

Model Instance Name:  
SSA FAQ v3

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Partitioned (Y/N)? Y  
FPI Included(Y/N)?

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

Date: 6/12/2013



SSA FAQ v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>	MQ Label	<b>Satisfaction</b>	MQ Label	<b>Likelihood to Contact (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the FAQs section.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with the FAQs section? (1=Very Dissatisfied, 10=Very Satisfied)	Contact SSA	How likely are you to <b>contact SSA</b> for answers to your questions?
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> in the FAQs section.	Satisfaction - Expectations	How well does the FAQs section <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	Return	<b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Readability	Please rate the <b>readability of the pages</b> in the FAQs section.	Satisfaction - Ideal	How does the FAQs section <b>compare to your idea of an ideal FAQs section</b> ? (1=Not Very Close, 10=Very Close)		How likely are you to <b>return to the FAQs section</b> of the SSA website?
Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate how well the FAQs section is organized.			Primary Resource	<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
Navigation - Options	Please rate the <b>options available for navigating</b> the FAQs section.				How likely are you to use the FAQs section as your <b>primary resource</b> for obtaining answers to your questions?
Navigation - Layout	Please rate how well the FAQs section layout helps you find what you are looking for.			Recommend	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
FAQ Information - Thoroughness	<b>SSA FAQ Information (1=Poor, 10=Excellent, Don't Know)</b>				How likely are you to <b>recommend the FAQs section</b> to someone else?
FAQ Information - Quality	Please rate the <b>thoroughness of information</b> you viewed in the FAQs section today.				
FAQ Information - Provided Answers	Please rate the <b>quality of information</b> in the FAQs you viewed today.				
Site Performance - Loading	Please rate how well the FAQs viewed today <b>provided answers to your questions</b> .				
Site Performance - Consistency	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> in the FAQs section.				
Site Performance - Errors	Please rate the <b>consistency of speed from page to page</b> in the FAQs section.				
FAQ Browsing - Sort	<b>FAQ Browsing (1=Poor, 10=Excellent, Don't Know)</b> Please rate the ability to sort FAQs by criteria that are important to you.				
FAQ Browsing - Narrow	Please rate the <b>ability to load pages without getting error messages</b> in the FAQs section.				
FAQ Browsing - Features	Please rate the <b>ability to narrow results to find the FAQs</b> you are looking for.				
Plain Language - Clear	Please rate how well the <b>features in the FAQs section help you find relevant FAQs</b> .				
Plain Language - Understandable	<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>clarity of the wording</b> in the FAQs section.				
Plain Language - Concise	Please rate how well you <b>understand the wording</b> in the FAQs section.				
	Please rate the FAQs section on its <b>use of short, clear sentences</b> .				

Model Instance Name:  
 SSA FAQ v2  
 MID: IFxoFls5REN1losJFoNtJQ==  
 Date: 12/27/2011

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

SSA FAQ v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
MAC0669		Are you currently receiving Social Security Benefits?	MAC0669A01 Yes MAC0669A02 No MAC0669A03 Not Sure
MAC0670		Which of the following topics were you were looking for within the FAQs? (check all that apply)  <div style="background-color: yellow; padding: 5px; display: inline-block;">DOT, please note the reorder of the answer options. Thanks!</div>	MAC0670A01 Address change MAC0670A02 Annual Social Security Statement MAC0670A03 Direct deposit of monthly check MAC0670A04 Locate an Office MAC0670A05 Medicare Benefits MAC0670A06 Paying taxes on Social Security benefits MAC0670A07 Retirement Benefits MAC0670A08 Social Security Benefit Statement (Form SSA-1099) MAC0670A09 Social Security Card or Number MAC0670A10 Social Security Disability Benefits MAC0670A11 Supplemental Security Income (SSI) Payments MAC0670A12 Survivor Benefits MAC0670A13 Other, please specify



