

Model Instance Name:
SSA Retirement Estimator v3

MID: AshNI5IMspIFJJMYA9c9JA==

Date: Fill In Date



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 using the Retirement Estimator on the Social Security Administration web site. Please take a minute or two and tell us what we're doing well and where we need to do better. The feedback you provide will help us improve our site and serve you better in the future.

We keep all of your answers strictly confidential. Your participation in this survey will not affect your eligibility for benefits or any business you have with Social Security.

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 web site, <http://www.socialsecurity.gov/pgm/reach.htm>

Examples

Welcome Text Example

ForeSee Results Survey Page - Windows Internet Explorer
http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9s9YwB5IBE

FORESEE RESULTS

Customer Satisfaction Survey

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.

*Required questions are denoted by an **

1:*What is your overall satisfaction with this survey?

1=Very Dissatisfied Very Satisfied=10

1 2 3 4 5 6 7 8 9 10

Thank You Text Example

Football

Hockey

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today?

What style of jean were you shopping for today?

1 Boot cut

3 Low rise

5 Flare

7 Relaxed fit

9 Slim cut

11

13

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 web site.

Copyright 2010 - all rights reserved

[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

Internet | Protected Mode: On

Model Instance Name:
SSA Retirement Estimator v4

MID: dwYM9t9oIVlhBdRVhFxlw4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013

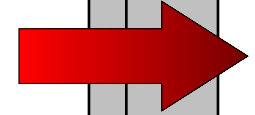
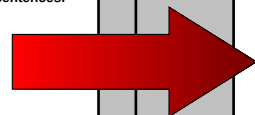


Element rotation scheme has been added

SSA Retirement Estimator v4

Model questions utilize the ACSI methodology to determine scores and impacts

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



Model Instance Name:
SSA Retirement Estimator v4

MID: xAxNcEo455ZVQ1FNIUNsog4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

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

Date: 7/19/2013

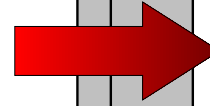
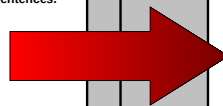


Element rotation scheme has been added

SSA Retirement Estimator v4

Model questions utilize the ACSI methodology to determine scores and impacts

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



Model Instance Name:
SSA Retirement Estimator v4

MID: p00ldwE4ssR1MA9UUtZ5Ng4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

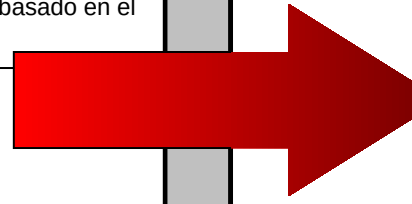
Date: 7/19/2013

Model questions

MQ Label		ELEMENTS (drivers of satisfaction)
		Apariencia y función (1=Mala, 10=Excelente, No sé)
Look and Feel - Appeal		Por favor califique la apariencia del Calculador de beneficios de jubilación por Internet.
Look and Feel - Balance		Por favor califique el equilibrio entre gráficas y texto del Calculador de beneficios de jubilación por Internet.
Look and Feel - Readability		Por favor califique la fluidez del texto del Calculador de beneficios de jubilación por Internet.
		Rendimiento del sitio de Internet (1=Mala, 10=Excelente, No sé)
Site Performance - Loading		Por favor califique la rapidez con que suben las páginas el Calculador de beneficios de jubilación por Internet.
Site Performance - Consistency		Por favor califique la consistencia de la rapidez para moverse de una página a la otra del Calculador de beneficios de jubilación por Internet.
Site Performance - Errors		Por favor califique la capacidad para subir las páginas sin que reciba un error del Calculador de beneficios de jubilación por Internet.
		Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)
Plain Language - Clear		Por favor califique la claridad de las palabras usadas en el Calculador de beneficios de jubilación por Internet.
Plain Language - Understandable		Por favor califique su comprensión de las palabras usadas en el Calculador de beneficios de jubilación por Internet.

**Plain
Language -
Concise**

Por favor califique el Calculador de beneficios de jubilación por Internet basado en el uso de **oraciones cortas y claras**.

