not relevant to my search terms or needs<br>Search returned no results<br>Search returned not enough results<br>Search returned too many results<br>Search required too many refinements to get to what I<br>Search returned results that were too similar/redundant<br>Other (please specify) | C<br>C<br>C<br>C<br>C<br>C<br>C | Checkbox One Up Vertical       | Multi              | N               | Skip Logic              |
| SAC2662           | B                      | Please tell us what else you experienced while using the search tool today.   |  |                                 | Text Area – no character limit |                    | N               | Skip Logic              |
|                   | C                      | What word(s) did you enter into the search box?   |  |                                 | Text Area – no character limit |                    | N               | Skip Logic              |
| SAC2663           |                        | After viewing our website, what do you plan to do next?   | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again                                 |                                 | Dropdown (Select-one)          | Single             | Y               |                         |
| SAC2664           |                        | If there was one thing you could change about the Social Security web site, please tell us what                             |  |                                 | Text Area – no character limit |                    | N               |                         |
|                   |                        | Do you ever access the Internet using a mobile phone or tablet?   | Yes<br>No  | A, B                            | Radio button, one-up vertical  | Single             | Y               |                         |
|                   | A                      | Which of the following devices do you have?   | A SmartPhone<br>A tablet<br>None of these  | W<br>X                          | Checkbox, one-up vertical      | Multi              | Y               |                         |
|                   | W                      | Specifically, which type of mobile phone do you have?   | iPhone<br>Android<br>Blackberry  |                                 | Radio button, one-up vertical  | Single             | Y               |                         |

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|-------------------|------------------------|--|---|---------|---|--------------------|-----------------|-------------------------|
| SAC2649           |                        | How often do you visit this site?              | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less frequently   |         | Dropdown (Select-one)                     | Single             | Y               |                         |
| SAC2650           |                        | Which of the following best describes you?—    | <del>Social Security Beneficiary—</del><br><del>SSI Recipient—</del><br><del>Social Security or SSI Claimant/Applicant—</del><br><del>Social Worker, Advocate or Representative—</del><br><del>Employer—</del><br><del>Physician, Attorney, or Other Professional—</del><br><del>Accountant, Financial Planner, Tax Preparer/Advisor—</del><br><del>Student or Researcher—</del><br><del>General Public—</del><br><del>Other, (please specify)—</del> | A       | Radio Button One Up<br>Vertical           | Single             | Y               | OPS Group               |
| SAC2651           | A                      | Other Role                                     |   |         | Text Field — limited to 100<br>characters |                    | N               | OPS Group               |
|                   |                        | Which of the following best describes you?     | I receive Social Security Disability, Retirement, or Survivor's<br>benefits<br>I receive SSI<br>I am applying for Social Security disability, retirement,<br>survivor's, or SSI<br>I do not receive Social Security benefits<br>I am an employer<br>I am a professional helping someone else with Social<br>Security business<br>Other (please specify)   | A       | Radio Button One Up<br>Vertical           | Single             | Y               | OPS Group               |
|                   | A                      | Other Role                                     |   |         | Text Field – limited to 100<br>characters |                    | N               | OPS Group               |
| SAC2652           |                        | What was the main reason for your visit today? | Apply for benefits online<br>Online check of the status of my application for benefits<br>See if I qualify for benefits<br>Get online estimate of my future benefits<br>Plan for retirement<br>Request a Proof-of-Income letter<br>Online request for a Form 1099/1042S -- Social Security<br>Benefit Statement<br>Request a Social Security Statement online<br>Get information about the disability program   |         | Radio Button One Up<br>Vertical           | Single             | Y               | OPS Group               |



