Note: Changes to the invitation text will require an update to the foresee-surveydef.j

# Survey Invitation Text

Thank you for using the Social Security Administration's Internet Appeal application --> online disability appeal. You have been randomly selected to participate in a customer satisfaction survey to let us know how we can improve your website experience.

s file. Upon request ForeSee can provide an updated file for SSA to implement.



Model Instance Name:

SSA - iAppeals

MID: ZpNoNJE50NYgMZApls95Eg==

Date: 8/11/2010



#### **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. These changes will be done by ForeSee.

#### **Welcome Text**

Thanks for using the Social Security Administration's online disability appeal. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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

#### **Thank You Text**

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site, http://www.socialsecurity.gov/pgm/reach.htm

iAp	ppeals Welcome Text
	USA FORE SEE
	Customer Satisfaction Survey
	Thanks for using the Social Security Administration's Internet Appeal application. 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: *Please rate the visual appeal of the SSA Internet Appeal forms.
	1=Poor Excellent=10 1 2 3 4 5 6 7 8 9 10 Don't Know 0 0 0 0 0 0 0 0 0 0 0
	2: *Please rate the <b>balance of graphics and text</b> on the SSA Internet Appeal forms.
	1=Poor
	About what you expected     More than you expected     Haven't completed the form yet  21: Now that you have used the Internet Appeal process, what specific improvements, if any, would you recommend?
	\$
	1,000 Characters Remaining

Model Instance Name:

SSA - iAppeals

MID: ZpNoNJE50NYgMZApls95Eg==

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## **Welcome and Thank You Text**

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#### **Welcome Text**

Thanks for using the Social Security Administration's Internet Appeal application --> online disability appeal. 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**

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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

	come Text				
SA USA TO SECURITY			F	ORESEE	
Cu	stomer Satis	action	Surve	/	
application. You	g the Social Security u've been randomly ch what we're doing well	osen to tak	e part in a	brief survey	
Please take a fe in helping us pr	ew minutes to share y rovide the best online	our opinion experience	s, which are possible.	e essential	
Required questi	ions are denoted by a	7 *	(	TRUSTE EU SAFE HARBOR	
	e <b>visual appeal</b> of the			forms.	
1=Poor 1 2 3 0 0 0			9 10	Don't Know	
2: *Please rate the Appeal forms.	e balance of graphic	s and text	on the SS/	A Internet	
1=Poor 1 2 3 0 0 0			9 10	Don't Know	
Less than you     About what y     More than you     Haven't comp	ou expected	et Appeal p	rocess, wha	at specific	
21: Now that you improvements, if					
21: Now that you improvements, if				_	
21: Now that you improvements, if		1,00	0 Characte	rs Remaining	
Thank you for Please note survey com feedback	r taking our survey - a you will not receive a nments. If you would t, please visit the Cont ttp://www.socialsecun	nd for helpi response fi ike us to co act Us secti	ng us serve rom us base ntact you a on of our w	rs Remaining e you better. ed on your bout your reb site,	
Thank you for Please note survey com feedback	you will not receive a nments. If you would l c, please visit the Cont	nd for helpi response fi ike us to co act Us secti ty.gov/pgm	ng us serve rom us base ntact you a on of our w //reach.htm bmit served	rs Remaining e you better. ed on your bout your reb site,	

SSA - iAppeals

MID: tEtMY0Q8EMsQlUkRVwUM4w4C

Date: 3/1/2013



#### Model questions utilize the ACSI methodology to determine scores and impacts **ELEMENTS** (drivers of satisfaction) CUSTOMER SATISFACTION **FUTURE BEHAVIORS** Use other online applications (1=Very Unlikely, 10=Very Likely) Look and Feel (1=Poor, 10=Excellent, Don't Know) What is your **overall satisfaction** with the online disability appeal? How likely are you to use other on-line applications/forms on the Social Please rate the visual appeal of the online disability appeal. (1=Very Dissatisfied, 10=Very Satisfied) Security web site? How well does the online disability appeal **meet your expectations**? Please rate the balance of graphics and text on the online disability appeal. (1=Falls Short, 10=Exceeds) How does the online disability appeal compare to your idea of an ideal online form? Please rate the readability of the pages on the online disability appeal. (1=Not Very Close, 10=Very Close) Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on the online disability appeal. Please rate the **consistency of speed from page to page** of the online disability appeal. Please rate the ability to load pages without getting error messages o the online disability appeal. Online Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete the online disability appeal. Please rate the simplicity of completing the online disability appeal. Please rate the number of steps for entering the information into the online disability appeal.

Model Instance Name: iAppeals v2

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

FORESEE

Partitioned (Y/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.

Element rotation scheme has been added

Date: 6/12/2013 iAppeals v2 Model questions utilize the ACSI methodology to determine scores and impacts **ELEMENTS (drivers of satisfaction) CUSTOMER SATISFACTION FUTURE BEHAVIORS** MQ Label MQ Label Use Other Online Look and Feel (1=Poor, 10=Excellent, Don't Know) Use other online applications (1=Very Unlikely, 10=Very Likely) Services Look and Feel - Appeal Please rate the visual appeal of the online disability appeal. Satisfaction What is your **overall satisfaction** with the online Overall disability appeal? (1=Very Dissatisfied, 10=Very How likely are you to use other Social Security online services? Look and Feel - Balance Please rate the balance of graphics and text in the online disability appeal. Satisfaction -Expectations How well does the online disability appeal meet your expectations? (1=Falls Short, 10=Exceeds) Look and Feel -Readability Please rate the readability of the pages in the online disability appeal. Satisfaction How does the online disability appeal compare to your Ideal idea of an ideal online form? (1=Not Very Close, 10=Very Close) Site Performance (1=Poor, 10=Excellent, Don't Know) Site Performance -Loading Please rate how quickly pages load in the online disability appeal. Site Performance -Please rate the consistency of speed from page to page in the online disability Consistency Site Performance -Please rate the ability to load pages without getting error messages in the online Errors disability appeal Plain Language - Clear Please rate the clarity of the wording in the online disability appeal. Plain Language -Please rate how well you understand the wording in the online disability appeal. Understandable Plain Language -Concise Please rate the online disability appeal on its use of short, clear sentences.

