

Model Instance Name:

SSA Main v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

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.

Date: 6/12/2013



SSA Main v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
1	Look and Feel - Appeal Please rate the visual appeal of this site.	16	Satisfaction - Overall What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19	Recommend How likely are you to recommend this site to someone else?
2	Look and Feel - Balance Please rate the balance of graphics and text on this site.	17	Satisfaction - Expectations How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
3	Look and Feel - Readability Please rate the readability of the pages on this site.	18	Satisfaction - Ideal How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	20	Return How likely are you to return to this site ?
	Navigation (1=Poor, 10=Excellent, Don't Know)				
4	Navigation - Organized Please rate how well the site is organized .				
5	Navigation - Options Please rate the options available for navigating this site.				
6	Navigation - Layout Please rate how well the site layout helps you find what you are looking for .				
	SSA Information(1=Poor, 10=Excellent, Don't Know)				
7	SSA Information - Thoroughness Please rate the thoroughness of information you viewed on this site today.				
8	SSA Information - Quality Please rate the quality of information you viewed today.				
9	SSA Information - Provided Answers Please rate how well the information viewed today provided answers to your questions .				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
10	Site Performance - Loading Please rate how quickly pages load on this site.				
11	Site Performance - Consistency Please rate the consistency of speed from page to page on this site.				
12	Site Performance - Errors Please rate the ability to load pages without getting error messages on this site.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
13	Plain Language - Clear Please rate the clarity of the wording on this site.				
14	Plain Language - Understandable Please rate how well you understand the wording on this site.				
15	Plain Language - Concise Please rate this site on its use of short, clear sentences .				

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA Main v3 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
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	To learn about Social Security benefits To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.) To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits To manage the benefits I currently receive To find out how to get or replace a Social Security card To get an SSA form or publication To get SSA contact information (e.g., locate an office, phone number or email) To get information or conduct business as an employer or government official To help someone else with Social Security business To conduct research about Social Security history, policies, regulations, etc. Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4736	A	What is the reason you are visiting SSA today?			Text Area – no character limit			OPS Group
CAS0049643		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc. I typed in the web address of a Social Security page. I arrived here from another website.		Radio Button One Up Vertical	Single	Yes	

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			I had the Social Security website bookmarked. Other (please specify)	A				
CAS0049644	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes No	AA	Dropdown (Select-one)	Single	Yes	Skip Logic
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
CAS0049625		Now that you have visited the website, do you plan to contact Social Security?	No, I found the information or service I wanted. Yes, I plan to call on the phone. Yes, I plan to visit an office. Yes, I plan to send an email or letter.		Radio Button One Up Vertical	Single	Y	
LNH4732		How often do you visit this site?	First time More than once a day Daily Once a week		Dropdown (Select-one)	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	Special Instructions
			Once a month Every 6 months or less frequently					
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Applying for Spousal benefits Filing a Representative Payee Accounting Report Appealing a benefits decision Finding an answer to my question using the Frequently Asked Questions (FAQs) None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area — no character limit			Skip Logic Group
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I receive Supplemental Security Income (SSI) I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am applying for Social Security disability, retirement, survivor's, or SSI I am an employer looking for Social Security information and services I am an employer I am a professional helping someone else with a Social Security matter business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	To learn about Social Security benefits To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)		Radio Button One Up Vertical	Single	Y	OPS Group

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			To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits					
			To manage the benefits I currently receive					
			To find out how to get or replace a Social Security card					
			To get an SSA form or publication					
			To get SSA contact information (e.g., locate an office, phone number or email)					
			To get information or conduct business as an employer or government official					
			To help someone else with Social Security business					
			To conduct research about Social Security history, policies, regulations, etc.					
			Online check of the status of my application for benefits					
			See if I qualify for benefits					
			Get online estimate of my future benefits					
			Plan for retirement					
			Request a Proof of Income letter					
			Online request for a Form 1099/1042S — Social Security Benefit Statement					
			Request a Social Security Statement online					
			Get information about the disability program					