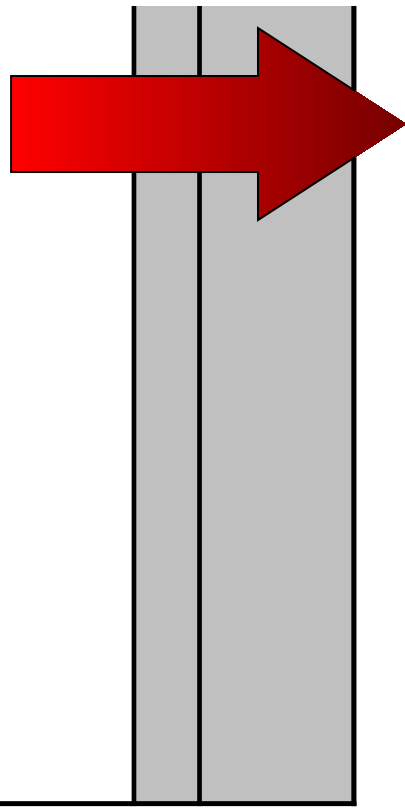
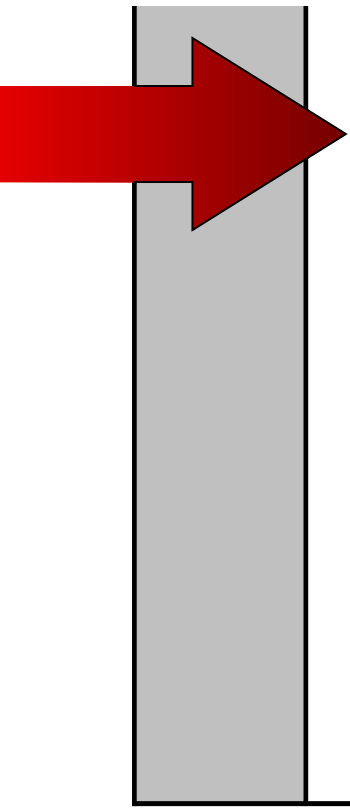