SSA - iAppeals

MID: ZpNoNJE50NYgMZApls95Eg==

Date: 3/1/2013



#### Model questions utilize the ACSI methodology to determine scores and impacts **ELEMENTS (drivers of satisfaction)** CUSTOMER SATISFACTION **FUTURE BEHAVIORS** Use other online applications (1=Very Unlikely, 10=Very Likely) Look and Feel (1=Poor, 10=Excellent, Don't Know) What is your **overall satisfaction** with the SSA Internet Appeal forms --> How likely are you to use other on-line applications/forms on the Social Please rate the **visual appeal** of the SSA Internet Appeal forms --> online online disability appeal? Security web site? disability appeal. (1=Very Dissatisfied, 10=Very Satisfied) How well do--> does the SSA Internet Appeal forms--> online disability Please rate the balance of graphics and text on the SSA Internet Appeal appeal meet your expectations? forms --> online disability appeal. (1=Falls Short, 10=Exceeds) How <del>do</del> --> does the <del>SSA Internet Appeal forms</del> --> online disability appeal Please rate the **readability of the pages** on the SSA Internet Appeal forms compare to your idea of an ideal online form? > online disability appeal. (1=Not Very Close, 10=Very Close) Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on the SSA Internet Appeal forms --> online disability appeal Please rate the consistency of speed from page to page of the SSA Internet Appeal forms --> online disability appeal. Please rate the ability to load pages without getting error messages o the SSA Internet Appeal forms --> online disability appeal. Online Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the **clarity of the instructions** to complete the <del>SSA Internet</del> Appeal forms --> online disability appeal. Please rate the simplicity of completing the SSA Internet Appeal forms --> online disability appeal. Please rate the number of steps for entering the information into the SSA nternet Appeal forms --> online disability appeal.

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		SSA - iAppeals CUSTOM QUESTION LIST						
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
				Radio Button One Up Vertic	Single	Y	Skip Logic	Role
	online disability appeal today?	Non-Attorney Representative or Non-Attorney Representative's Staff Other Third Party Representative (e.g. Family Member,						
	Did you start a new online disability appeal today or did you return to work on an appeal you previously started?	I started a new appeal		Radio Button One Up Vertical	Single	Y	Skip Logic	New or Repea
A	Please tell us why you did not complete your appeal during	I returned to work on an appeal previously started	Α	Text Field, 1,000 char limit		N	Skip Logic	OE_Why Returned
	How often do you use the online disability appeal?	This was the first time		Radio Button One Up	Single	Y		Frequency
		Less than five times a week 5-10 times per week 11-25 times per week		Vertical				
	Did you complete your online disability appeal today?	Yes, I completed my online appeal today  No, I plan to complete it later	В	Radio Button One Up	Single	Y		Complete toda
В	Please tell us why you did not complete your appeal during	No, I do not plan to complete it	В	Toyt Field 1 000 char limit		N	Skin Logic	OE Did not
P .	today's session.			Text Field, 1,000 Char limit			Skip Logic	complete toda
	How much time have you spent on your online disability appeal?	Less than 20 minutes 20 – 40 minutes 40 minutes - 1 hour 1 - 2 hours 2 or more hours		Radio Button One Up Vertic	Single	Y		Time
	Did this experience any of the following while completing	The questions did not seem to be organized in a logical		Checkbox, one-up vertical	Multi	N	Skip Logic	Form Experien
	the online disability appeal? Check all that apply.	I had difficulty understanding the questions because they were not clearly written  I did not have the information necessary to answer the ques	tions					
		doctors, medication, etc.)						
			-					
		I did not have enough time to complete	1					
		I received an error message or was "kicked out" of the appeal						
		The text box blanks did not allow enough characters for my answers  Other	-					
	Code and the state of the state	I did not have any difficulties		Total Circle 4 000 char limit				Difficult
	so that we can better identify the difficulties you indicated above, please provide specific information if possible. (i.e. Which questions or sections were difficult? Where did you receive an error message? etc.)			Text Field, 1,000 char limit		N		Difficult
	How helpful was the information on the online disability appeal Welcome Page?	Very helpful Somewhat helpful		Drop Down, Select one	Single	Y		Welcome Pag
		Not helpful at all Did not read the Welcome Page Don't remember						
	How helpful were the links to pop-up help pages (as indicated by a blue question mark) throughout the online disability appeal application?	Very helpful		Drop Down, Select one	Single	Y		Pop-up Help Links
		Somewhat helpful Not helpful at all	1					1
	Logic Label	Logic Label  Which of the following best describes your role in using the online disability appeal today?  Did you start a new online disability appeal today or did you return to work on an appeal you previously started?  A Please tell us why you did not complete your appeal during your initial session.  How often do you use the online disability appeal?  Did you complete your online disability appeal?  B Please tell us why you did not complete your appeal during today's session.  How much time have you spent on your online disability appeal?  Did you see the us why you did not complete your appeal during today's session.  How much time have you spent on your online disability appeal?  Did you complete your online disability appeal? Check all that apply.  So that we can better identify the difficulties you indicated above, please provide specific information if possible. (i.e., Which questions or sections were difficult? Where did you receive an error message? etc.)  How helpful was the information on the online disability appeal Welcome Page?  How helpful was the information on the online disability appeal welcome Page?	Skip Logic Label Which of the following best describes your role in using the offine disability appeal today?  Which of the following best describes your role in using the offine disability appeal today?  Did you start a new online disability appeal today or did you return to work on an appeal you previously started?  Please tell us why you did not complete your appeal during your initial session.  How often do you use the online disability appeal?  Did you complete your online disability appeal?  This was the first time  Less than five times a week 5-10 times per week  More than 25 times per week  More than 20 minutes  20 and minutes  10 min	Skip Logic Label  Which of the following best describes your role in using the online disability appeal today?  Did you start a new online disability appeal today or did not seem to work on an appeal you previously started?  A Please tell us why you did not complete your appeal during your initial session.  How roten do you use the online disability appeal today?  Did you complete your online disability appeal today?  This was the first time  Less than five times a week 5-10 times per week  11-25 time	Skip   Cube!   Answer Choices   (limited to 50 characters)   10   10   10   10   10   10   10   1	Skip   Cupies   Cup	Skip Logic  Which of the following best describes your role in using the orinine disability appeal today or district your state of the following best describes your role in using the orinine disability appeal today or district your state and the work or an appeal previously state of the following best described by the proposed today or district Party Representative or Non-Attorney Staff Non	Stop Logic  Which of the following best describes your role in using the critice disability appeal today?  Answer Chockes [limited to 50 characters)  Answer Chockes  Interrupt of Anteriory Staff  Answer Chockes  Interrupt of Anteriory Staff  Anterior of the following best describes your role in using the critice disability appeal today?  Anterior of the following best describes your role in using the critice disability appeal today?  Anterior of Anteriory Staff  Part Tried Party Representative (e.g. Family Member, James and Services, Agrees) (e.g. Family Member, James and Services, Case Manager)  Party of the disability appeal today or an appeal during have a considered or an appeal during have been accomplished and the first time will be a complete your appeal during have been accomplished and the first time will be a complete your appeal during have been accomplished and the first time and t

