## Partitioned Questionnaire Management Guidelines

## Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

## **Questionnaire Resources:**

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks\_ SRA
- 5 Model and Custom Question Checks\_Team LeadManager
- 6 Model and Custom Question Checks\_DOT
- 7 Foreign Language Survey Instructions

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partiti 2/8/2012



### **Welcome and Thank You Text**

### Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

## **Welcome Text**

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

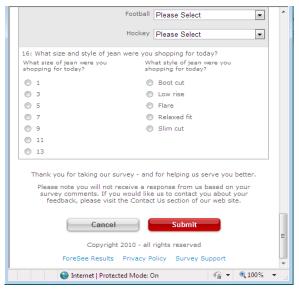
Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

### Thank You Text

Thank you for taking our survey and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.





Model Instance Name: SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes FPI Included(Y/N)? Date: 6/12/2013



MQ Label	ELEMENTS (drivers of satisfaction)		MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
Look and Fee	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.		Satisfaction -	Satisfaction What is your overall satisfaction with this site?			Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?
- Appeal			Overall	(1=Very Dissatisfied, 10=Very Satisfied)			
- Balance	Please rate the <b>balance of graphics and text</b> on this site.		Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)			Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.		Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	R	eturn	How likely are you to <b>return to this site</b> ?
	Navigation (1=Poor, 10=Excellent, Don't Know)						Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized.						How likely are you to use this site rather than seek information fron other channels (i.e. local field office, call center)?
Navigation - Options	Please rate the options available for navigating this site.						
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.						
	Site Performance (1=Poor, 10=Excellent, Don't Know)						
Site Performance -	Please rate how quickly pages load on this site.						
Site Performance -	Please rate the consistency of speed from page to page on this site.	_					
Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> on this site.						
My Social	My Social Security Information (1=Poor, 10=Excellent, Don't Know)						
Security Information - My Social	Please rate the thoroughness of information you viewed on this site today.						
Security My Social	Please rate the quality of information you viewed today.						
Security Information - Provided	Please rate how well the information viewed today <b>provided answers to your questions.</b>						
Plain	Plain Language (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the wording on this site.						
Language - Plain Language -	Please rate how well you understand the wording on this site.						
Plain Language -	Please rate this site on its <b>use of short, clear sentences.</b>						
				1			

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	,		SSA My Social Security v2 CUSTOM Q	UESTION LIST	<u> </u>				
QID	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	CQ Label
					check box, one up				
			Learned about <i>my</i> Social Security on the SSA website						
CAS0045388		How did you learn about my Social Security?				Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				
CAS0045390	А	How did you learn about <i>my</i> Social Security					N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Υ		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting my Casial	I don't know or prefer not to answer	^	chook how one un vertical	NA. 14:	Vaa	Skip Logic Crous	Drimon:
CASUU45395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details To check the status of my recently filed online						
			application for benefits						
			To get a Benefit Verification Letter	В					

Model Instance Name:

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip								
015	Logic	0	Answer Choices	01.1.4.	( l ( F. o)		Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			Add Extra Security to my online account  To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only						
			benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social	,	AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time		·	Ů			Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a	Work own		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP						
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country  Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?	Other agency or program		Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		visiting today:		Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
CA30043396				Α	Radio buttori, orie-up vertical	Sirigie	'	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Time
		ior you complete your registration	More than 15 but less than 30 minutes						
			30 minutes or more						
			30 minutes of more						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Instructions	CQ Label
CAS0045400		How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Attempts
		attempts did you make?	One						
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE Instructions
		Please explain what you did not understand about my Social Security's registration instructions			,				
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action	DD					
2 4 2 2 2 4 2 5			Other, please specify	BB			<b>.</b>		
CAS0045428		Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next

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			SSA My Social Security v2 CUSTOM (	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTOM QI	JESTION LIST					
QID	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	CQ Label
					check box, one up				
CAS0045388		How did you learn about <i>my</i> Social Security?	Learned about <i>my</i> Social Security on the SSA website			Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up					·	
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				
									OPS_Learn
CAS0045390	Α	How did you learn about my Social Security					N		about
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			2-4 times						
			5-8 times						
			9 or more times						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
		!	9 or more times						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						

Model Instance Name:

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

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			SSA My Social Security v2 CUSTOM QI	UESTION LIST					
	Skip								
	Logic		Answer Choices				Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view, my online Copiel Copyrity Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
		Security today? (Check all that apply)	To print or view my online Social Security Statement To make sure my earnings record is correct						Reason
			To view my Benefits and Payment Details						
			To check the status of my recently filed online						
			application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407		How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
CA C004E400			Other		radia button and un vartical			okin logio gravn	Dlan to View
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
0400045400			No			14 10 da		al Carlos Carros	A Ni I
CAS0045409	В	For which Agency or program do you need a	LIGDA CNAD		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registered
		Did							
			Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					

Model Instance Name:

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

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			SSA My Social Security v2 CUSTOM Q	DESTION LIST					
	Skip								
010	Logic	0	Answer Choices	011.4	( l ( P )		Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took	Not sale of defit femerals		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
0/100010000		for you complete your registration	Less than 15 minutes		Tadio Sallon, one ap veraga.	og.o		Citip Logic Croup	1.09 10
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
		attempts did you make?	One						
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	СС					
0.1.000.15.101			Don't remember or prefer not to say	СС					
CAS0045401	cc	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		experience.			Radio button, one-up vertical	Single	Y		Xtra Security
CA30043411		Did you register for Extra Security?	Yes		Tradio buttori, orie-up vertical	Single	'		Reg
		Zia you register for Zika documy.	No						-3
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of my Social Security's			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
		instructions for registering a username and				_			Understand
		password?	Yes						
			Partially	Α					
			No	Α					
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE_Instructions
		Please explain what you did not understand about							
		my Social Security's registration instructions							
CAS0045415		Bid a second information described as a few second			Radio button, one-up vertical	Single	Y		Security
C/130043413		Did you see any information describing <i>my</i> Social Security's security policies or features?			Tradio Battori, one up vertical	Single	'		Policies
		Security's security policies of features?	Yes						
			No						
CAS0045424		Do you have any concerns about the security of the			Radio Button, One-up	Single	Y	Skip Logic Group	Security
		personal information contained in your <i>my</i> Social							Concerns
		Security account?	No						
			Yes	Α					
CAS0045425	Α				Text area, no char limit		N		OE_Security
		Please describe your security concerns.							Concern
CAS0045422		Did the information obtained during your <i>my</i> Social	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to
		Security account visit enable you to accomplish what you wanted to do?							Accomplish
		-	No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?	INU	А,Б			N	Skip Logic	OE_Trying to
C/100043420		Trinat specifically were you trying to accomplish:			Text area, no char limit		14	Chip Logic	accomplish
CAS0045427	В	Since you were not able to accomplish what you				Multi	Y	Skip Logic	Do Next
		wanted to do, what do you plan to do next? (Please			Check box vertical			1 2-3.0	
			Return and try again						
			Visit a local Social Security office						
			Call a local Social Security office						

SSA My Social Security v2 CUSTOM QUESTION LIST

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	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	CQ Label
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	Α					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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				SSA My Social Security v2 CUSTOM QUESTION L	IST					
	Skip Logic			Answer Choices			Single or	Required	Special	
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045388		How did you learn about my Social Security?	CAS0045388A001	Learned about <i>my</i> Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
67.1000.10000		Tom all you tourn about my books booking.		SSA field office representative encouraged me to sign up					Onip	Louin about
			CAS0045388A003	SSA 800 Number representative encouraged me to sign up						
			CAS0045388A004	Other, please explain	Α					
CAS0045390	A	How did you learn about <i>my</i> Social Security				Text area, no char limit		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your my Social Security account?		This is my first time		radial button, one up vertical	Single	Y		Access Freq
				2-4 times						
				5-8 times						
			CAS0045392A004	9 or more times						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?		At least once a month Once every three months		radial button, one up vertical	Single	Y		Future Use
			CAS0045394A003	Once every six months						
				9 or more times						
BJL1506		Are you currently receiving cash benefits?	BJL1506A01	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		Cash Benefits
			BJL1506A02	Yes, I am receiving Social Security Benefits (rRetirement, Disability, Spouses or Survivors)						
			BJL1506A03 BJL1506A04	Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			BJL1506A04	Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI I am entitled to Medicare Only coverage - no cash						
				benefits						
			BJL1506A08 BJL1506A06	I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
				To make sure my earnings record is correct						
				To view my Benefits and Payment Details  To get a Repefit Verification Letter	В					
				To get a Benefit Verification Letter  Add Extra Security to my online account	В					
				To use SSA's online benefit calculators						
			CAS0045395A007	To apply online for Social Security or Medicare Only benefits						
				To change my address with SSA						
			CAS0045395A009 CAS0045395A010	To enroll in or update my direct deposit  To learn about the benefits to which I might be entitled						
				Just curious - wanted to see what information was contained in <i>my</i> Social Security account						