Element rotation scheme has been added

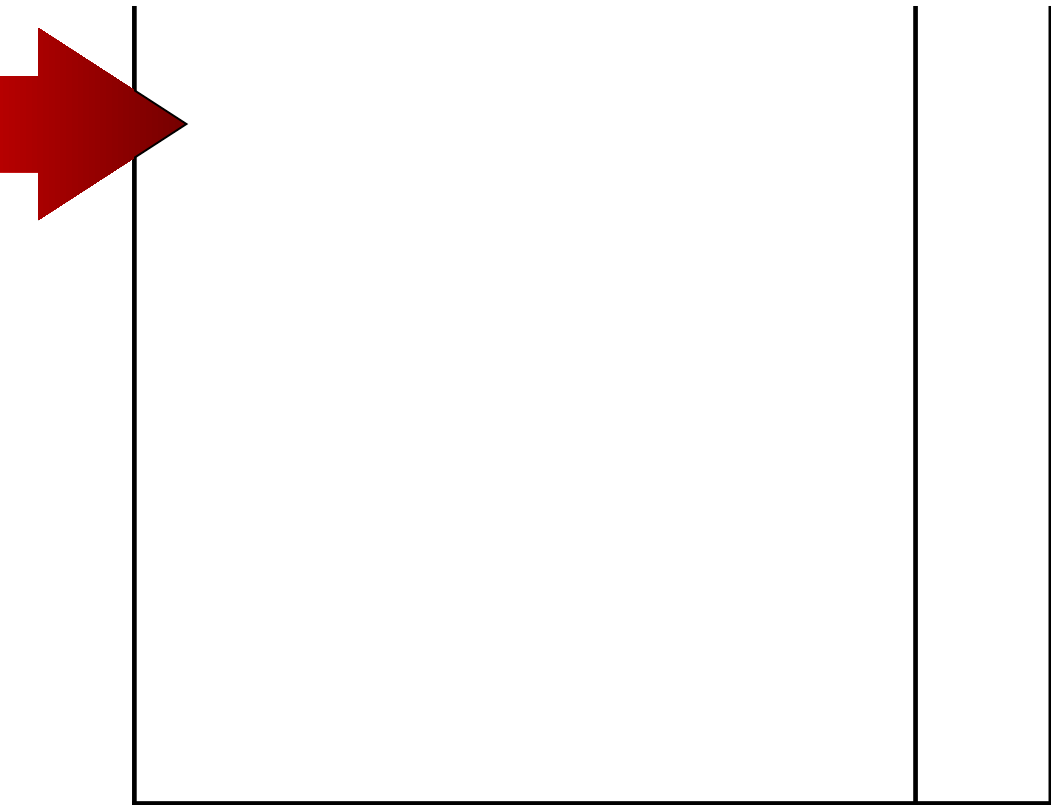
SSA Retirement Estimator v4

utilize the ACSI methodology to determine scores and impacts

CUSTOMER SATISFACTION		
MQ Label	Satisfacción	MQ Label Apply in Office
Satisfaction - Overall	¿Cómo calificaría su satisfacción en general del Calculador de beneficios de jubilación por Internet? (1=Totalmente insatisfecho, 10=Totalmente satisfecho)	
Satisfaction - Expectations	¿Con cuánta exactitud el Calculador de beneficios de jubilación por Internet satisfizo sus expectativas ? (1=No llenó mis expectativas, 10=Totalmente satisfecho)	Apply Online
Satisfaction - Ideal	¿Cómo se compara el Calculador de beneficios de jubilación por Internet con lo que se imaginaría que sería su programa de computadora ideal ? (1=No se asemeja, 10=Se asemeja)	
		Recommend
		Return
		Use Other Online Services



FUTURE BEHAVIORS	FPI Y?
Visitar la oficina local para solicitar los beneficios (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que visite la oficina personalmente la oficina local del Seguro Social para solicitar los beneficios?	
Solicitar los beneficios de Seguro Social por Internet (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social usando la Internet?	
Recomendar (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que le recomiende el Calculador de beneficios de jubilación por Internet a otra persona?	
Regresar (si procede) (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que regrese a usar el Calculador de beneficios de jubilación por Internet?	
Usar por Internet otros programas de computadora del Seguro Social (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que use otros programas de computadora en este sitio de Internet del Seguro Social?	



Model Instance Name:
SSA Retirement Estimator v3

MID: AshNI5IMsplFJJMYA9c9JA==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate how quickly pages load on this online Retirement Estimator.</p> <p>2 Please rate the consistency of speed from page-to-page on this online Retirement Estimator.</p> <p>3 Please rate the ability to load pages without getting errors on this online Retirement Estimator.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the visual appeal of this online Retirement Estimator.</p> <p>5 Please rate the layout of the online Retirement Estimator.</p> <p>6 Please rate the readability of the online Retirement Estimator.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Please rate the clarity of the instructions to complete this online Retirement Estimator.</p> <p>8 Please rate the simplicity of completing this online Retirement Estimator.</p> <p>9 Please rate the number of steps for entering the information into the online Retirement Estimator.</p>	<p>Satisfaction</p> <p>10 What is your overall satisfaction with the online Retirement Estimator?</p> <p>11 How well does the online Retirement Estimator meet your expectations?</p> <p>12 How does the online Retirement Estimator compare to your idea of an ideal online process?</p>	<p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 How likely are you to apply for Social Security Benefits online?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 How likely are you to apply for Social Security Benefits in the field office?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 How likely are you to recommend this online Retirement Estimator to someone else?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 How likely are you to return to the Retirement Estimator?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 How likely are you to use other online applications on the Social Security web site?</p>