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SSA - iAppeals CUSTOM QUESTION LIST Skip Logic Label QID Answer Choices (limited to 50 characters) Skip Single or Multi Required Y/N Special Instructions Type (select from list)
Drop Down, Select one Question Text
Please rate the ease of navigating through the online CQ Label (Group ID) to Single Ease of Very easy MAC0713 disability appeal. Navigating Somewhat easy Somewhat difficult Very difficult Did you have ALL of your personal and medical information ready when you started? Radio Button One Up Single Skip Logic Necessary Documents MAC0715 Vertical C What personal and/or medical information did you not have ready when you started? Text Field, 1,000 char limit N Skip Logic STE0058580 OE\_Info Needed Could we have provided any additional information or Text Field, 1,000 char limit Skip Logic OE\_Improve Info Needed Ν STE0058581 assistance to help you be more prepared? How can we improve the online disability appeal? Please be as specific as possible. (Examples: What information we could have provided upfront? Do you have any suggested changes or updates?) MAC0716 Text Field, 1,000 char limit Ν

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			SSA - iAppeals CUSTOM QUESTION LIST						
QID	Skip Logic		Answer Choices	Skip	_ , , , , , , , ,	Single or	Required	Special	
(Group ID) MAC0707	Label	Question Text Which of the following best describes your role in using the	(limited to 50 characters)	to	Type (select from list) Radio Button One Up Vertice	Multi Single	Y/N	Instructions Skip Logic	CQ Label Role
WACU7U7		which of the following best describes your fole in using the online disability appeal today?	Seii Attorney or Attorney's Staff Non-Attorney Representative or Non-Attorney Representative's Staff Other Third Party Representative (e.g. Family Member, Social Service Agency Worker, Case Manager)		Radio Button One Op Vertic	Sirigle	Ť	Skip Logic	Role
MAC0708		Did you start a new online disability appeal today or did you return to work on an appeal you previously started?			Radio Button One Up Vertical	Single	Y	Skip Logic	New or Repeat
			I returned to work on an appeal previously started	Α					
	Α	Please tell us why you did not complete your appeal during your initial session.			Text Field, 1,000 char limit		N	Skip Logic	OE_Why Returned
		How often do you use the online disability appeal?	This was the first time Less than five times a week		Radio Button One Up Vertical	Single	Y		Frequency
			5-10 times per week 11-25 times per week Nergo then 35 times per week						
MAC0709		Did you complete your online disability appeal today?	Yes, I completed my online appeal today		Radio Button One Up	Single	Y		Complete today
			No, I plan to complete it later	В	V = -a11	•			
			No, I do not plan to complete it	В					
	В	Please tell us why you did not complete your appeal during today's session.			Text Field, 1,000 char limit		N	Skip Logic	OE_Did not complete today
MAC0710		How much time have you spent on your online disability appeal?	Less than 20 minutes		Radio Button One Up Vertic	Single	Υ		Time
		арреш.	20 – 40 minutes						
			40 minutes - 1 hour						
			1 - 2 hours						
			2 or more hours						
MAC0711		Did MSPexperience any of the following while completing the online disability appeal? Check all that apply.	Not sure The questions did not seem to be organized in a logical manner		Checkbox, one-up vertical	Multi	N	Skip Logic	Form Experience
			I had difficulty understanding the questions because they were not clearly written						
			I did not have the information necessary to answer the questions I had difficulty editing the medical information (e.g. doctors, medication,						
			etc.)						
			I had difficulty editing other information						
			I was unable to print						
			I did not have enough time to complete						
			I received an error message or was "kicked out" of the appeal						
			The text box blanks did not allow enough characters for my answers						
			Other						
MAC0712		So that we can better identify the difficulties you indicated above, please provide specific information if possible. (i.e. Which questions or sections were difficult? Where did you receive an error message? etc.)	I did not have any difficulties		Text Field, 1,000 char limit		N		Difficult
MAC0714		How helpful was the information on the online disability appeal Welcome Page?	Very helpful		Drop Down, Select one	Single	Y		Welcome Page
			Somewhat helpful Not helpful at all						
			Did not read the Welcome Page						
		How helpful were the links to pop-up help pages (as indicated by a blue question mark) throughout the online	Don't remember  Very helpful						Pop-up Help
CAS0045693		disability appeal application?	Somewhat helpful	Drop Down, Select one	Single	Y		Links	
			Not helpful at all						
	1		Did not read the help links						
	1	I	Don't remember		1		1	1	1

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	SSA - iAppeals CUSTOM QUESTION LIST											
QID (Group ID)	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			
MAC0713			Very easy Somewhat easy Somewhat difficult Very difficult		Drop Down, Select one	Single	Y		Ease of Navigating			
MAC0715		Did you have ALL of your personal and medical information ready when you started?	Yes No		Radio Button One Up Vertical	Single	Y	Skip Logic	Necessary Documents			
	С	What personal and/or medical information did you not have ready when you started?			Text Field, 1,000 char limit		N	Skip Logic	OE_Info Needed			
	D	Could we have provided any additional information or assistance to help you be more prepared?			Text Field, 1,000 char limit		N	Skip Logic	OE_Improve Info Needed			
MAC0716		How can we improve the online disability appeal? Please be as specific as possible. (Examples: What information we could have provided uptront? Do you have any suggested changes or updates?)			Text Field, 1,000 char limit		N		Improvement			

