

Welcome and Thank You Text

Welcome Text

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

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

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Welcome Text - Alternate

Thank you for visiting SSA.gov. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the Social Security Administration. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

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.



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.

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.

Cancel

Submit

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

Model Name SSA Main-Mobile
Model ID BkUZRJUBJdFw8Zdxl9gZ1Q4C
Partitioned No
Date 7/22/2014

Red & Strike-Through: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the visual appeal of this mobile site.</p>	9 Satisfaction - Overall	<p>Satisfaction</p> <p>What is your overall satisfaction with this mobile site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i></p>	12 Recommend	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>How likely are you to recommend this mobile site to someone else?</p>
2 Look and Feel - Readability	<p>Please rate the readability of the pages on this mobile site.</p>	10 Satisfaction - Expectations	<p>How well does this mobile site meet your expectations? <i>(1=Falls Short, 10=Exceeds)</i></p>		<p>Return (1=Very Unlikely, 10=Very Likely)</p>
	<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>	11 Satisfaction - Ideal	<p>How does this site compare to your idea of an mobile website? <i>(1=Not Very Close, 10=Very Close)</i></p>	13 Return	<p>How likely are you to return to this mobile site?</p>
3 Navigation - Organized	<p>Please rate how well this mobile site is organized.</p>				
4 Navigation - Options	<p>Please rate the options available for navigating this mobile site.</p>				
	<p>SSA Information(1=Poor, 10=Excellent, Don't Know)</p>				
5 Site Information - Thoroughness	<p>Please rate the thoroughness of information provided on this mobile site.</p>				
6 Site Information - Answers	<p>Please rate how well this mobile site's information provides answers to your questions.</p>				
	<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>				
7 Site Performance - Loading	<p>Please rate how quickly pages load on this mobile site.</p>				
8 Site Performance - Completeness	<p>Please rate how completely the page content loads on this mobile site.</p>				

Model Name SSA Main-Mobile
 Model ID BKUZRJUBJdFw8Zdx19gZ1Q4C
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 Date 8/13/2014

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 Blue: Rework



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
LNH5416Q001		Have you visited this mobile site before?	This is my first visit. I have visited before from a smartphone. I have visited before from a desktop computer. I have visited before from a tablet. I am not sure.		Y	Checkbox, one-up vertical	Mutually Exclusive	Visit Frequency
LNH5416Q002		Which role best describes you?	I am currently entitled to or receive monthly Social Security benefits (e.g., retirement, survivor, spouse, disability, or Supplemental Security Income benefits). I am currently entitled to or receive Medicare Only benefits. I do not currently receive Social Security benefits (e.g. retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits) I am currently in the process of applying for monthly Social Security benefits (e.g. retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits) I am a professional helping someone else with a Social Security matter. I am an employer looking for Social Security information and/or services. Other (please specify)		Y	Radio button, one-up vertical	Mutually Exclusive OPS Group*	Role
LNH5416Q003	A	What other role best describes you?			N	Text field, <100 char	OPS Group*	OPS_Role
LNH5416Q004		What was the primary reason for your visit today?	To learn about Social Security benefits To help someone else with a Social Security matter To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefits, determine when to file, learn what information will be needed, etc.) To apply for Social Security benefits (including retirement, survivor, spouse, disability, Medicare, and Supplemental Security Income [SSI] benefits) To manage the benefits I currently receive from Social Security To check the status of my recently filed Social Security application To find out how to apply for or replace a Social Security number or card To change my address To sign up for bank direct deposit or change my bank direct deposit information To obtain SSA contact information (i.e., 1-800 number, address for local SSA office, etc.) To request a form or publication Other (please specify)		Y	Radio button, one-up vertical	OPS Group*	Primary Reason
LNH5416Q005	A	What was the other primary reason for your visit today?			N	Text field, <100 char	OPS Group*	OPS_Primary Reason
LNH5416Q006		Did you find what you were looking for or successfully complete your online transaction today?	Yes Not yet, still looking Not looking for anything specific		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Task
LNH5416Q007	A	Please select the online transaction you were attempting to complete on your mobile device or tablet (Select all that apply):	Create a my Social Security account Access a previously established my Social Security account Appeal a Social Security decision Apply for benefits Manage the benefits I currently receive (e.g. change my address or direct deposit information) Request a benefit verification letter Check my benefit and payment information View or download my Social Security statement Check the status of my pending application for Social Security benefits Seeking Social Security contact information (e.g., 1-800 number, address of my local Social Security office, special help desk, how to email Social Security, chat with a Social Security agent, etc.) Use the Retirement Estimator Replace a lost Social Security card Change a name on a Social Security card (e.g., due to marriage or divorce) Make an appointment with a local Social Security office Use one of the services provided in Business Services Online Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Why Not Accomplish
LNH5416Q008	B	Please describe the online transaction you were attempting to complete on your mobile device or tablet:			N	Text area, no char limit	Skip Logic Group*	OPS_Why Not Accomplish
LNH5416Q009		Have you registered for a my Social Security account?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Have mySSA Account
LNH5416Q010	A	What is the main reason you have not registered for a my Social Security account?	I am unaware of what a my Social Security account is. I tried to register for a my Social Security account, but was unsuccessful. I am currently trying to register for a my Social Security account. I do not want a my Social Security account.		Y	Radio button, one-up vertical	Skip Logic Group*	Why Not Have mySSA Account