Model Instance Name:
SSA Retirement Estimator v3

MID: JU89h10NUtR9V44Mik9ldA==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate how quickly pages load on this online Retirement Estimator.</p> <p>2 Please rate the consistency of speed from page-to-page on this online Retirement Estimator.</p> <p>3 Please rate the ability to load pages without getting errors on this online Retirement Estimator.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the visual appeal of this online Retirement Estimator.</p> <p>5 Please rate the layout of the online Retirement Estimator.</p> <p>6 Please rate the readability of the online Retirement Estimator.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Please rate the clarity of the instructions to complete this online Retirement Estimator.</p> <p>8 Please rate the simplicity of completing this online Retirement Estimator.</p> <p>9 Please rate the number of steps for entering the information into the online Retirement Estimator.</p>	<p>Satisfaction</p> <p>10 What is your overall satisfaction with the online Retirement Estimator?</p> <p>11 How well does the online Retirement Estimator meet your expectations?</p> <p>12 How does the online Retirement Estimator compare to your idea of an ideal online process?</p>	<p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 How likely are you to apply for Social Security Benefits online?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 How likely are you to apply for Social Security Benefits in the field office?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 How likely are you to recommend this online Retirement Estimator to someone else?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 How likely are you to return to the Retirement Estimator?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 How likely are you to use other online applications on the Social Security web site?</p>

Model Instance Name:
SSA Retirement Estimator v3

MID: VAdII9VQFstVBhNYFkAxw==

Date: 12/6/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación.</p> <p>2 Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación.</p> <p>3 Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.</p> <p>5 Favor de calificar el diseño de este Calculador de beneficios por jubilación.</p> <p>6 Favor de calificar la legibilidad de Calculador de beneficios por jubilación.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación.</p> <p>8 Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación.</p> <p>9 Favor de calificar la cantidad de pasos a seguir para ingresar la información requerida en este Calculador de beneficios por jubilación.</p>	<p>Satisfaction</p> <p>10 ¿Cuál es su impresión general de este Calculador de beneficios por jubilación?</p> <p>11 ¿Con qué exactitud cumple con sus expectativas este Calculador?</p> <p>12 ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento ideal por Internet?</p>	<p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social usando la Internet?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social visitando la oficina local del Seguro Social?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 ¿Cuáles son las posibilidades que recomiende este Calculador de beneficios por jubilación a otra persona?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 ¿Cuáles son las posibilidades de que regrese a este Calculador de beneficios por jubilación?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 ¿Cuáles son las posibilidades de que use otras solicitudes en este sitio de Internet del Seguro Social?</p>

Model Instance Name:
SSA Retirement Estimator v3

MID: VAdII9VQFstVBhNYFkAxw==

Date: 12/6/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)		Satisfaction	Apply online for Benefits (1=Very Unlikely, 10=Very Likely)
1	Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación.	10 ¿Cuál es su impresión general de este Calculador de beneficios por jubilación?	13 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social usando la Internet?
2	Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación.	11 ¿Con qué exactitud el Calculador de beneficios por jubilación esatisfizo sus expectativas? --> ¿Con qué exactitud cumple con sus expectativas este Calculador?	Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)
3	Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación.	12 ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento perfecto? --> ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento ideal por Internet?	14 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social visitando la oficina local del Seguro Social?
Look and Feel (1=Poor, 10=Excellent, Don't Know)			Recommend (1=Very Unlikely, 10=Very Likely)
4	Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.		15 ¿Cuáles son las posibilidades que recomiende este Calculador de beneficios por jubilación a otra persona?
5	Favor de calificar el diseño de este Calculador de beneficios por jubilación.		Return (if applicable) (1=Very Unlikely, 10=Very Likely)
6	Favor de calificar la legibilidad de Calculador de beneficios por jubilación.		16 ¿Cuáles son las posibilidades de que regrese a este Calculador de beneficios por jubilación?
On-Line Application Process (1=Poor, 10=Excellent, Don't Know)			Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)
7	Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación.		17 ¿Cuáles son las posibilidades de que use otras solicitudes en este sitio de Internet del Seguro Social?
8	Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación.		
9	Favor de calificar la cantidad de pasos a seguir para ingresar la información requerida en este Calculador de beneficios por jubilación.		