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			SSA - iAppeals CUSTOM QUESTION LIST						
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip		Single or Multi	Required Y/N	Special Instructions	CQ Label
MAC0707		Which of the following best describes your role in using the	Self		Radio Button One Up Vertic		Y	Skip Logic	Role
		online disability appeal today?	Attorney or Attorney's Staff  Non-Attorney Representative or Non-Attorney Representative's Staff  Other Third Party Representative (e.g. Family Member, Social Service Agency Worker, Case Manager)	-					
MAC0708		Did you start a new online disability appeal today or did you return to work on an appeal you previously started?	I started a new appeal		Radio Button One Up Vertical	Single	Y		New or Repeat?
			I returned to work on an appeal previously started	_		01.1			
IAC0709		Did you complete your online disability appeal today?	Yes, I completed my online appeal today  No, I plan to complete it later	+	Radio Button One Up	Single	Y		Complete today
			No, I do not plan to complete it						
MAC0710		How much time have you spent on your online disability appeal?	Less than 20 minutes		Radio Button One Up Vertic	Single	Y		Time
		false	20 – 40 minutes						
		Lidise	40 minutes - 1 hour	4					
			1 - 2 hours 2 or more hours	-					
			Not sure	+					
MAC0711		Did you experience any of the following while completing the online disability appeal? Check all that apply.	The questions did not seem to be organized in a logical manner		Checkbox, one-up vertical	Multi	N	Skip Logic	Form Experience
			I had difficulty understanding the questions because they were not clearl written	у					
			I did not have the information necessary to answer the questions						
			I had difficulty editing the medical information (e.g. doctors, medication etc.)	,					
			I had difficulty editing other information	1					
			I was unable to print	1					
			I did not have enough time to complete	1					
			I received an error message or was "kicked out" of the appeal						
			The text box blanks did not allow enough characters for my answers						
			Other						
11.00710		Continue and home intention the difficulties of the state	I did not have any difficulties	+	Total Field 4 000 els " "		N		Difficult
MAC0712		So that we can better identify the difficulties you indicated above, please provide specific information if possible. (i.e. Which questions or sections were difficult? Where did you receive an error message? etc.)			Text Field, 1,000 char limit		N		Difficult
лАС0714		How helpful was the information on the online disability appeal Welcome Page?	Very helpful		Drop Down, Select one	<u>Single</u>	<u>Y</u>		Welcome Page
1/ACU/14		upped welcome raye:	Somewhat helpful	+					vveicome Page
			Not helpful at all	1					
			Did not read the Welcome Page	1					
			Don't remember						
		How helpful were the links to pop-up help pages (as indicated by a blue question mark) throughout the online disability appeal application?	Very helpful		Drop Down, Select one	Single	Y		Pop-up Help Links
			Somewhat helpful						
			Not helpful at all						
			Did not read the help links	4					
	1	I	Don't remember	┙	I	I	1	1	I

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	SSA - iAppeals CUSTOM QUESTION LIST												
QID (Group ID)	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				
MAC0713		usavinty appeai.	Very easy Somewhat easy Somewhat difficult Very difficult		Drop Down, Select one	<u>Single</u>	<u>Y</u>		Ease of Navigating				
MAC0715		Did you have ALL of your personal and medical information ready when you started?	Yes No		Radio Button One Up Vertical	Single	Y		Necessary Documents				
MAC0716		How can we improve the online disability appeal? Please be as specific as possible. (Examples: What information we could have provided uptront? Do you have any suggested changes or updates?)			Text Field, 1,000 char limit		N		Improvement				

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text of	the	survey (see that tab).	SA - TAppeals COSTOM (	\$02311014 E131						
O.D.	Skip		Answer C	No allana	01-1		01		0	
QID (Group ID)	Logic Label	Ouestion Text	(limited to 50		Skip	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQWro0006963	Laber	Which of the following best describes your role in using the	Self	characters	H	Radio Button One Up Vertic	Single	Y	Skip Logic	Role
-CQ**100000303		Internet Appeal Form(s) today> online disability appeal	Attorney or Attorney's Staff		S	radio Button One Op Vento	Sirigic		Skip Logic	Roic
			Non-Attorney Representative or Non-	Attorney Representative's Staff	S					
			Other Third Party Representative (e.g.		H					
			Agency Worker, Case Manager)	. , ,						
ACQWro0006964	H	How did you first learn about the Internet Appeal?	Disability denial letter from SSA			Radio Button One Up Vertic	Single	¥	Skip Logic	Role
			SSA Representative							
			SSA Website		1					
			Third Party Representative		]					
			Other							
ACQWro0006965	S	How often do you use the Internet Appeal?	This was the first time.		1	Radio Button One Up Vertic	Single	¥	Skip Logic	Role
			Less than five times a week		1					
			5-10 times per week		1					
			11-25 times per week		1					
			More than 25 times per week							
		Did you start a new online disability appeal today or did you return to work on an appeal you previously started?	I started a new appeal			Radio Button One Up Vertical	Single	Y		New or Repeat
			I returned to work on an appeal previo	ously started						
		Did you complete your online disability appeal today?	Yes, I completed my online appeal too	day		Radio Button One Up	Single	Y		Complete today
			No, I plan to complete it later		1	Vertical				
			No, I do not plan to complete it		1					
SAC0026		Se far, how much time have you spent on your Internet Appeal> online disability appeal? Please think about	Less than 20 minutes			Radio Button One Up Vertic	Single	Y		Time
			20 – 40 minutes		1					
		both the Internet Appeal Request and the Disability Report.	40 minutes - 1 hour	Note for ForeSee DOT: Please r	note th	at this question has				
			1 - 2 hours	changed position on the survey	. Plea	se update. Thanks!				
			2 or more hours		1					
			Not sure							
SAC0018		Which part(s) of the Internet Appeal did you complete	Internet Appeal Request (reconsidera		A, X			¥		Form
		today?	Disability Report - Appeal (medical inf	ormation)	В		Single			
			<del>Both</del>		]	Radio Button One Up				
			Not sure							
SAC0019	A	Which Internet Appeal Request form did you complete	Request for reconsideration		1	Radio Button One Up Vertice	Single	¥		Type of Appeal
		today?	Request for hearing by administrative	<del>law judge</del>	1					
			Not sure		1					
			I did not complete the Internet Appeal							
ACQWre0006966	×	Why did you only complete the Internet Appeal Request	I was not aware of the Disability Repo	<del>rt - Appeal</del>	1	Radio Button One Up Vertic	Single	¥	Skip Logic	Why not DR-
		and not the Disability Report - Appeal (medical	I did not understand the questions		1					<del>Appeal</del>
		ihfaggation)?	I did not have new medical information		-					
			I did not have the information necessary							
			My disabling condition prevents me fro	om working on the computer for						
			long periods of time		-					
1001/0000170		Discount of the second of the	Other		0	Text Field, no char limit			Olde Leele	Other did set
ACQWro0020176	0	Please tell us your other reasons for not completing the Disability Report - Appeal (medical information).				+ext Field, no char limit		И	Skip Logic	Other - did not complete DR-A

