### **Model Instance Name:** SSA BSO v2

SSA BSU ( MID:

Partitioned No

JsxgcQkkV0I5dxF8JE1IQg4C

# Element rotation scheme has been added

SSA BSO v2



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:

	Model que	estions utilize	e the AC	CSI methodology to determine scores and in	mpacts	
MQ Label	ELEMENTS (drivers of satisfaction)	MQ	2 Label	CUSTOMER SATISFACTION	MQ Lab	
	Content (1=Poor, 10=Excellent, Don't Know)			Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Content - Accuracy	Please rate the <b>accuracy of information</b> in this application.	13 Satisfa Overall	faction - All	What is your <b>overall satisfaction</b> with this application? 1=Very Dissatisfied, 10=Very Satisfied)	16 Return	How likely are you to return to this application?
2 Content - Quality	Please rate the <b>quality of information</b> in this application.	14 Satisfa Expect	ctations e	How well does this application <b>meet your</b> expectations? 1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Content - Freshness	Please rate the <b>freshness of content</b> in this application.	15 Satisfa Ideal	i	How does this application <b>compare to your idea of an</b> deal application? 1=Not Very Close, 10=Very Close)	17 Recomme	nd How likely are you to recommend this application to someone else?
	Look and Feel (1=Poor, 10=Excellent, Don't Know)					
4 Look and Feel - Appeal	Please rate the <b>visual appeal</b> of this application.					
5 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> in this application.					
6 Look and Feel - Readability	Please rate the <b>readability of the pages</b> in this application.					
	Site Performance (1=Poor, 10=Excellent, Don't Know)			I		
7 Site	Please rate how quickly pages load-in this application.					
Performance -	····· · · · · · · · · · · · · · · · ·					
Performance -	Please rate the <b>consistency of speed from page to page</b> in this application.					
9 Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> in application.				_	
1 1	Plain Language (1=Poor, 10=Excellent, Don't Know)					
	Please rate the <b>clarity of the wording</b> in this appliocation.				T	
	Please rate how well you understand the wording in this application.					
Plain Language - Concise	Please rate this application on its use of short, clear sentences.					

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

#### SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
NH5306		How did you learn about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	]
			IRS Forms, Instructions & Publications	1
			Social media (e.g. Facebook, Twitter, blog, etc.)	1
			Other (please specify)	A
NH5307	Α	Other_how did you hear		
NH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
NH5309	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	]
			10=Very satisfied	
NH5310	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely	
			2	
			3	
			4	
			5	

## Model Instance Name:

SSA BSO V2 MID: JsxgcQkkV0I5dxF8JE1IQg4C Date: 1/13/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

			SSA BSO v2 CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9 10=Very likely	
_NH5311	С	What specific improvements would you like to see in Internet		
		Representative Payee Accounting?		
_NH5312	D	What specific improvements would you like to see in Business Services Online?		
NH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
NU1504.4	<u> </u>		Other (please specify)	A, Z
_NH5314	Α	Other_describe		
_NH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
_NH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

Model Instance Name: SSA BSO v2 MID: JsxgcQkkV0I5dxF8JE1IQg4C Date: 1/13/2011		«kV0l5dxF8JE1lQg4C	red & strike-through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO v2 CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
LNH5317		How often do you use Business Services Online?	Once per year		
			2-4 times per year		
			5-10 times per year		

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Ŷ
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

Model Instance Na	ame:
SSA BSO v2	

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

#### SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
LNH5306		How did you learn about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			IRS Forms, Instructions & Publications	
			Social media (e.g. Facebook, Twitter, blog, etc.)	7
			Other (please specify)	Α
LNH5307	Α	Other_how did you hear		
LNH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	– D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
LNH5309	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	<u>, , , , , , , , , , , , , , , , , , , </u>
			2	
			3	7
			4	7
			5	
			6	
			7	-
			8	-
			9	-
			10=Very satisfied	-
LNH5310	В	How likely are you to return to the representative payee accounting form online for your next accounting report?		
			2	1
			3	
			4	

## Model Instance Name:

SSA BSO V2 MID: JsxgcQkkV0I5dxF8JE1IQg4C Date: 1/13/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

			SSA BSO v2 CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			7	
			8	
			9 10=Very likely	
_NH5311	С	What specific improvements would you like to see in Internet		
		Representative Payee Accounting?		
_NH5312	D	What specific improvements would you like to see in Business Services Online?		
NH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
NU1504.4	<u> </u>		Other (please specify)	A, Z
_NH5314	Α	Other_describe		
_NH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
_NH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

Model Instance Name: SSA BSO v2 MID: JsxgcQkkV0I5dxF8JE1IQg4C Date: 1/13/2011		«kV0l5dxF8JE1lQg4C	red & strike-through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO v2 CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
LNH5317		How often do you use Business Services Online?	Once per year		
			2-4 times per year		
			5-10 times per year		

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Ŷ
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