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				SSA My Social Security v2 CUSTOM QUESTION LI	ST					
				33A My 30Clar Security V2 C03TOM Q0E3TION E	131					
QID	Skip Logic Label	Question Text	AnswerIDs (DOT) CAS0045395A012	Answer Choices (limited to 50 characters) Other reason for visiting today:	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social	CAS0045395A012 CAS0045407A001	Other reason for visiting today.	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
0/1000-10-101	^	Security Statement?	0/100040401/1001	This is my first time	,,,,	one of vertical	Onigic		Citip Logic Group	Statement
		·	CAS0045407A002	Less frequently than once a year						
			CAS0045407A003	At least once a year						
			CAS0045407A004	Every 6 months						
			CAS0045407A005	Every 3 months						
			CAS0045407A006	Once a month						
			CAS0045407A007	More frequently than once a month						
			CAS0045407A008	Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?		Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	В	For which Agency or program do you need a	CAS0045409A001			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	0.000.45.400.4000	USDA - SNAP						
			CAS0045409A002	IRS						
			CAS0045409A003	HUD - Federal Housing Admin. (FHA)						
			CAS0045409A004	Department of Veterans Affairs (VA)						
			CAS0045409A005 CAS0045409A006	Requesting a Retirement Visa from another country  Medicare						
			CAS0045409A006	Medicaid Medicaid						
			CAS0045409A007	State or Local Department of Social Services						
			CAS0045409A008	Other agency or program	ВВ					
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?	CA30043403A003	Cite agency or program	- 55	Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:				Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Register
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B					
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C					
			CAS0045398A004	Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration		Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes						
			CAS0045399A003	30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two						
			CAS0045400A003	Three or more						
CAS0045410	С	Why did you decide to register in-person?		was unsuccessful registering online and was required preferred registering for <i>my</i> Social Security in-person a	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In persor
				Don't remember or prefer not to say	СС					
CAS0045401	CC	Please describe your in-person registration experience.				Text area, no char limit		N		OE_In-persor Experience
CAS0045411		Did you register for Extra Security?	CAS0045411A001	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			CAS0045411A002	No						
			CAS0045411A003	I tried but was unsuccessful						
040001=115			CAS0045411A004	I don't know		De die heute	0:	,,	01111111	Landa est
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	CAS0045413A001	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
	1	μαοοννοια:		100				1		

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				SSA My Social Security v2 CUSTOM QUESTIC	ON LIST					
QID	Skip Logic Label	Question Text	AnsweriDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			CAS0045413A002	Partially	Α					
	1		CAS0045413A003	No	A					l
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions				Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	CAS0045415A001	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			CAS0045415A002	No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			CAS0045424A002	Yes	A					
CAS0045425	A	Please describe your security concerns.				Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			CAS0045422A002	No	A,B					
CAS0045426	Α	What specifically were you trying to accomplish?				Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			CAS0045427A002	Visit a local Social Security office						
			CAS0045427A003	Call a local Social Security office						
			CAS0045427A004	Call Social Security's 800 number						
			CAS0045427A005	Submit an e-mail to Social Security						
			CAS0045427A006	Write a letter to Social Security						
			CAS0045427A007	Take no action						
			CAS0045427A008	Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			CAS0045373A002	No	A					
CAS0045374	Α	Please tell us what information or instructions were not clear				Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	CAS0045375A001	Under 25		Drop down, select one	Single	N		New Age
			CAS0045375A002	26 to 45						
			CAS0045375A003	46 to 55						
			CAS0045375A004	56 to 60						
			CAS0045375A005	61 to 64						
			CAS0045375A006	65 to 66						
			CAS0045375A007	67 or older						
			CAS0045375A008	Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	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	CQ Label
			Learned about <i>my</i> Social Security on the SSA website		check box, one up				
		How did you learn about my Social Security?	Learned about my Social Security on the SSA website			Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				
	Α	How did you learn about <i>my</i> Social Security					N		OPS_Learn about
		Including today, how often have you accessed your							
		my Social Security account?	This is my first time		radial button, one up vertical	Single	Υ		Access Freq
			2-4 times						
			5-8 times						
			9 or more times						
		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Υ		Future Use
			Once every three months						
			Once every six months						
			9 or more times						
BJL1497		Did you register for a username and password	Yes	A,B,C,D,DD,E	Radio button, one-up vertical		¥	Skip Logic Group	Password
		Please tell us now long it took you to complete your	No						
BJL1498	A	registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
BJL1499	В	Did you register for Extra Security today?	Yes		Radio button, one-up vertical		N	Skip Logic Group	ExtraSecurityR
			<del>No</del>						
			<del>I don't know</del>						
BJL1500	е	Did you understand all the instructions for registering for a username and password today?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Instructions
			Partially	ee					
			No	ee					
BJL1501	ee	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions