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QID (Group ID)	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
MW0750		Before completing your application today, did you use any of the features listed below, and if so, how helpful was it in	Very Helpful		Drop Down, Select one	Single	¥	Multiple List Groups	Helpful - Video
		completing your appeal?						i i	
		The "Preparing to File Your Appeal Online" video							
		— "	Somewhat Helpful	+					
			Not Helpful at all	1					
			Didn't use	1					
			<del>Don't remember</del>						
IMW0751		The "Checklist: Information You Will Need"	<del>Very Helpful</del>		<del>Drop Down, Select one</del>	Single	¥	Multiple List Groups	Helpful - Checklist
			Somewhat Helpful	7					
			Not Helpful at all						
			<del>Didn't use</del>	4					
			<del>Don't remember</del>	-		a			
4MW0752		The "Tips for Using the Website" link	Very Helpful Somewhat Helpful	-	Drop Down, Select one	Single	¥	Multiple List Groups	Helpful - Tips
			Not Helpful at all	-				Стопра	
			<del>Didn't use</del>	1					
			Don't remember	1					
CQWro0006967		Please tell us about any problems you experienced finding	I did not have any problems finding the Internet Appeal		Radio Button One Up Vertic	Single	¥		Site Experience
		the Internet Appeal online.	It was not clear where to go from the SSA website to get to the Internet			-			
			<del>Appeal</del>	_					
			Other	_					
AC0024		Did you experience any problems using the Internet Appeal> of the following while completing the online disability	The information on form(s) did not seem to be organized in a logical manner> The questions did not seem to be organized in a logical	Ŧ	Checkbox, one-up vertical	Multi	N	Skip Logic	Form Experienc
			manner I had difficulty understanding the questions because they were not clear	y					
			written	+					
			I did not have the information necessary to answer the questions	Ŧ					
			I had difficulty editing the medical information (e.g. doctors, medication etc.)	,					
			I had difficulty editing other information						
			I was unable to print	4					
			I did not have enough time to complete	_					
			I received an error message or was "kicked out" of the appeal						
			The text box blanks did not allow enough characters for my answers						
			The language used on the form(s) was too technical	<b>+</b> ∓					
			Other	† ÷					
			I did not have any problems using the Internet Appeal> difficulties						
		So that we can better identify the difficulties you indicated			Text Field, 1,000 char limit		N		Difficult
		above, please provide specific information if possible. (i.e.							
		Which questions or sections were difficult? Where did you							
		receive an error message? etc.)							
CQWro0006968	Ŧ	Please tell us about any technical problems you may have	I-did not have any technical problems		Checkbox, one-up vertical	Multi	N N	Skip Logic	Technical
<u>~~44100006968</u>	+	experienced. Check all that apply.	I could not nave any technical problems I could not navigate back to previous information	+	спесквох, оне ир vertical	Withiti	14	<del>Skip Lugic</del>	<del>Technical</del>
			I was unable to print	+					
			The pages loaded slowly						
			I ran out of time on the screen and was locked out						
			Other	e					
COWro0006969	e	Please tell us about any other technical problems you			Text Field, no char limit			Skip Logic	Other Technica
COWro0006970		How would you rate the amount of time it took you to	Less than you expected		Radio Button One Up Vertic	Single	¥		Expectation
		complete your Internet Appeal?	About what you expected	+	radio <del>button one op vertie</del>	<del>Jingic</del>			-xpectation
		1	More than you expected	1					1
			Haven't completed the form yet	1					1

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Type (select from list) QID (Group ID) Answer Choices (limited to 50 characters) Single or Multi Required Y/N Special Instructions Question Text
Please rate the ease of navigating through the online disability appeal. CQ Label How helpful was the information on the online disability appeal Welcome Page? Drop Down, Select one Welcome Page Did you have ALL of your personal and medical information ready when you started? Radio Button One Up Vertical Necessary Documents SAC0032 Text Field, 1,000 char limit Improvement specific improvements, if any, would you recommend? ->
How can we improve the online disability appeal? Please be as specific as possible. (Examples: What information we could have provided upfront? Do you have any suggested changes or updates?)