<b>Model Insta</b> SSA BSO C			r <del>ed &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER	
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
Date:	1/13/201		blue +>: REWORDING	
Bator	1/10/2012	-	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
			SA BO CONCENTRASES COSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			IRS Forms, Instructions & Publications	
			Other (please specify)	
SVD0013 6385		Other_how did you hear Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
(6385G5)			W-2c Online	D
036565)			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	
			3	
			4	
			5	
			6	
			/	
			8	
			9 10-) (any postiofical	
			10=Very satisfied	
AKR3399	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely	
			2	
			3	
			4	
			5	

Model Insta SSA BSO C			r <mark>ed &amp; strike-through</mark> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER	
SSA BSO C MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
	1/13/201		blue +>: REWORDING	
Date:	1/13/201	<u> </u>	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			8	
			9	
			10=Very likely	
AKR3400		What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	Α	Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online	1 = Very Difficult	
		website? (1 = Very Difficult; 10 = Very Easy)		
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

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			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID SVD0016	Skip Logic Label	Question Text How often do you use Business Services Online?	Answer Choices (limited to 50 characters) Once per year 2-4 times per year 5-10 times per year 11 times or more per year	Skip to	

Type (select from list)	Single or Multi	Required Y/N
Type (select from list) Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N Y
		X
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

<u>Type (select from list)</u>	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Ū	N
Text Field – limited to 100 characte	Single	Ν
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit Radio Button One Up Vertical	Single Single	N Y
Radio Button Scale No Don't Know	Single	Y

<b>Type (select from list)</b> Radio Button One Up Vertical	Single or Multi Single	Required Y/N Y

	tance Name Content+Tas		r <mark>ed &amp; strike-through</mark> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER		
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION		
Date:	1/13/201		blue +>: REWORDING		
Juic.	1/10/201		violet (bold): SKIP-LOGIC		
			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
5384		How did you hear about Business Services Online?	SSA Speaker at a Conference	·	
			Direct Mail I Received from Social Security		
			Booth at an accounting/payroll conference		
			Webcast		
			SSA/IRS Reporter		
			CPA/Accountant		
			Other Direct Contact Initiated by Social Security		
			Professional Association		
			IRS Forms, Instructions & Publications		
			Other (please specify)		
SVD0013		Other_how did you hear			
6385		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D	I
(6385G5)			W-2c Online	D	
			View Submission Status	D	
			View Employer Report Status	D	
			View Errors	D	
			View Notices	D	
			SSN Verification	D	
			Registration Services	D	
			Resubmission Services	D	
			Consent-Based Services	D	
			Appointed Representative Services	D	
			Representative Payee Accounting Report	A, B, C	
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied		
			2		
			3		
			4		
			5		
			6		
			7		
			8		
			9		
			10=Very satisfied		
AKR3399	В				
			2		
			3		
			4		
			5		
			-		

Model Insta SSA BSO C			r <mark>ed &amp; strike-through</mark> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER	
SSA BSO C MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
	1/13/201		blue +>: REWORDING	
Date:	1/13/201	<u> </u>	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			8	
			9	
			10=Very likely	
AKR3400		What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	Α	Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online	1 = Very Difficult	
		website? (1 = Very Difficult; 10 = Very Easy)		
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

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			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID SVD0016	Skip Logic Label	Question Text How often do you use Business Services Online?	Answer Choices (limited to 50 characters) Once per year 2-4 times per year 5-10 times per year 11 times or more per year	Skip to	

Type (select from list)	Single or Multi	Required Y/N
Type (select from list) Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N Y
		X
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

<u>Type (select from list)</u>	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Ū	N
Text Field – limited to 100 characte	Single	Ν
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit Radio Button One Up Vertical	Single Single	N Y
Radio Button Scale No Don't Know	Single	Y

<b>Type (select from list)</b> Radio Button One Up Vertical	Single or Multi Single	Required Y/N Y

Model Insta SSA BSO C			r <del>ed &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER	
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
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Date.	5111201	5	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	·
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			Other (please specify)	
SVD0013		Other_how did you hear		
6385			W-2 Online	D
(6385G5)			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	-
			3	-
			4 E	-
				-
			7	
			8	
			8	-
			9 10=Very satisfied	-
AKR3399	В	How likely are you to return to the representative payee accounting		
UUU0099	B	form online for your next accounting report?		-
			2	-
			3	-
			4 E	-
			6	-
			0	

Model Insta SSA BSO Co			<mark>red &amp; strike-through</mark> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER	
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
Date:	9/17/201		blue +>: REWORDING	
Jacon	0/1//201	•	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7	
			8	
			9	
			10=Very likely	
AKR3400	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Tax Preparer	Z
			Financial Planner	Z
			Household Employer	Z
			Self-Employed	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	Α	Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	

Model Inst SSA BSO ( MID: Date:	Content+Ta	sks wYEJcQZ49IAIM0QQ==	red & strike-through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
			8		
			9 10 = Very Easy		
SVD0016		How often do you use Business Services Online?	Once per year		
			2-4 times per year		
			5-10 times per year		
			11 times or more per year		