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			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason What is the reason you are visiting SSA today?			Text Area – no character limit			OPS Group
		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc.		Radio Button One Up Vertical	Single	Yes	
			I typed in the web address of a Social Security page.					
			I arrived here from another website.					
			I had the Social Security website bookmarked.					
			Other (please specify)	A				
	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted. Did the Social Security home page help you find what you were looking for?	Yes No Not Sure/ Didn't visit the home page	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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LNH4738	A	Please explain why it wasn't clear where you needed to go to accomplish what you wanted. Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic
	A	Did the Frequently Asked Questions give you the information you needed?	Yes No	AA	Dropdown (Select-one)	Single	Yes	Skip Logic
	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
		Now that you have visited the website, do you plan to contact Social Security?	No, I found the information or service I wanted. Yes, I plan to call on the phone. Yes, I plan to visit an office. Yes, I plan to send an email or letter.		Radio Button One Up Vertical	Single	Y	
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4743		Did you use the Social Security web site's Search (located in the upper right hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic

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LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip-Logic
LNH4746	C	What word(s) did you enter into the search box?–			Text Area – no character limit		N	Skip-Logic
LNH4750		After viewing our website, what do you plan to do next?–	Nothing, – I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Applying for Spousal benefits Filing a Representative Payee Accounting Report Appealing a benefits decision Finding an answer to my question using the Frequently Asked Questions (FAQs) None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement		Radio Button One Up Vertical	Single	Y	OPS Group

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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
			Request a Proof-of-Income letter					
			Online request for a Form 1099/1042S -- Social Security Benefit Statement					
			Request a Social Security Statement online					
			Get information about the disability program					

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			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic

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LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio-button, one-up-vertical	Single	Y	Skip Logic Group
			No					
LNH4753	A	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up-vertical	Multi	Y	Skip Logic Group
			A tablet	X				
			None of these					
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone		Radio-button, one-up-vertical	Single	Y	Skip Logic Group
			Android					
			Blackberry					

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LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Applying for Spousal benefits Filing a Representative Payee Accounting Report Appealing a benefits decision Finding an answer to my question using the Frequently Asked Questions (FAQs) None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement		Radio Button One Up Vertical	Single	Y	OPS Group

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			Online request for a Form 1099/1042S -- Social Security Benefit Statement					
			Request a Social Security Statement online					
			Get information about the disability program					

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			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic

Model Instance Name:

SSA Main v3

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Date: 6/14/2011

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SSA Main v3 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
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
LNH4753	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	Single	Y	Skip Logic Group

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SSA Main v3 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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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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
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4739		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
LNH4740		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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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
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
			I was not sure what words to use in my search	C				
			Results were not relevant to my search terms or needs	C				
			Search returned no results	C				
			Search returned not enough results	C				
			Search returned too many results	C				
			Search required too many refinements to get to what I	C				
			Search returned results that were too similar/redundant	C				
		Other (please specify)	B,C					
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
			Nothing, although I did not find/complete what I wanted					
			Send Social Security an e-mail					
			Call Social Security's 800 number					
			Call my local Social Security office					
			Visit my local Social Security office					
			Write a letter to Social Security					
Return to the Social Security website later and try again								
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No					
LNH4753	A	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet	X				
			None of these					
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Android					
			Blackberry					

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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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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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
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4739		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
LNH4740		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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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
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
			I was not sure what words to use in my search	C				
			Results were not relevant to my search terms or needs	C				
			Search returned no results	C				
			Search returned not enough results	C				
			Search returned too many results	C				
			Search required too many refinements to get to what I	C				
			Search returned results that were too similar/redundant	C				
		Other (please specify)	B,C					
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4747		Please rate the clarity of the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
Don't know								
LNH4748		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
Don't know								
LNH4749		Please rate the site on its use of short, clear sentences .	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					

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SSA Main v3 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	Requir ed Y/N	Special Instructions
			9 Excellent=10 Don't know					
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
LNH4753	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	Single	Y	Skip Logic Group

Model Instance Name:

SSA Main v2

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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	Requir ed Y/N	Special Instructions
ACQinh0023740		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	
ACQinh0023741	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	
ACQinh0023742	B	Please explain your difficulty.			Text Area – no character limit			
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCoI0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCoI0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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SSA Main v2 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	Requir ed Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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SSA Main v2 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
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
			I was not sure what words to use in my search	C				
			Results were not relevant to my search terms or needs	C				
			Search returned no results	C				
			Search returned not enough results	C				
			Search returned too many results	C				
			Search required too many refinements to get to what I	C				
			Search returned results that were too similar/redundant	C				
		Other (please specify)	B,C					
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCol0006071	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
ACQhar0021338		Please rate the clarity of the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
ACQhar0021339		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
ACQhar0021340		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					

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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	Requir ed Y/N	Special Instructions
			9 Excellent=10 Don't know					
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
ACQinh0018616		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	
ACQinh0018617	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	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	Special Instructions
		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	
	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	
	B	Please explain your difficulty.			Text Area – no character limit			
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCoI0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCoI0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

Model Instance Name:

SSA Main v2

MID: ZgYJFVF51REcEs5x1EpJUg==

Date: 6/14/2011

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blue + -->: REWORDING

SSA Main v2 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	Requir ed Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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SSA Main v2 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
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
			I was not sure what words to use in my search	C				
			Results were not relevant to my search terms or needs	C				
			Search returned no results	C				
			Search returned not enough results	C				
			Search returned too many results	C				
			Search required too many refinements to get to what I	C				
			Search returned results that were too similar/redundant	C				
		Other (please specify)	B,C					
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCol0006071	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
ACQhar0021338		Please rate the clarity of the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
ACQhar0021339		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
ACQhar0021340		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					

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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	Requir ed Y/N	Special Instructions
			9 Excellent=10 Don't know					
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
ACQinh0018616		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	
ACQinh0018617	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	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	Special Instructions
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCoI0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCoI0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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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
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic

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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
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCoI0006071	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
		Please rate the clarity of the wording on this site.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Don't know		Radio button, scale, has don't know	S	Y	
		Please rate how well you understand the wording on this site.	1=Poor 2 3 4 5 6 7 8 9		Radio button, scale, has don't know	S	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	Special Instructions
			Excellent=10					
			Don't know					
		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
			Don't know					
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
ACQinh0018616		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Y	
			No					
ACQinh0018617	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	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	Special Instructions
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCoI0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCoI0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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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
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic

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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
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what			Text Area – no character limit		N	
		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	
	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	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	Special Instructions
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
SAC2650		Which of the following best describes you?—	Social Security Beneficiary— SSI Recipient— Social Security or SSI Claimant/Applicant— Social Worker, Advocate or Representative— Employer— Physician, Attorney, or Other Professional— Accountant, Financial Planner, Tax Preparer/Advisor— Student or Researcher— General Public— Other, (please specify)—	A	Radio Button One Up Vertical	Single	Y	OPS Group
SAC2651	A	Other Role			Text Field — limited to 100 characters		N	OPS Group
		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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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
			Learn about the Medicare Prescription Drug Program (Medicare Part D)					
			Apply online for Help With Medicare Prescription Drug Plan					
			Get/replace Social Security card or change my name on my Social Security card					
			Online request for a replacement Medicare card					
			Get a password for Social Security Online, or change my current password					
			Check the contact, direct deposit, Medicare and payment information you have on file for me					
			Set up or change Direct Deposit of my check					
			Make an online change affecting the benefits I already					
			Check for popular baby names					
			Look for Federal employment					
			Find my local office; how to contact Social Security					
			Download forms					
			Use online services for employers/businesses					
			Research Social Security or its financial status					
			Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes	H	Radio Button One Up Vertical	Single	Y	Skip Logic
		No						
		Not Sure/Didn't visit the home page						
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement		Checkbox One Up Vertical	Multi	Y	Skip Logic
			Disability					
			Survivors					
			SSI					
			Medicare					
			Business Services					
			Not Sure					
			None of the above					anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes		Radio Button One Up Vertical	Single	Y	Skip Logic
			No					
			Not Sure					
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes	A A	Dropdown (Select-one)	Single	Y	Skip Logic Change to
			No					
			Not yet, I am still looking					
			Not looking for anything specific					

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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
SAC2659	A	If you didn't find what you wanted or weren't able to complete your online transaction, please tell us what you were trying to find, or do--> Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	B	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what			Text Area – no character limit		N	