**Model Instance Name:**

SSA Main v2

**MID:** ZgYJFVF51REcEs5x1EpJUg==

**Date:** 6/14/2011

**red & strike-through:** DELETE

**underlined & italicized:** RE-ORDER

**pink:** ADDITION

**blue + -->:** REWORDING

**SSA Main v2 CUSTOM QUESTION LIST**

| QID (Group ID) | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to | Type (select from list)                | Single or Multi | Required Y/N | Special Instructions    |
|----------------|------------------|--|--|---------|--|-----------------|--------------|-------------------------|
|                |                  |  | Learn about the Medicare Prescription Drug Program (Medicare Part D)<br>Apply online for Help With Medicare Prescription Drug Plan<br>Get/replace Social Security card or change my name on my Social Security card<br>Online request for a replacement Medicare card<br>Get a password for Social Security Online, or change my current password<br>Check the contact, direct deposit, Medicare and payment information you have on file for me<br>Set up or change Direct Deposit of my check<br>Make an online change affecting the benefits I already<br>Check for popular baby names<br>Look for Federal employment<br>Find my local office; how to contact Social Security<br>Download forms<br>Use online services for employers/businesses<br>Research Social Security or its financial status<br>Other (please specify) | A       |  |                 |              |                         |
| SAC2653        | A                | Other Reason   |  |         | Text Field – limited to 100 characters |                 |              | OPS Group               |
| SAC2654        |                  | Thinking about the Social Security web site's home page ( <a href="http://www.socialsecurity.gov">http://www.socialsecurity.gov</a> ) please tell us if it made clear to you where you needed to go to accomplish what you wanted. | Yes<br>No<br>Not Sure/Didn't visit the home page   | H       | Radio Button One Up Vertical           | Single          | Y            | Skip Logic              |
| SAC2655        | H                | Please explain why it wasn't clear where you needed to go to accomplish what you wanted.   |  |         | Text Field – limited to 100 characters |                 | N            | Skip Logic              |
| SAC2656        |                  | Which, if any, of the top navigation links did you use today? (Select all that apply)  | Retirement<br>Disability<br>Survivors<br>SSI<br>Medicare<br>Business Services<br>Not Sure<br>None of the above   |         | Checkbox One Up Vertical               | Multi           | Y            | Skip Logic              |
| SAC2657        |                  | Did you use any of the <b>Top Services links</b> on the left side of the homepage today?   | Yes<br>No<br>Not Sure  |         | Radio Button One Up Vertical           | Single          | Y            | Skip Logic              |
| SAC2658        |                  | Did you find the information you were looking for or did you successfully complete your online transaction?  | Yes<br>No<br>Not yet, I am still looking<br>Not looking for anything specific  | A<br>A  | Dropdown (Select-one)                  | Single          | Y            | Skip Logic<br>Change to |

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**SSA Main v2 CUSTOM QUESTION LIST**

| QID<br>(Group ID) | Skip<br>Logic<br>Label | Question Text   | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)        | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions |
|-------------------|------------------------|---|--|---------|--------------------------------|--------------------|-----------------|-------------------------|
| SAC2659           | A                      | <del>If you didn't find what you wanted or weren't able to complete your online transaction, please tell us what you were trying to find, or do--&gt;</del> Please tell us what you were trying to find or do on the SSA website today. |  |         | Text Area – no character limit |                    | N               | Skip Logic              |
| SAC2660           |                        | Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?   | Yes<br>No<br>Don't know what that is   | A       | Radio Button One Up Vertical   | Single             | Y               | Skip Logic              |
| SAC2661           | A                      | Which of the following, if any, did you experience while using the search tool today? (check all that apply)  | I found what I was looking for<br>I was not sure what words to use in my search<br>Results were not relevant to my search terms or needs<br>Search returned no results<br>Search returned not enough results<br>Search returned too many results<br>Search required too many refinements to get to what I<br>Search returned results that were too similar/redundant<br>Other (please specify) | B       | Checkbox One Up Vertical       | Multi              | N               | Skip Logic              |
| SAC2662           | B                      | Please tell us what else you experienced while using the search tool today.   |  |         | Text Area – no character limit |                    | N               | Skip Logic              |
| SAC2663           |                        | After viewing our website, what do you plan to do next?   | Nothing, I found /completed what I wanted<br>Nothing, although I did not find/complete what I wanted<br>Send Social Security an e-mail<br>Call Social Security's 800 number<br>Call my local Social Security office<br>Visit my local Social Security office<br>Write a letter to Social Security<br>Return to the Social Security website later and try again                                 |         | Dropdown (Select-one)          | Single             | Y               |                         |
| SAC2664           |                        | If there was one thing you could change about the Social Security web site, please tell us what   |  |         | Text Area – no character limit |                    | N               |                         |