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			SSA My Social Security v2 CUSTOM (	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
BJL1502	Đ	Did you see any information describing the			Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		website's security policies or features?	Yes						
			<del>No</del>						
BJL1503	ĐĐ	Do you have any concerns about the security of transactions on this website?	<del>Yes</del>	DDD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security Concerns
			<del>No</del>						
BJL1504	ĐĐĐ	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
BJL1505	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits	В					
			(retirement, Disability, or Survivors)  Yes, I am receiving both SSI and Social Security  Populate (Poticoment, Disability or Survivors)	A					
			Benefits (Retirement, Disability, or Survivors)  Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	e					
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			No (not receiving any benefit or receiving Medicare Only)	e					
	_		I don't know or prefer not to answer	E					
BJL1507	A	What was your primary reason for visiting today? (Check all that anniv)	To print my Social Security Statement To check my earnings record		Checkbox, one-up vertical	Single	¥	Skip Logic Group	SSI Only Primary
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
BJL1508	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary
BJL1509	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one up vertical	Single	¥	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to-see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					

Model Instance Name:

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	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	CQ Label
BJL1510	BB	Question Text	(minited to 30 characters)	Skip to	Text area, no char limit	With	N	Skip Logic Group	OE Cash
BOLISIO	55	Please tell us what your primary reason was for visiting today:			Text area, no charinnit		IN .	Skip Logic Group	Benefit primary reason
BJL1511	е	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	ee					
BJL1512	ee	Please tell us what your primary reason was for visiting today:			<del>Text area, no char limit</del>		H	Skip Logic Group	OE_No cash Benefit Primary Reason
		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
	AA	Do you plan to view your Social Society Statement	Other		radio button one un vertical			ckin logio group	Plan to View
	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
	В		No		about how warting one	Multiple	Y	okin logio grave	Aganay Nagal
	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Ť	skip logic group	Agency Need
		2011011 FORMORDON ECROT. (ONCOR AIR THAT APPROV	IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			- I						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	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	CQ Label
·		· ·	Medicare	•	,				ì
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
		Did you register for <i>my</i> Social Security online or in		Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	I don't know Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password:	Partially	Α					
			No	A					
	Α	Please explain what you did not understand about			Text area, no char limit		N	Skip Logic Group	OE_Instructions
		my Social Security's registration instructions			Radio button, one-up vertical	Single	Y		Security
		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		and satisfy one up vertical	Cigic			Policies
			No						
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					