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip	Type (select from list)	Single or Multi	Required Y/N
ACQWro0006963		Which of the following best describes your role in using the	Self	Н	Radio Button One Up Vertica		Y
, log Wildoodsoo		Internet Appeal Form(s) today? Select one.	Attorney or Attorney's Staff	s	radio Battori Oric Op Vertice	Olligic	
		the property of the property o	Non-Attorney Representative or Non-Attorney Representative's Staff	s			
			Other Third Party Representative (e.g. Family Member, Social Service	H			
			Agency Worker, Case Manager)				
ACQWro0006964	Н	How did you first learn about the Internet Appeal?	Disability denial letter from SSA		Radio Button One Up Vertica	Single	Y
		, ,	SSA Representative			3 -	
			SSA Website	7			
			Third Party Representative				
			Other				
ACQWro0006965	S	How often do you use the Internet Appeal?	This was the first time.		Radio Button One Up Vertica	Single	Y
		'''	Less than five times a week			Ŭ	
			5-10 times per week				
			11-25 times per week				
			More than 25 times per week	7			
SAC0018		Which part(s) of the Internet Appeal did you complete	Internet Appeal Request (reconsideration or hearing)	A, X			Y
		today?	Disability Report - Appeal (medical information)	В		Single	
			Both	┪  ̄	Radio Button One Up		
					Vertical		
			Not sure	7			
SAC0019	Α	Which Internet Appeal Request form did you complete	Request for reconsideration		Radio Button One Up Vertica	Single	Y
		today?	Reguest for hearing by administrative law judge	7	Т		-
			Not sure	7			
			I did not complete the Internet Appeal Request form today	7			
ACQWro0006966	Х	Why did you only complete the Internet Appeal Request	I was not aware of the Disability Report - Appeal		Radio Button One Up Vertica	Single	Y
		and not the Disability Report - Appeal (medical	I did not understand the guestions			3 -	
		information)?	I did not have new medical information to provide	7			
			I did not have the information necessary to answer the questions				
			My disabling condition prevents me from working on the computer for	7			
			long periods of time				
			Other	0			
	0	Please tell us your other reasons for not completing the			Text Field, no char limit		N
		Disability Report - Appeal (medical information).			· ·		
MMW0750		Before completing your application today, did you use any	Very Helpful		Drop Down, Select one	Single	Y
		of the features listed below, and if so, how helpful was it in					
		completing your appeal?					
		The IID and a size of the Marine American Continue II winds a					
		The "Freparing" o File Your Appeal Online" video false					
			Somewhat Helpful				
			Not Helpful at all				
			Didn't use				
			Don't remember				
MMW0751		The "Checklist: Information You Will Need"	Very Helpful		Drop Down, Select one	Single	Y
			Somewhat Helpful	-			
			Not Helpful at all	-			
			Didn't use	-			
			Don't remember	-			
			DOTT TOTAL COLOR				

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
MMW0752			Very Helpful Somewhat Helpful Not Helpful at all Didn't use Don't remember		Drop Down, Select one	Single	Y
ACQWro0006967			I did not have any problems finding the Internet Appeal It was not clear where to go from the SSA website to get to the Internet Appeal Other		Radio Button One Up Vertica	Single	Y
SAC0024			I did not have any problems using the Internet Appeal I had difficulty understanding the questions because they were not clearly written The language used on the form(s) was too technical The information on form(s) did not seem to be organized in a logical manner I did not have the information necessary to answer the questions Other	T T T	Checkbox, one-up vertical	Multi	N
ACQWro0006968		Please tell us about any <i>technical</i> problems you may have experienced. Check all that apply.	I did not have any technical problems I could not navigate back to previous information I was unable to print The pages loaded slowly I ran out of time on the screen and was locked out Other	С	Checkbox, one-up vertical	Multi	N
ACQWro0006969		Please tell us about any other technical problems you experienced.			Text Field, no char limit		
SAC0026		Request and the Disability Report.	Less than 20 minutes 20 – 40 minutes 40 minutes - 1 hour 1 - 2 hours 2 or more hours Not sure		Radio Button One Up Vertica	Single	Y
ACQWro0006970			Less than you expected About what you expected More than you expected Haven't completed the form yet		Radio Button One Up Vertica	Single	Y





Skip Logic

Skip Logic

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Multiple List Groups

Multiple List Groups





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QID	Skip Logic		Answer Choices	Skip		Single or	Required
(Group ID)	Label	Question Text	(limited to 50 characters)	to	Type (select from list)	Multi	Y/N
ACQWro0006963		Which of the following best describes your role in using the	Self	Н	Radio Button One Up Vertica	Single	Y
		Internet Appeal Form(s) today? Select one.	Attorney or Attorney's Staff	S			
			Non-Attorney Representative or Non-Attorney Representative's Staff	S			
			Other Third Party Representative (e.g. Family Member, Social Service Agency Worker, Case Manager)	Н			
ACQWro0006964	н	How did you first learn about the Internet Appeal?	Disability denial letter from SSA		Radio Button One Up Vertica	Single	Y
			SSA Representative				
			SSA Website	_			
			Third Party Representative				
			Other				
ACQWro0006965	S	How often do you use the Internet Appeal?	This was the first time.		Radio Button One Up Vertica	Single	Y
			Less than five times a week	_			
			5-10 times per week				
			11-25 times per week				
			More than 25 times per week				
SAC0018		Which part(s) of the Internet Appeal did you complete	Internet Appeal Request (reconsideration or hearing)	A, X			Y
		today?	Disability Report - Appeal (medical information)	В		Single	
			Both		Radio Button One Up		
					Vertical		
			Not sure				
SAC0019		Which Internet Appeal Request form did you complete	Request for reconsideration		Radio Button One Up Vertica	Single	Y
		today?	Request for hearing by administrative law judge				
			Not sure	_			
10011/ 0000000			I did not complete the Internet Appeal Request form today			0: 1	.,
ACQWro0006966		Why did you only complete the Internet Appeal Request and not the Disability Report - Appeal (medical	I was not aware of the Disability Report - Appeal	_	Radio Button One Up Vertica	Single	Y
		information)?	I did not understand the questions				
		intermediati).	I did not have new medical information to provide	_			
			I did not have the information necessary to answer the questions	-			
			My disabling condition prevents me from working on the computer for long periods of time				
		Defense completing your appliestics to deviation	Other				
		Before completing your application today, did you use any of the features listed below, and if so, how helpful was it in completing your appeal?					
		The "Preparing to File Your Appeal Online" video	Very Helpful		Drop Down, Select one	Single	Υ
		false	Somewhat Helpful				
			Not Helpful at all				
			Didn't use				
			Don't remember				
		The "Checklist: Information You Will Need"	Very Helpful		Drop Down, Select one	Single	Y
			Somewhat Helpful				
			Not Helpful at all				
			Didn't use				
			Don't remember				
		The "Tips for Using the Website" link	Very Helpful		Drop Down, Select one	Single	Y
			Somewhat Helpful				
			Not Helpful at all				
			Didn't use				