Social Security Administration
 SSA Retirement Estimator v4
 MID: dwYM9t9oIVlhBdRVhFxlw4C
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v4 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
BJL2254		How did you first learn about the Retirement Estimator?	Search engine	C2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
			Linked from another website						
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
BJL2255	C	Please specify how you first learned about the Retirement Estimator.	Word of mouth	C	Text field, <100 char		N	Skip Logic Group	Other learned about
			Other, please specify						
STE0050206	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE_Website
STE0050207		How often do you use the Retirement Estimator?	This was the first time		Radio button, one-up vertical	Single	Y		Frequency
			Every few months or less often						
			Monthly						
			Weekly						
			Several times a week						
BJL2263		When do you expect to file for retirement benefits?	Daily/more than once a day		Radio button, one-up vertical	Single	Y		Expect to File
			Within 12 months						
			1 to 3 years						
			More than 3 but less than 6 years						
			6 years or more						
BJL2264		How do you plan to file for retirement benefits?	Don't Know		Radio button, one-up vertical	Single	Y		How to File
			I prefer to file my retirement application online						
			By telephone interview						
			Face-to-face in my local SSA field office						
			Online with telephone or in-person assistance, if needed						
BJL2265		Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
			No						
BJL2266	F	What other benefit estimates were you trying to obtain?			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
STE0057596		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes	G	Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings
			No						

Social Security Administration
 SSA Retirement Estimator v4
 MID: dwYM9t9oIVlhBdRVhFxlw4C
 Date: 10/6/2010

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v4 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
STE0057597	G	Please explain why you think that the retirement estimate(s) was/were not based on your entire Social Security earnings record?			Text area, no char limit	Single	N	Skip Logic Group	OE_Not based on earnings
BJL2267		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
			I had difficulty finding the links to the Retirement Estimator						
			I had difficulty because the links did not take me where I expected						
			I had difficulty because I experienced technical difficulties (error messages, broken links, etc.)						
BJL2268	A	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred	I had a navigation difficulty not listed above:		Text area, no char limit		N	Skip Logic Group	Other Difficulty
MAD0043083		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your application for retirement? (Please select all that apply)	Social Security's Online Retirement Planner	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
			SSA Home Page						
			The Online Social Security Statement in the my Social Security section						
			Frequently Asked Questions (FAQ)						
			Instructional video on the online application page						
Other resource on the SSA website									
MAD0043084	A	Please describe what other resources you used to help prepare for your retirement application	I did not use any resources to prepare		Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed	A	Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
Other									
MAD0043085	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2273		What is your age ?	Under 25	A	Drop down, select one	Single	N		Age
			26 to 50						
			51 to 55						
			56 to 60						
			61						
			62						
			63						
			64						
			65						
			66						
			67 and over						
Prefer not to answer									

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SSA Retirement Estimator v4 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
BJL2254		How did you first learn about the Retirement Estimator?	Search engine	C2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
			Linked from another website						
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth						
			Other, please specify	C					
BJL2255	C	Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
STE0050206	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE_Website
STE0050207		How often do you use the Retirement Estimator?	This was the first time		Radio button, one-up vertical	Single	Y		Frequency
			Every few months or less often						
			Monthly						
			Weekly						
			Several times a week						
			Daily/more than once a day						
BJL2263		When do you expect to file for retirement benefits?	Within 12 months		Radio button, one-up vertical	Single	Y		Expect to File
			1 to 3 years						
			More than 3 but less than 6 years						
			6 years or more						
			Don't Know						
BJL2264		How do you plan to file for retirement benefits?	I prefer to file my retirement application online		Radio button, one-up vertical	Single	Y		How to File
			By telephone interview						
			Face-to-face in my local SSA field office						
			Online with telephone or in-person assistance, if needed						
			Don't Know						
BJL2265		Did you accomplish your primary purpose in using the Retirement Estimator? Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
			No						
			Still Trying						
BJL2266	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. What other benefit estimates were you trying to obtain?			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings
			No						

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SSA Retirement Estimator v4 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
	G	Please explain why you think that the retirement estimate(s) was/were not based on your entire Social Security earnings record?			Text area, no char limit	Single	N	Skip Logic Group	OE_Not based on earnings
BJL2267		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
BJL2268	A	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred			Text area, no char limit		N	Skip Logic Group	Other Difficulty
MAD0043083		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your application for retirement? (Please select all that apply)	Social Security's Online Retirement Planner SSA Home Page The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website I did not use any resources to prepare	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
MAD0043084	A	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
			Other	A					
MAD0043085	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2273		What is your age?	Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 67 and over Prefer not to answer		Drop down, select one	Single	N		Age