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			SSA My Social Security v2 CUSTOM (	QUESTION LIST					
	Skip								
OID	Logic	Overtion Tout	Answer Choices	Claire 4a	Towns (solost from list)		Required		001.55.5
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Multi	Y/N N	Instructions	CQ Label
	A	Please describe your security concerns.			Text area, no chai iiinii		IN		OE_Security Concern
BJL1513		Now that you've looked at your online statement,	Less frequently than once a year		Dropdown (Select-one)	Single	¥		View Statement
		how often do you think you'll return to review it?							
			<del>At least once a year</del>						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
		Did the information obtained during your <i>my</i> Social	Other Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to
		Security account visit enable you to accomplish	165		Radio buttori, orie up	Sirigie	163	Skip Logic Group	Accomplish
		what you wanted to do?							,
			No	A,B					
	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to
					rext area, no chai innit				accomplish
	В	Since you were not able to accomplish what you			Observation and servational	Multi	Υ	Skip Logic	Do Next
		wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical				
		Select all triat apply)	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
	BB	Please tall us what "other" action you plan to take	Other, please specify	BB			N		OPS Do Next
	DD	Please tell us what "other" action you plan to take next.			Text area, no char limit		IN		OPS_DO Next
BJL1514		Were you able to accomplish what you wanted to	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	Task
		on the site today?	No	¥					Accomplishmen
			140	•					
<del>BJL1515</del>	¥	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	¥	Skip Logic Group	<del>Do Next</del>
		(Please select all that apply)	Visit a local Social Security office						
			*						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
				YY					
BJL1516	¥¥	Please tell us what other action you plan to take	Other, please specify	1	Text area, no char limit		N		OE_Do Next
DULIUIU	-	next.							
		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	Α					
	Α	Please tell us what information or instructions were			Text area, no Char limit		N		OE_Account
		not clear							Clarity

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID BJL1517	Skip Logic Label	Question Text Was there any information on the site that was	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
<del>DJL1317</del>		unclear to you?	No, all the information was clear		Checkbox	Multi	N		Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
BJL1518		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
<del>BJL1519</del>		What did you like least about your experience today?			<del>Text area, no char limit</del>		N		OE_Dislike
		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						
BJL1520		Please select the category that includes your age.	<del>18-24</del>		Drop down, select one	Cinala	N		A 600
			05.04			Single	14		Age
			<del>25 34</del> <del>35-44</del>				<del>                                     </del>		
			45-54				+		
			45-54 55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Model Instance Name: SSA My Social Security
MID: Z5w0N58sJ5AkRkYUg4pVFg==

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			SSA My Social Security CUSTOM QL	JESTION	LIST				
QID	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	CQ Label
SAC7234	Luber	Did you register for a username and password today?	Yes	A,B,C,D,D		- Wilding	Y	Skip Logic Group	Password
			No	<u> </u>				1 0 1	
SAC7235	Α	Please tell us how long it took you to complete your			Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC1233	^	registration:	Less than 10 minutes		Radio buttori, orie-up vertical	Sirigle	IN	Skip Logic Group	Registration 3A1
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В						N	Skip Logic Group	ExtraSecurityReg
		Did you register for Extra Security today?	Yes						
			No						
			I don't know						
SAC7237	С		Tuont know			Single	N	Skip Logic Group	Instructions
		Did you understand all the instructions for registering for a username and password today?	Yes						
		username and password today:		СС					
			Partially	CC					
SAC7238	CC	Disease combine wheat you did not understood about the	No		Text area, no char limit		N	Skip Logic Group	OE Instructions
SAC1230		Please explain what you did not understand about the instructions.			Text area, 110 chai iiitiit		I IN	Skip Logic Group	OL_IIIstructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQWro0020553		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	Α					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
			No (not receiving any benefit or receiving Medicare Only)	С					
			I don't know or prefer not to answer	С					

Model Instance Name: SSA My Social Security
MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

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SSA My So	cial Security	CUSTOM C	<b>UESTION LIST</b>
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			SSA My Social Security CUSTOM Q	UESTION	LIST				
	Skip								
	Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
ACQWro0020554	Α	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement	,	Radio button, one-up vertical	Single	Υ	Skip Logic Group	SSI Only Primary
		apply)							Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
ACQWro0020555	AA				Text area, no char limit		N	Skip Logic Group	OE_SSI Only
		Please tell us what your primary reason was for visiting today:							Other Primary Reason
ACQWro0020556	В	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit
	-	apply)	To print my decide deciment dealerment		radio sation, one ap vertical	Journal of the state of the sta	l'	omp Logio Group	Primary Reason
			To check my earnings record						,
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
ACQWro0020576	BB		• •		Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit
		Please tell us what your primary reason was for visiting today:							primary reason
ACQWro0020578	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	CC					
ACQWro0020579	cc				Text area, no char limit		N	Skip Logic Group	OE_No cash
									Benefit Primary Reason
1001 001000		Please tell us what your primary reason was for visiting today:				6: 1			
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
		unit you'll teturn to review it.	At least once a year						
			Every 6 months						
			Once a quarter						
			-						
			Once a month						
			More frequently than once a month						
24.072.45			Other					01: 1	
SAC7245		Were you able to accomplish what you wanted to on the site	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task
		today?							Accomplishment
			No	Υ					
SAC7246	Υ	Since you were not able to accomplish what you wanted to do	Return and try again		Checkbox	Multi	Υ	Skip Logic Group	Do Next
		Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that							
		apply)							
			Visit a local Social Security office						
			, , , , , , , , , , , , , , , , , , ,						