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Don't remember				
ACQWro0006967		Please tell us about any problems you experienced finding the Internet Appeal online.	I did not have any problems finding the Internet Appeal It was not clear where to go from the SSA website to get to the Internet Appeal Other		Radio Button One Up Vertica	Single	Y
SAC0024  ACQWro0006968	Т	Did you experience any problems <i>using</i> the Internet Appeal? Check all that apply.  Please tell us about any <i>technical</i> problems you may have experienced. Check all that apply.	I did not have any problems using the Internet Appeal I had difficulty understanding the questions because they were not clearly written The language used on the form(s) was too technical The information on form(s) did not seem to be organized in a logical manner I did not have the information necessary to answer the questions Other I did not have any technical problems I could not navigate back to previous information	T T T T	Checkbox, one-up vertical  Checkbox, one-up vertical	Multi Multi	N
			I was unable to print  My re-entry number did not work  The pages loaded slowly I ran out of time on the screen and was locked out I was unable to return to the Internet Appeal after signing out Other	С			
ACQWro0006969		Please tell us about any other technical problems you experienced.			Text Field, no char limit		
SAC0026		So far, how much time have you spent on your Internet	Less than 20 minutes 20 – 40 minutes 40 minutes - 1 hour 1 - 2 hours 2 or more hours Not sure		Radio Button One Up Vertica	Single	Y
ACQWro0006970			Less than you expected About what you expected More than you expected Haven't completed the form yet		Radio Button One Up Vertica	Single	Y





Skip Logic

Skip Logic

Multiple List Groups

Multiple List Groups

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	Claim						
QID	Skip Logic		Answer Choices	Skip		Single or	Require
(Group ID)	Label	Question Text	(limited to 50 characters)	to	Type (select from list)	Multi	Y/N
` ' /		Which of the following best describes your role in using the	Self	Н	Radio Button One Up Vertica	Single	Υ
		Internt Appeal Form(s) today? Select one.	Attorney or Attorney's Staff	S	·		
			Non-Attorney Representative or Non-Attorney Representative's Staff	S			
			Other Third Party Representative (e.g. Family Member, Social Service Agency Worker, Case Manager)	Н			
	Н	How did you first learn about the Internet Appeal?	Disability denial letter from SSA		Radio Button One Up Vertica	Single	Υ
			SSA Representative		·	, and the second	
			SSA Website				
			Third Party Representative				
			Other				
	S	How often do you use the Internet Appeal?	This was the first time.		Radio Button One Up Vertica	Single	Υ
			Less than five times a week				
			5-10 times per week				
			11-25 times per week				
			More than 25 times per week				
<del>\C0016</del>		How did you first learn about the Internet Appeal forms?	From the SSA website	_	Radio Button One Up Vertica	Single	¥
			From an SSA representative	_			
			SSA Speaker at a Conference	_			
			Disability denial notice from SSA	_			
			Direct Mail I received from Social Security	_			
			Webcast Other Direct Contact Initiated by Social Security	_			
			Professional Association	_			
			Other, please specify				
	A	Other source	Other, piease specify	*			
AC0017	_ ^	Other Source			Text Field – limited to 100 characters	Single	N
AC0017 AC0018		Which form(s) did you work on today?> Which part(s) of	Finternet Appeal Request (reconsideration or hearing)	A, X	Checkbox, one-up vertical	Multi	Y
100010		the Internet Appeal did you complete today?	Disability Report - Appeal (medical information)	<b>⊣ ̂</b> в̂	Checkbox, one up vertical	Single	'
		, , , , , , , , , , , , , , , , , , ,	Both		Radio Button One Up	Sirigic	
			Boar		Vertical		
			Not sure	_			
C0019	A	Which Internet Appeal Request form did you complete	Reguest for reconsideration		Radio Button One Up Vertica	Single	Y
.00020	'`	today?	Request for hearing by administrative law judge		Tradio Batton One op Vertie	og.o	
			Not sure				
			I did not complete the Internet Appeal Request form today				
	Х	Why did you only complete the Internet Appeal Request	I was not aware of the Disability Report - Appeal		Radio Button One Up Vertica	Single	Υ
		and not the Disability Report - Appeal (medical	I did not understand the questions				
		information)?	I did not have new medical information to provide				
			I did not have the information necessary to answer the questions				
			My disabling condition prevents me from working on the computer for long periods of time				
			Other				
<del>\C0020</del>	В	Did you complete the Disability Appeal Report form today?	Yes		Radio Button One Up Vertica	Single	¥
			No				
			Not sure				
<del>AC0021</del>		Did you visit the ssa.gov homepage today before arriving at	Yes		Radio Button One Up Vertica	Single	¥
		the Internet Appeal Request form today?	<del>No</del>	_]		-	
			Not sure				

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
<del>SAC0022</del>		Please tell us about your experience today as you navigated the site to get to the Internet Appeal forms. (check all that apply)	I started in the Internet Appeal section and therefore did not need to navigate the site  It was not clear where to go on the SSA website to get to the Internet Appeals section  The language used on the site was too technical  The information on the site did not seem to be organized in a logical manner  It was not clear to me where the links would lead  None of the above		Checkbox, one up vertical	Multi	¥
		Please tell us about any problems you experienced finding the Internet Appeal online.	I did not have any problems finding the Internet Appeal It was not clear where to go from the SSA website to get to the Internet Appeal Other		Radio Button One Up Vertica	Single	Y
SAC0024		Please tell us what you experienced while working on your Internet Appeal form(s) today> Did you experience any problems using the Internet Appeal? Check all that apply.	I did not have any problems using the Internet Appeal I had difficulty understanding the questions>I had difficulty understanding the questions because they were not clearly written The language used on the form(s) was too technical The information on form(s) did not seem to be organized in a logical manner I experienced technical difficulties (e.g. broken links, error messages) I was not able to save my information I could not navigate back to previous information I did not have the information necessary to answer the questions Other None of the above	T T T	Checkbox, one-up vertical	Multi	N
	Т	Please tell us about any technical problems you may have experienced. Check all that apply.  false  Please tell us about any other technical problems you	I did not have any technical problems I could not navigate back to previous information I was unable to print My re-entry number did not work The pages loaded slowly I ran out of time on the screen and was locked out I was unable to return to the Internet Appeal after signing out Other	C	Checkbox, one-up vertical  Text Field, no char limit	Multi	N
		experienced.  Please share with us any additional details about your experience today that you feel we should be aware of to			Text Field, no char limit		N
AED12764 SAC0026		help improve the site.  About how much time, in total, have you spent working on both the Internet Appeal Request form and the Disability Appeal Report, since you initially started?>So far, how much time have you spent on your Internet Appeal? Please think about both the Internet Appeal Request and the Disability Report.	Less than 20 minutes 20 – 40 minutes 40 minutes - 1 hour 1 - 2 hours 2 or more hours Not sure		Radio Button One Up Vertica	Single	Y
		How would you rate the amount of time it took you to complete your Internet Appeal?	Less than you expected About what you expected More than you expected		Radio Button One Up Vertica	Single	Y