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SSA Retirement Estimator v4 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
BJL2254		How did you first learn about the Retirement Estimator?	Search engine	C2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
			Linked from another website						
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth						
Other, please specify	C								
BJL2255	C	Other learned about Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE_Website Frequency
		How often do you use the Retirement Estimator?	This was the first time Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y		
BJL2263		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years- 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
BJL2264		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
BJL2265		Did you accomplish your primary purpose in using the	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
BJL2266	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
BJL2267		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
			I had difficulty finding the links to the Retirement Estimator						
			I had difficulty because the links did not take me where I expected						
			I had difficulty because I experienced technical difficulties (error messages, broken links, etc.)						
I had a navigation difficulty not listed above:									
BJL2268	A	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred			Text area, no char limit		N	Skip Logic Group	Other Difficulty
MAD0043083		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your	Social Security's Online Retirement Planner		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
			SSA Home Page						

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SSA Retirement Estimator v4 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
		application for retirement? (Please select all that apply)	The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website <u>I did not use any resources to prepare</u>	A					
MAD0043084	A	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
			Other	A					
MAD0043085	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2273		What is your age?	Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 67 and over Prefer not to answer		Drop down, select one	Single	N		Age

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SSA Retirement Estimator v4 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
BJL2254		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
BJL2255	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
BJL2256		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop-down, select one	Single	Y	Skip Logic Group	Sought Advice
BJL2257	D	From what source have you sought advice on retirement/financial planning or saving strategies?	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
BJL2258		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other		Radio button, one-up vertical	Single	Y		Assistance
BJL2259		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No	- A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
BJL2260	A	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to claim
BJL2261	-	At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop-down, select one	Single	Y	Skip Logic Group	Age to File
BJL2262	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
BJL2263		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
BJL2264		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
BJL2265		Did you accomplish your primary purpose in using the	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal

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SSA Retirement Estimator v4 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
BJL2266	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
BJL2267		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator --> I had difficulty because the links often did not take me where I expected --> I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
BJL2268	A	Other navigation difficulty --> Please describe your navigation difficulty and identify where on the Social Security website this problem occurred			Text area, no char limit		N	Skip Logic Group	Other Difficulty
BJL2269		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your application for retirement? (Please select all that apply)	Social Security's Online Retirement Planner SSA Home Page The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
	A	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next in regard to getting answers about your estimated retirement benefits?--> What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know Other	A	Radio button, one-up vertical	Single	Y		Do Next
	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2271		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
BJL2272	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned about
BJL2273		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 and over		Drop down, select one	Single	N		Age

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SSA Retirement Estimator v4 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
B3L2274		Where do you live?	67 or older Prefer not to answer Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef		Drop-down, select one	Single	N	Skip Logic Group	Location

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SSA Retirement Estimator v4 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
			Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify	G					
BJL2275	G	Please specify where you live--			Text field, <100 char		N	Skip Logic Group	Other Location
BJL2276		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify	X	Drop-down, select one	Single	N	Skip Logic Group	Education
BJL2277	X	Please specify the highest level of education you have completed--			Text field, <100 char		N	Skip Logic Group	Other Education

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SSA Retirement Estimator v4 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
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Required Y/N	Special Instructions
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SSA Retirement Estimator v3 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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify		Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
	A	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.		A	Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to claim
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify		Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No	F	Radio button, one-up vertical	Single	Y		Accomplish Goal

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SSA Retirement Estimator v3 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
			Still Trying	F					
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.		F	Text area, no char limit	Single	N		OE_Did not accomplish
		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator Links often did not take me where I expected I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:	A	Radio button, one-up vertical	Multi	Y	OPS Group	Navigation Experience
	A	Other navigation difficulty			Text field, <100 char		N	OPS Group	Other Difficulty
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regard to getting answers	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO06582	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

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SSA Retirement Estimator v3 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
			Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.		X	Text field, <100 char		N	Skip Logic Group	Other Education