Model Instance Name:
SSA My Social Security
MID: Z5w0N58sJ5AkRkYUg4pVFg==
Partitioned Yes 2/8/2012

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pink: ADDITION

			SSA My Social Security CUSTOM Q	UESTION	LIST				
QID	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	CQ Label
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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		SSA My Social Security v2 CUSTOM (	QUESTIO	N LIST			<u>.                                      </u>	<u>,                                      </u>
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	CQ Label
	Did you register for a username and password today?					Y	Skip Logic Group	Password
		No	<del>-X</del>					
Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
		11 minutes - 15 minutes						
		16 minutes - 30 minutes						
		31 minutes - 1 hour						
		Greater than 1 hour						
В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
		No						
		I don't know						
С	Did you understand all the instructions for registering for a				Single	N	Skip Logic Group	Instructions
	username and password today:		CC					
		· ·	СС					
СС	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		No						
DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
		No						
DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
	Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefits
		Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
		Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	Α					
		Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
		No (not receiving any benefit or receiving Medicare Only)	С					
	What was your primary reason for visiting to do 0 (Charles II II)	I don't know or prefer not to answer	С	Dadia huttara a construit d	Cinala		Chin Lania C	CCI Only Div
А	What was your primary reason for visiting today? (Check all that apply)			Radio button, one-up vertical	Single	Υ	SKIP Logic Group	SSI Only Primary Reason
		To check my earnings record To view my Benefits and Payment Details						
	B C C CC DD	Logic Label  Did you register for a username and password today?  Please tell us how long it took you to complete your registration:  B Did you register for Extra Security today?  C Did you understand all the instructions for registering for a username and password today?  CC Please explain what you did not understand about the instructions.  D Did you see any information describing the website's security policies or features?  DD Do you have any concerns about the security of transactions on this website?  DDD Please describe your concerns with the security of this site.  E What would you like us to improve, if anything, about this site's registration process?  Are you currently receiving cash benefits?  A What was your primary reason for visiting today? (Check all that	Skip Logic Label Did you register for a username and password today?  A Please tell us how long it took you to complete your egistration:  1	Skip Lopic Label  Did you register for a username and password today?  A Please tell us how long it took you to complete your registration:  1 minutes - 15 minutes  1 minutes - 15 minutes  1 minutes - 15 minutes  1 minutes - 10 minutes  2 minutes - 30 minutes  3 minutes - 30 minutes  3 minutes - 30 minutes  3 minutes - 10 more management of the minutes of the minu	Logic Label Did you register for a username and assaword today? Yes No. A,B,C,D,D  A,B,C,D  A,B,C,D  A,B,C,D,D  A,B,C,D  A	Skip Logic Question Text Did you register for a username and password today?  A Peace set us how long it took you to complete your egistration:  11 manutes - 30 minutes 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 30 minutes 14 minutes - 30 minutes 15 minutes - 10 minutes 16 minutes - 30 minutes 17 minutes - 10 minutes 18 Did you register for Extra Security today?  Ves 18 Did you understand all the instructions for registering for a specimen and password today?  Ves 19 Did you understand all the instructions for registering for a specimen and password today?  Peace explain that you did not understand about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 10 minutes 14 minutes - 10 minutes 15 minutes - 10 minutes 16 minutes - 10 minutes 17 minutes - 10 minutes 18 Did you understand all the instructions for registering for a security of transactions 19 Did you see any information describing the website's security yes 10 Did you see any information describing the website's security yes 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions	Skip Logic Question Text Question Text (immed to 50 characters)  A Redo: Dutyou register for a userwane w/d password today?  A Pease tell us how long it took you to complete your application.  1 minutes - 15 minutes  1 min	Answer Choices (minded to 69 characters)  Ap. C.D.D  Ap. C.D  Ap