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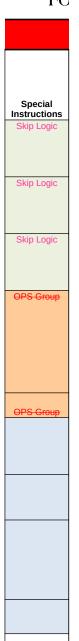
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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
SAC0027			Haven't completed the form yet  Within the last 3 - 6 months  Within the last 6 - 12 months  Within the last 6 - 12 months  More than a year age  Not sure		Radio Button One Up Vertic	Single	¥













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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
SAC0016		How did you first learn about the Internet Appeal forms?	From the SSA website		Radio Button One Up Vertica	Single	Υ
SAC0010		now are you may ream about the internet Appear forms.	From an SSA representative SSA Speaker at a Conference Disability denial notice from SSA Direct Mail I received from Social Security Webcast Other Direct Contact Initiated by Social Security		radio Editor Ore Op Verto	Single	,
			Professional Association				
SAC0017	A	Other source	Other, please specify	A	Text Field – limited to 100 characters	Single	N
SAC0018		Which form(s) did you work on today?	Internet Appeal Request Disability Report - Appeal Not sure	A B	Checkbox, one-up vertical	Multi	Y
SAC0019	A	Which Internet Appeal Request form did you complete today?	Request for reconsideration Request for hearing by administrative law judge Not sure I did not complete the Internet Appeal Request form today		Radio Button One Up Vertica	Single	Y
SAC0020	В	Did you complete the Disability Appeal Report form today?	Yes No Not sure		Radio Button One Up Vertica	Single	Y
SAC0021		Did you visit the ssa.gov homepage today before arriving at the Internet Appeal Request form today?			Radio Button One Up Vertica	Single	Y
SAC0022		Please tell us about your experience today as you navigated the site to get to the Internet Appeal forms. (check all that apply)	I started in the Internet Appeal section and therefore did not need to navigate the site It was not clear where to go on the SSA website to get to the Internet Appeals section The language used on the site was too technical The information on the site did not seem to be organized in a logical manner It was not clear to me where the links would lead None of the above		Checkbox, one-up vertical	Multi	Y
SAC0024		Please tell us what you experienced while working on your Internet Appeal form(s) today.	I had difficulty understanding the questions I experienced technical difficulties (e.g. broken links, error messages) I was not able to save my information I could not navigate back to previous information I did not have the information necessary to answer the questions None of the above		Checkbox, one-up vertical	Multi	N
NED12764		Please share with us any additional details about your experience today that you feel we should be aware of to help improve the site.			Text Field, no char limit		N
6AC0026		About how much time, in total, have you spent working on both the Internet Appeal Request form and the Disability Appeal Report, since you initially started?	Less than 20 minutes 20 – 40 minutes 40 minutes - 1 hour 1 - 2 hours 2 or more hours		Radio Button One Up Vertica	Single	Y

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Not sure	Skip to	Type (select from list)	Single or Multi	Required Y/N
SAC0027		When did you initially file for Disability <b>Benefits</b> ?	Within the last 3 months Within the last 3 - 6 months Within the last 6 - 12 months More than a year ago Not sure		Radio Button One Up Vertica	Single	Y









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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
SAC0016		How did you first learn about the Internet Appeal forms?	From the SSA website From an SSA representative SSA Speaker at a Conference Disability denial notice from SSA Direct Mail I received from Social Security Webcast Other Direct Contact Initiated by Social Security Professional Association Other, please specify	A	Radio Button One Up Vertica	Single	Y
SAC0017	Α	Other source			Text Field – limited to 100 characters	Single	N
SAC0018		Which form(s) did you work on <b>today?</b>	Internet Appeal Request form  Disability Appeal Report form> Disability Report - Appeal  Not sure	A B	Checkbox, one-up vertical	Multi	Y
SAC0019	Α	Which Internet Appeal Request form did you complete today?	Request for reconsideration Request for hearing by administrative law judge Not sure I did not complete the Internet Appeal Request form today		Radio Button One Up Vertica	Single	Y
SAC0020	В	Did you complete the Disability Appeal Report form today?	Yes No Not sure		Radio Button One Up Vertica	Single	Y
SAC0021		Did you visit the ssa.gov homepage today before arriving at the Internet Appeal Request form today?	Yes No Not sure		Radio Button One Up Vertica	Single	Y
SAC0022		Please tell us about your experience today as you navigated the site to get to the Internet Appeal forms. (check all that apply)	I started in the Internet Appeal section and therefore did not need to navigate the site  It was not clear where to go on the SSA website to get to the Internet Appeals section  The language used on the site was too technical  The information on the site did not seem to be organized in a logical manner  It was not clear to me where the links would lead  None of the above  Other (please specify)	A	Checkbox, one-up vertical	Multi	Y
	A	Other navigation	"		Text Field – limited to 100 characters	Single	N
SAC0024		Please tell us what you experienced while working on your Internet Appeal form(s) today.	I had difficulty understanding the questions I experienced technical difficulties (e.g. broken links, error messages) I was not able to save my information I could not navigate back to previous information I did not have the information necessary to answer the questions None of the above Other (please specify)	A	Checkbox, one-up vertical	Multi	N
	A	Other experience	W 1 - 2/		Text Field – limited to 100 characters	Single	N

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SSA - iAppeals MID: Date:

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

blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		Please share with us any additional details about your experience today that you feel we should be aware of to help improve the site.			Text Field, no char limit		N
SAC0026		About how much time, in total, have you spent working on both the Internet Appeal Request form and the Disability Appeal Report, since you initially started?	Less than 20 minutes 20 – 40 minutes 40 minutes - 1 hour 1 - 2 hours 2 or more hours Not sure		Radio Button One Up Vertica	Single	Y
SAC0027		When did you initially file for Disability <b>Benefits</b> ?	Within the last 3 months Within the last 3 - 6 months Within the last 6 - 12 months More than a year ago Not sure		Radio Button One Up Vertica	Single	Y



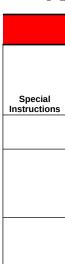
Special Instructions OPS Group

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<b>Base Element Order</b>	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