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44Mik9ldA==
Date: 10/6/2010

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
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Required Y/N	Special Instructions
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Social Security Administration
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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
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Required Y/N	Special Instructions
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Social Security Administration
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SSA Retirement Estimator v3 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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal

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SSA Retirement Estimator v3 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
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regard to getting answers	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify		Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO06582	A	Other preferred language		A	Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

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SSA Retirement Estimator v3 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
			Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify	G					
EDO05331	G	Please specify where you live.			Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify	X	Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
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Required Y/N	Special Instructions
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 Date: 3/1/2008

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SSA Retirement Estimator v3 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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish

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SSA Retirement Estimator v3 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
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regards to getting answers about your estimated retirement? --> What do you plan to do next in regard to getting answers about your estimated retirement benefits?	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO05329		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other - please specify	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO05329	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify	G					
EDO05331	G	Please specify where you live.			Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify	X	Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
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Required Y/N	Special Instructions
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Required Y/N	Special Instructions
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SSA Retirement Estimator v3 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
EDO05312		What is your preferred speaking language?	English Spanish Other, please specify	A B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Prof. Language
EDO05313	B	What other language do you speak?			Text field, <100 char		N	Skip Logic Group	Other Lang.
EDO05314	A	What other SSA internet service would you like to see in Spanish? (check all that apply)	File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online		Checkbox, one-up vertical	Multi	N	Skip Logic Group	SSA Services
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed		Radio button, one-up vertical	Single	Y		How to File

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Don't Know						
EDO05325		Did you accomplish your primary purpose in using the Retirement Estimator?	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regards to getting answers about your estimated retirement?	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO05329		What is your age ?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.		X	Text field, <100 char		N	Skip Logic Group	Other Education

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
ENED005312		What is your preferred speaking language?	English		Radio button, one-up-vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
SPED005312		¿Cuál es su preferencia de idioma al hablar?	Inglés		Radio button, one-up-vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
EDO05312		What is your preferred speaking language?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Pref. Language
EDO05313	B	What other language do you speak?			Text field, <100 char		N	Skip Logic Group	Other Lang.
EDO05314	A	What other SSA internet service would you like to see in Spanish? (check all that apply)	File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online		Checkbox, one-up vertical	Multi	N	Skip Logic Group	SSA Services
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed		Radio button, one-up vertical	Single	Y		How to File

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 Date: 3/1/2008

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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 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
EDO05325		Did you accomplish your primary purpose in using the Retirement Estimator?	Don't Know Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regards to getting answers about your estimated retirement?	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO05329		What is your age ?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

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SSA Retirement Estimator v3 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
			Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Other location --> Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Other education level --> Please specify the highest level of education you have completed.		X	Text field, <100 char		N	Skip Logic Group	Other Education

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
ENEDO05312		What is your preferred speaking language?	English		Radio button, one-up vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
SPEDO05312		¿Cuál es su preferencia de idioma al hablar?	Inglés		Radio button, one-up vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group

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SSA Retirement Estimator v4 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
		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C2 C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
	C	Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE_Website
		How often do you use the Retirement Estimator?	This was the first time Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y		Frequency
		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
		Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
	F	What other benefit estimates were you trying to obtain?		F	Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings
				G					

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SSA Retirement Estimator v4 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
	G	Please explain why you think that the retirement estimate(s) was/were not based on your entire Social Security earnings record?			Text area, no char limit	Single	N	Skip Logic Group	OE_Not based on earnings
		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
	I had difficulty finding the links to the Retirement Estimator								
	I had difficulty because the links did not take me where I expected								
	I had difficulty because I experienced technical difficulties (error messages, broken links, etc.)								
		I had a navigation difficulty not listed above:							
	A	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred			Text area, no char limit		N	Skip Logic Group	Other Difficulty
		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your application for retirement? (Please select all that apply)	Social Security's Online Retirement Planner	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
			SSA Home Page						
			The Online Social Security Statement in the my Social Security section						
			Frequently Asked Questions (FAQ)						
			Instructional video on the online application page						
			Other resource on the SSA website						
		I did not use any resources to prepare							
	A	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
			Other						
	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
		What is your age?	Under 25		Drop down, select one	Single	N		Age
			26 to 50						
			51 to 55						
			56 to 60						
			61						
			62						
			63						
			64						
			65						
			66						
			67 and over						
			Prefer not to answer						