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SSA My Social Security v2 CUSTOM QUESTION LIST
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	_		SSA My Social Security v2 CUSTOM	QUESTIO	N LIST				
QID.	Skip Logic	Guartina Tara	Answer Choices	Chin to	Tors (salastáras list)	Single or	Required	Consist Instructions	COLUMN
QID	Label	Question Text	(limited to 50 characters) To get a Benefit Verification Letter	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit  Other reason for visiting today:	BB					
	BB		Other reason for visiting today.	DD	Text area, no char limit		N	Skip Logic Group	OE Cash Benef
		Please tell us what your primary reason was for visiting today:				C'ALL	IN .		primary reason
	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits  Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	CC					
	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_Yes
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious – wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
<del>SAC7243</del>	×	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA				Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today:							Reason No

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			SSA My Social Security v2 CUSTOM	QUESTIC	N LIST				
QID	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	CQ Label
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
		unink you in return to review it:	At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action	10/					
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34	1					
			35-44 45-54						
			45-54 55-59						1
		1	60-64						
			65-74						
			75 or older						
			Prefer not to answer						

# Holiday 2010 Custom Question Setup

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YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B pink: ADDITION

			CUSTOM QUESTION LIST				
QID (Group ID) Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010  Spend intention with this retailer	Skip Logic Label	Question Text  Do you expect to spend more or less online during the 2010 holiday season compared to 2009?  Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	Answer Choices (limited to 50 characters)  A lot more  Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANS' - DO NOT ADD ANSWER CHOICES OR DELETE - DO NOT CHANGE ORDER OF ANSWER CHOIC order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the	ANSWE ES, if yo	R CHOICES u would like answe		Required Y/N Y
	R	Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers)  Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise	R S S	Checkbox, one-up vertical	Multi	Y
				Z			



Special Instructions
Skip Logic Group
Skip Logic Group

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# SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes No	A,B,C,D,D			Y	Skip Logic Group	Password
			IVO	^					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
		assimante una passivora today.	Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.	140		Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes

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			SSA My Social Security v2 CUSTOM (	QUESTIO	N LIST				
OID	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	CQ Label
SAC7243	Х	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
									Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			·						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.	Other, please specify		Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						

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pink: ADDITION

blue + -->: REWORDING

# SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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# SSA My Social Security v2 CUSTOM QUESTION LIST

			SSA My Social Security v2 CUSTO	M QUESTIC	JN LIST				
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		<del>Dropdown (Select-one)</del>	Single	¥		Visit Frequency
			<del>Daily</del>						
			Two to three times per week						
			About once a month						
			Every few months						
0.07004		Did a service for a service of the deco	Every 6 months or less often				.,	01: 1 : 0	
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D D,E,F			Y	Skip Logic Group	Password Registration
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
		•	11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
SAC7236	В		Greater than 1 hour				N	Skip Logic Group	ExtraSecurityReg
		Did you register for Extra Security today?	Yes						
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	СС					
			No	CC					
SAC7238	СС	Please explain what you did not understand about the instructions.	INO		Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD		No		Text area, no char limit		N		OE_Security Concerns
SAC7242	E	Please describe your concerns with the security of this site.  What would you like us to improve, if anything, about this			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	site's registration process? What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						

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			SSA My Social Security v2 CUSTOM	QUESTI	ON LIST				
QID	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	CQ Label
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
SAC7243	Х	What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:						
SAC7244	AA	Please tell us what your primary reason was for visiting today:		AA	Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Other Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					05.5
SAC7247 SAC7248	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC1240		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						

red & strike through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION

blue + -->: REWORDING

## SSA My Social Security v2 CUSTOM QUESTION LIST

			SSA My Social Security v2 CUSTOM	QUESTIC	JN LIST				
QID	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	CQ Label
			How to print a statement						
			Instructions for registering for a username and password Instructions for resetting a password and/or						
			recalling a username						
			Other <del>, please specify</del>	Z					
SAC7249	<del>Z</del>	Please specify what information was unclear to you today.			Text area, no char limit				OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
<del>SAC7252</del>		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59 <del>64</del>						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