LNH5416Q011	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.	Other (please specify):	AA	N	Text area, no char limit	Skip Logic Group*	OPS_Why Not Have mySSA Account
LNH5416Q012		Do you have any suggestions regarding online services or applications you would like to see SSA make available on a mobile device or tablet?			N	Text area, no char limit		Services Want to Access
LNH5416Q013		What is your age?	Under 25 25-39 40-59 60-63 64-65 66-67 68 or older Prefer not to answer		Y	Radio button, one-up vertical		Age
LNH5416Q014		Do you have any suggestions for improving the services SSA offers via a mobile device?			N	Text area, no char limit		OE_Improvement

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LNH5416Q002		Which role best describes you?	I am currently entitled to or receive monthly Social Security benefits (e.g., retirement, survivor, spouse, disability, or Supplemental Security Income benefits). I am currently entitled to or receive Medicare Only benefits. I do not currently receive Social Security benefits (e.g. retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits) I am currently in the process of applying for monthly Social Security benefits (e.g. retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits) I am a professional helping someone else with a Social Security matter. I am an employer looking for Social Security information and/or services. Other (please specify)		Y	Radio button, one-up vertical	Mutually Exclusive OPS Group*	Role
LNH5416Q003	A	What other role best describes you?			N	Text field, <100 char	OPS Group*	OPS_Role
LNH5416Q004		What was the primary reason for your visit today?	To learn about Social Security benefits To help someone else with a Social Security matter To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefits, determine when to file, learn what information will be needed, etc.) To apply for Social Security benefits (including retirement, survivor, spouse, disability, Medicare, and Supplemental Security Income [SSI] benefits) To manage the benefits I currently receive from Social Security To check the status of my recently filed Social Security application To find out how to apply for or replace a Social Security number or card To change my address To sign up for bank direct deposit or change my bank direct deposit information To obtain SSA contact information (i.e., 1-800 number, address for local SSA office, etc.) To request a form or publication Other (please specify)		Y	Radio button, one-up vertical	OPS Group*	Primary Reason
LNH5416Q005	A	What was the other primary reason for your visit today?			N	Text field, <100 char	OPS Group*	OPS_Primary Reason
LNH5416Q006		Did you find what you were looking for or successfully complete your online transaction today?	Yes Not yet, still looking Not looking for anything specific		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Task
LNH5416Q007	A	Please select the online transaction you were attempting to complete on your mobile device or tablet (Select all that apply):	Create a my Social Security account Access a previously established my Social Security account Appeal a Social Security decision Apply for benefits Manage the benefits I currently receive (e.g. change my address or direct deposit information) Request a benefit verification letter Check my benefit and payment information View or download my Social Security statement Check the status of my pending application for Social Security benefits Seeking Social Security contact information (e.g., 1-800 number, address of my local Social Security office, special help desk, how to email Social Security, chat with a Social Security agent, etc.) Use the Retirement Estimator Replace a lost Social Security card Change a name on a Social Security card (e.g., due to marriage or divorce) Make an appointment with a local Social Security office Use one of the services provided in Business Services Online Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Why Not Accomplish
LNH5416Q008	B	Please describe the online transaction you were attempting to complete on your mobile device or tablet:			N	Text area, no char limit	Skip Logic Group*	OPS_Why Not Accomplish
LNH5416Q009		Have you registered for a my Social Security account?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Have mySSA Account
LNH5416Q010	A	What is the main reason you have not registered for a my Social Security account?	I am unaware of what a my Social Security account is. I tried to register for a my Social Security account, but was unsuccessful. I am currently trying to register for a my Social Security account. I do not want a my Social Security account.		Y	Radio button, one-up vertical	Skip Logic Group*	Why Not Have mySSA Account

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