Skip to	Type (select from list)	Single or Multi	Required Y/N
	Dropdown (Select-one)	Single	Y
	Checkbox One Up Vertical	Multi	Y
Z			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6575		Are you currently receiving Social Security Benefits?	Yes No Not Sure		Dropdown (Select)	Single	Y
SAC6576		Which of the following topics were you were looking for within the FAQs? (check all that apply)  DOT, please note the reorder of the answer options. Thanks!	<i>Address change</i> <i>Annual Social Security Statement</i> <i>Direct deposit of monthly check</i> <i>Locate an Office</i> <i>Medicare Benefits</i> <i>Paying taxes on Social Security benefits</i> <i>Retirement Benefits</i> <i>Social Security Benefit Statement (Form SSA-1099)</i> <i>Social Security Card or Number</i> <i>Social Security Disability Benefits</i> <i>Supplemental Security Income (SSI) Payments</i> <i>Survivor Benefits</i> <i>Other, please specify</i>	F B A C D E Z	Checkbox One Unchecked	Multi	Y
SAC6577	A	What Social Security card or number information were you seeking today?	<del>Replacing a lost or stolen Social Security card</del> <del>Changing a name on a Social Security card</del> <del>Requesting a Social Security card for a minor child</del> <del>Learning what documents are needed -</del> Other, please specify	AA	Radio Button One	Single	Y
SAC6578	AA	Please tell us what other Social Security card or number information you wanted.			Text Area — no character limit		N
SAC6579	B	What best describes the subject of your Retirement Benefits question?	<del>Applying for Retirement benefits — how and when-</del> <del>Estimating Retirement benefits</del> <del>Working while receiving Retirement benefits</del> <del>Learning what documents are needed to file for Retirement benefits—</del> <del>Learning about benefits for a spouse and/or child(ren)</del> Other, please specify	BB	Radio Button One	Single	Y
SAC6580	BB	Please tell us about your Retirement Benefits question.			Text Area — no character limit		N
SAC6581	G	What best describes the subject of your Social Security Disability benefits question?	<del>Applying for Disability benefits — how and when-</del> <del>Learning about benefits for spouse and/or child(ren)</del> <del>Appealing an adverse Disability decision — how and when-</del> <del>Working while disabled</del> Other, please specify	CC	Radio Button One	Single	Y
SAC6582	CC	Please tell us about your Social Security Disability question.			Text Area — no character limit		N
SAC6583	D	What Supplemental Security Income (SSI) information were you seeking?	<del>Applying for SSI payments — how and when</del> <del>Learning the difference between SSI and Social Security benefit payments</del> <del>Learning what affects SSI payments (e.g., work, property, savings, inheritance, etc.)</del> <del>Learning if a spouse and/or child(ren) can receive payments from my SSI record</del>		Radio Button One	Single	Y

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SAC6584	<del>DD</del>	<del>Please tell us about your Supplemental Security Income (SSI) question.</del>	<del>Other, please specify</del>	<del>DD</del>	<del>Text Area — no character limit</del>		<del>N</del>
SAC6585	<del>E</del>	<del>What Survivor Benefits information were you seeking?</del>	<del>Applying for Survivor Benefits — how and when</del> <del>Receiving Survivor Benefits AND my own retirement benefit</del> <del>Receiving Survivor Benefits on a divorced spouse's record</del> <del>Obtaining necessary documents needed to file for survivor benefits</del>		<del>Radio Button One</del>	<del>Single</del>	<del>Y</del>

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6575		Are you currently receiving Social Security Benefits?	Yes No Not Sure		Dropdown (Select)	Single	Y
SAC6576		Which of the following topics were you were looking for within the FAQs? (check all that apply)	Social Security Benefit Statement (Form SSA-1099) Annual Social Security Statement Social Security Card or Number Retirement Benefits Social Security Disability Benefits Supplemental Security Income (SSI) Payments Survivor Benefits Medicare Benefits Address change Direct deposit of monthly check Paying taxes on Social Security benefits Other, please specify	A B C D E F Z	Checkbox One	Multi	Y
SAC6577	A	What Social Security card or number information were you seeking today?	Replacing a lost or stolen Social Security card Changing a name on a Social Security card Requesting a Social Security card for a minor child Learning what documents are needed Other, please specify	AA	Radio Button One	Single	Y
SAC6578	AA	Please tell us what other Social Security card or number information you wanted.			Text Area – no character limit		N
SAC6579	B	What best describes the subject of your Retirement Benefits question?	Applying for Retirement benefits – how and when Estimating Retirement benefits Working while receiving Retirement benefits Learning what documents are needed to file for Retirement benefits Learning about benefits for a spouse and/or child(ren) Other, please specify	BB	Radio Button One	Single	Y
SAC6580	BB	Please tell us about your Retirement Benefits question.			Text Area – no character limit		N
SAC6581	C	What best describes the subject of your Social Security Disability benefits question?	Applying for Disability benefits – how and when Learning about benefits for spouse and/or child(ren) Appealing an adverse Disability decision – how and when Working while disabled Other, please specify	CC	Radio Button One	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6582	CC	Please tell us about your Social Security Disability question.			Text Area – no character limit		N
SAC6583	D	What Supplemental Security Income (SSI) information were you seeking?	Applying for SSI payments – how and when		Radio Button One	Single	Y
			Learning the difference between SSI and Social Security benefit payments				
			Learning what affects SSI payments (e.g., work, property, savings, inheritance, etc.)				
			Learning if a spouse and/or child(ren) can receive payments from my SSI record				
		Other, please specify	DD				
SAC6584	DD	Please tell us about your Supplemental Security Income (SSI) question.			Text Area – no character limit		N
SAC6585	E	What Survivor Benefits information were you seeking?	when		Radio Button One	Single	Y
			Receiving Survivor Benefits AND my own retirement benefit				
			Receiving Survivor Benefits on a divorced spouse's record				
			Obtaining necessary documents needed to file for survivor benefits				