			SSA My Social Security v2 CUSTO	II QUESTI	ON LIST				
	Skip Logic		Answer Choices			Single or	Required		
QID SAC7233	Label	Question Text How often do you access your online statement?	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N Y	Special Instructions	CQ Label
SAC1233		now often do you access your offine statement?	This is my first time		Dropdown (Select-one)	Single	Ť		Visit Frequency
			Daily Tue to those times are used.		-				-
			Two to three times per week About once a month		+				
			Every few months		<del> </del>				
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	Α			Υ	F	assword Registr
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SA
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
AC7226	В	Did you register for Extra Security today?	Greater than 1 hour	В			V	Skip Logio Croup	Evtra Coourity Do
SAC7236	В	Did you register for Extra Security today?	Yes No	C			Y	Skip Logic Group	ExtraSecurityRe
			I don't know	C					
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No	DD					
AC7240	DD	Do you have any concerns about the security of transactions		DDD,E, F		Single	N	Skip Logic Group	Security Conce
		on this website?	Yes No	E,F					
SAC7241	DDD		INO	E,F	Text area, no char limit		N		OE Security Co
JACT241	000	Please describe your concerns with the security of this site.			Text area, no char illinic		IN.		OL_Security Co
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improv
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	rimary Reason
			To check my earnings record						
			To view my estimated benefits						
			Other reason for visiting today:	FF			N	Chin Logia Crava	OF Drimon, Do
	FF	Places tell us what your primary reason was for visiting today.					N	Skip Logic Group	OE_Primary Re
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		what was your primary reason to visiting today.	To check my earnings record To view my estimated benefits		CHECKBOX	Widit		ONIP Edgic Group	Timary (Cason
			Other reason for visiting today:	AA					
SAC7244	AA		,, .				N	Skip Logic Group	OE_Primary Re
SAC7245		Please tell us what your primary reason was for visiting today: Were you able to accomplish what you wanted to on the site	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task
		today?							Accomplishme
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	No Return and try again	Y	Checkbox	Multi	Y	Skip Logic Group	Do Next
		орр.)/	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action	101					
AC7247	YY	Please tell us what other action you plan to take next.	Other, please specify	YY	Text area, no char limit		N		OE_Do Next
SAC7248	11	Was there any information on the site that was unclear to vou?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
		you:	The language used						
			How to print a statement						
			How to print a statement						
			mastructions for resetting a password and/or						
			rocalling a ucornama						
			Other, please specify	Z					
AC7249	Z	Please specify what information was unclear to you today.	rocalling a ucornamo	Z	Text area. no char limit		N	Skip Logic Group	OE_Clarity

red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

	SSA My Social Security v2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike		
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service		
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age		
			25-34								
			35-44								
			45-54								
			55-64								
			65-74								
			75 or older								
			Prefer not to answer								

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SSA My Social Security v2 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequenc
			Daily						
			Two to three times per week						
			About once a month						
			Every few months Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	Α			Y	F	assword Registr
			No	X					Julian
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration S
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
14.07000		Did you register for Futre Conville today 2	Greater than 1 hour	В			.,	Object and a Committee	E 4 0
SAC7236	В	Did you register for Extra Security today?	Yes No	C			Y	Skip Logic Group	ExtraSecurityRe
			I don't know	C					
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No	DD					
AC7240	DD	Do you have any concerns about the security of transactions		DDD		Single	N	Skip Logic Group	Security Conce
		on this website?	Yes No	E					
SAC7241	DDD			-	Text area, no char limit		N		OE Security Co
		Please describe your concerns with the security of this site.			Tox area, no onar iinii				02_00001119
SAC7242	Е	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improv
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			To check my earnings record						
			To view my estimated benefits Other reason for visiting today:	AA					
AC7244	AA		Other reason for visiting today.	AA			N	Skip Logic Group	OE Primary Re
		Please tell us what your primary reason was for visiting today:							
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishme
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
		apply)	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security  Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	<del>OPS</del>	Clarity of Info
			The language used					Skip Logic Group	
			How to print a statement						
			การแนะแบบรายา registering for a username and						
			Other, please specify	Z					
SAC7249	z	Please specify what information was unclear to you today.	Sanon, piedae apeony		<100 text field Text area, no char limit		N	OPS-Skip Logic Group	OE_Clarity
AC7250		What did you like most about your experience today?			Text area, no char limit		N		OE Like
AC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						

red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

			SSA My Social Security v2 CUSTON	My Social Security v2 CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
		45-54								
			55-64							
			65-74							
			75 or older							
			Prefer not to answer							