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

ype (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

iolet (bold): SKIP-LOGIC		
SSA BSO Content+ Tasks CUSTOM QUESTION LIST		
Answer Choices (limited to 50 characters)	Skip to	
SA Speaker at a Conference birect Mail I Received from Social Security tooth at an accounting/payroll conference Vebcast SA/IRS Reporter CPA/Accountant Differ Direct Contact Initiated by Social Security Professional Association Dther (please specify)		
V-2 Online	D	
V-2c Online /iew Submission Status /iew Employer Report Status /iew Errors /iew Notices SSN Verification Registration Services Resubmission Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report =Very dissatisfied 2 3 4	D D D D D D D D A, B, C	
5 6 7 8 0=Very satisfied =Not very likely 2 3 4		
	9 ery satisfied	9 ery satisfied

SSA BSO Content+ Tasks underlined & italicized: RE-ORDER	
MID: YN1BFhwYEJcQZ49IAIM0QQ== pink: ADDITION	
Date: 6/26/2008 blue +>: REWORDING	
violet (bold): SKIP-LOGIC	
SSA BSO Content+ Tasks CUSTOM QUESTION LIST	
Skip Logic QID Label Question Text (limited to 50 characters)	Skip to
	7
	8
	9
10=Very likely	
AKR3400 C What specific improvements would you like to see in Internet Representative Payee Accounting?	
AKR3401 D What specific improvements would you like to see in Business Services Online?	
6388 How would you describe your role? (Select all that apply) Appointed Representative	Z
Tax Preparer	Z
Financial Planner	Z
Household Employer	Z
Self-Employed	Z
Accountant/CPA	Z
Representative payee	
Other (please specify)	Z
SVD0018 Other_describe	
SVD00130     Z     Please describe the size of your business, based on your number of employees/workers, including yourself.     Micro (fewer than 10)	
Small (11-50)	
Change to Skip Logic Medium (51-250)	
Large (more than 250)	
Not applicable	
SVD0014   Rate the ease with which you located the Business Services Online use of the services on the services of	
	2
	3
	4
	5
	6
	7
	8
	9
10 = Very Easy	9
SVD0016 How often do you use Business Services Online? Once per year	9
SVD0016     How often do you use Business Services Online?     Once per year       2-4 times per year	
SVD0016 How often do you use Business Services Online? Once per year	

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button One Up Vertical	Single	Y

BSO : e:	YN1BFh 6/26/200	wYEJcQZ49IAIM0QQ== 8	<u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING	
			violet (bold): SKIP-LOGIC	
			SSA BSO CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
QID	Luber	How did you hear about Business Services Online?	SSA Speaker at a Conference	Dropdown (Select-one)
			Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security	
			Professional Association	
		Which services of Business Services Online did you use today? (Choose all that apply)	Other (please specify) W-2 Online>D W-2c Online>D View Submission Status>D	Checkbox One Up Vertical
			View Employer Report Status>D View Errors>D View Notices>D SSN Verification>D Registration Services>D Resubmission Services>D Consent-Based Services>D Appointed Representative Services>D	
	A	How satisfied overall were you with the payee accounting form online?	Representative Payee Accounting Report> go to A,B,C Scale 1-10 (Very dissatisfied, Very satisfied)	Radio Button Scale No Don't Know
	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	Scale 1-10 (Not very likely, Very likely)	Radio Button Scale No Don't Know
	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		Open-ended
	D	What specific improvements would you like to see in Business Services Online?		Open-ended
		How would you describe your primary business? (Select all that apply)> How would you describe your role? (Select all that apply)	Appointed Representative Tax Preparer Financial Planner Household Employer Self-Employed Accountant/CPA Representative payee Other (please specify)	Checkbox One Up Vertical
		Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (fewer than 10) Small (11-50) Medium (51-250) Large (more than 250) Not applicable	Radio Button One Up Vertical
		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)		Radio Button Scale No Don't Know
		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year	Radio Button One Up Vertical

red & strike-through: DELETE

Model Instance Name:

Model Insta SSA BSO MID: Date:		YEJcQZ49IAIM0QQ==	red & strike-through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) More than 11 times per year	Type (select from list)	

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

Single or Multi	Required Y/N

<b>Base Element Order</b>	Version 2	Version 3	Version 4
Content	Plain Language	Site Performance	Look and Feel
Look and Feel	Site Performance	Content	Plain Language
Site Performance	Look and Feel	Plain Language	Content
Plain Language	Content	Look and Feel	Site Performance

Look and FeelSite PerformanceContentPlain LanguageSite PerformanceLook and FeelPlain LanguageContent	Content	Plain Language	Site Performance	Look and Feel
		<b>– – –</b>	Content	Plain Language
Plain Language Content Look and Ecol Site Performance	Site Performance	Look and Feel	Plain Language	Content
Flain Language Content Look and Feel Site Ferrormance	Plain Language	Content	Look and Feel	Site Performance