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SSA Retirement Estimator v4 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
		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C2 C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
	C	Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE_Website
		How often do you use the Retirement Estimator?	This was the first time Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y		Frequency
		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
		Did you accomplish your primary purpose in using the Retirement Estimator? Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. What other benefit estimates were you trying to obtain?			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings
				G					

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SSA Retirement Estimator v4 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
	G	Please explain why you think that the retirement estimate(s) was/were not based on your entire Social Security earnings record?			Text area, no char limit	Single	N	Skip Logic Group	OE_Not based on earnings
		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
	A	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred			Text area, no char limit		N	Skip Logic Group	Other Difficulty
		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your application for retirement? (Please select all that apply)	Social Security's Online Retirement Planner SSA Home Page The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website I did not use any resources to prepare	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
	A	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
			Other	A					
	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
		What is your age?	Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 67 and over Prefer not to answer		Drop down, select one	Single	N		Age

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SSA Retirement Estimator v4 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
BJL2254		How did you first learn about the Retirement Estimator?	Search engine	C2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
			Linked from another website						
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth						
Other, please specify	C								
BJL2255	C	Other learned about Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE_Website Frequency
		How often do you use the Retirement Estimator?	This was the first time Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y		
BJL2263		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years- 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
BJL2264		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
BJL2265		Did you accomplish your primary purpose in using the	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
BJL2266	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
BJL2267		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
			I had difficulty finding the links to the Retirement Estimator						
			I had difficulty because the links did not take me where I expected						
			I had difficulty because I experienced technical difficulties (error messages, broken links, etc.)						
I had a navigation difficulty not listed above:									
BJL2268	A	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred			Text area, no char limit		N	Skip Logic Group	Other Difficulty
MAD0043083		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your	Social Security's Online Retirement Planner		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
			SSA Home Page						

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SSA Retirement Estimator v4 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
		application for retirement? (Please select all that apply)	The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website <i>I did not use any resources to prepare</i>	A					
MAD0043084	A	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
			Other	A					
MAD0043085	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2273		What is your age?	Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 67 and over Prefer not to answer		Drop down, select one	Single	N		Age

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SSA Retirement Estimator v4 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
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Required Y/N	Special Instructions
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Required Y/N	Special Instructions
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Required Y/N	Special Instructions
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Required Y/N	Special Instructions
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Base Element Order	Version 2	Version 3	Version 4
Look and Feel	Plain Language	Site Performance	Look and Feel
Site Performance	Site Performance	Look and Feel	Plain Language
Plain Language	Look and Feel	Plain Language	Site Performance

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

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SSA Retirement Estimator v3 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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C	Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
EDO05316	C	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
ACQLiv0010089	A	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to claim
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No	F	Radio button, one-up vertical	Single	Y		Accomplish Goal

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to F	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Still Trying	F					
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
ACQLiv0010093		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator Links often did not take me where I expected I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:	A	Checkbox, one-up vertical	Multi	Y	OPS Group	Navigation Experience
ACQLiv0010094	A	Other navigation difficulty			Text field, <100 char		N	OPS Group	Other Difficulty
EDO05327		Have you ever used the SSA Retirement Planner ?	Yes No Don't know what that is		Radio button, one-up vertical	Single	Y		RE Planner
EDO05328		What do you plan to do next in regard to getting answers	Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know		Radio button, one-up vertical	Single	Y		Do Next
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
EDO06582	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned about
EDO05329		What is your age ?	Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer		Drop down, select one	Single	N		Age
EDO05330		Where do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky		Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Location

SSA Retirement Estimator v3 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
			Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify						
EDO05331	G	Please specify where you live.		G	Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify	X	Drop down, select one	Single	N	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Education
EDO05333	X	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44Mik9ldA==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
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Required Y/N	Special Instructions
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Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 10/6/2010

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Required Y/N	Special Instructions
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