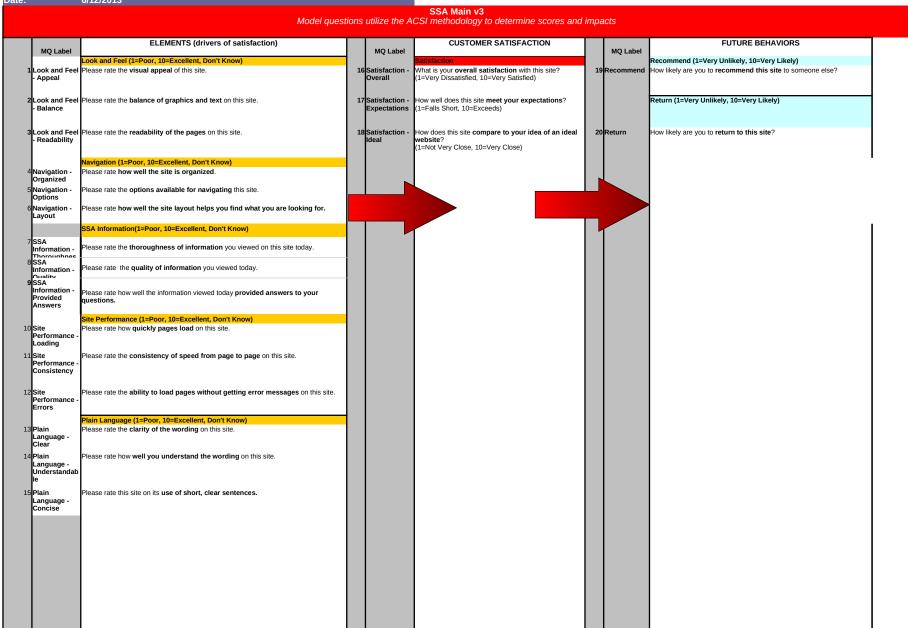
SSA Main v3

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

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 6/14/2011

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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	Requir ed Y/N	Special Instruction			
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)	·	Radio Button One Up Vertical	Single	Y	OPS Group			
			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)	Α							
LNH4734	Α	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		Radio Button One Up Vertical	Single	Υ	OPS Group			
			To plan for my future benefits (e.g., view <i>my</i> 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)	Α							
LNH4736	Α	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.		Radio Button One Up Vertic	Single	Yes				
			I typed in the web address of a Social Security page.								
			I arrived here from another website.								

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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 Instruction
			I had the Social Security website bookmarked.					
			Other (please specfiy)	Α				
CAS0049644	A	Please explain how you arrived at the Social			Text Area – no character			
CA30049044	^	Security website today.			limit			
LNH4737		Did the Social Security home page help you			Radio Button One Up	Single	Υ	Skip Logic
		find what you were looking for?			Vertical			
			Yes					
			No	Α				
LNH4738	Α	Please tell us why the home page was not			Text Area – no character		N	Skip Logic
		helpful.			limit			
LNH4741		Did you find the information you were looking for or did you successfully complete your online	Yes		Dropdown (Select-one)	Single	Y	Skip Logic
			No .	A				
			Not yet, I am still looking	Â				
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character		N	Skip Logic
CAS0049645			Yes	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
0,1000.00.0		("FAQs") to find information?	. 30	,	Dispusiii (Golder Gile)	- Ciligio		C.mp Logic
			No					
			Not sure					
CAS0049623	Α	Did the Frequently Asked Questions give you	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
		the information you needed?						
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems			Text Area – no character limit		N	Skip Logic
		when using the Frequently Asked Questions.			IIIIIL			
CAS0049625		Now that you have visited the website, do you	No. I found the information or service I wanted.		Radio Button One Up	Single	Υ	
		plan to contact Social Security?	'		Vertical			
			Yes, I plan to call on the phone.					
			Yes, I plan to visit an office.					
			Yes, I plan to send an email or letter.					
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
			More than once a day Daily	1				
			Once a week	4	1	1		1

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	SSA Main v3 CUSTOM QUESTION LIST									
QID (Group ID)	Skip Logic Label		Answer Choices (limited to 50 characters) Once a month Every 6 months or less frequently	Skip to	Type (select from list)	Single or Multi		Special Instructions		
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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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 Instruction
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes	A,B	Radio Button One up	Single	¥	Skip Logic Group
			No Don't remember					
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	¥	Skip Logic Group
			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					
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)		Radio Button One Up Vertical	Single	Y	OPS Group
			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.					
			l am applying for Social Security disability, retirement, survivor's, or SSI					
			l am an employer looking for Social Security information and services					
			I am an employer	1				
			I am a professional helping someone else with a Social Security matter business					
			Other (please specify)	Α				
LNH4734	Α	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		Radio Button One Up Vertical	Single	Y	OPS Group
			To plan for my future benefits (e.g., view <i>my</i> Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)					

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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
			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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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)	Α				
LNH4736	Α	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 Vertica	Single	Yes	
			I typed in the web address of a Social Security page.					
			l arrived here from another website.					
			l had the Social Security website bookmarked.					
			Other (please specfiy)	Α				
	Α	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	А	Radio Button One Up Vertical	Single	Y	Skip Logic
			Not Sure/ Didn't visit the home page					

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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
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	А	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	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			Not sure					
	Α	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
	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.		Radio Button One Up Vertical	Single	Y	
			Yes, I plan to call on the phone.					
			Yes, I plan to visit an office.					
			Yes, I plan to send an email or letter.					
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	<u>Y</u>	
			More than once a day				_	
			Daily					
			<u>About o-Once a week</u>					
			About o Once a month					
			Every 6 months or less frequently					
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 -	A	Radio Button One Up Vertical	Single	¥	Skip Logic
		ar every page, daring year view.	Don't know what that is-	-				
LNH4744	A	Which of the following, if any, did you experience while using the search tool today?	Hound what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
		(check all that apply)	I was not sure what words to use in my search Results were not relevant to my search terms or needs	e e				
			Search returned no results	e e				
			Search returned not enough results	e	e			
			Search returned too many results	e				
			Search required too many refinements to get to what I	E				
			Search returned results that were too similar/redundant	e				
			Other (please-specify)	B,C				

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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
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		H	Skip Logic
LNH4746	e	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	¥	
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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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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes	A,B	Radio Button One up	Single	Υ	Skip Logic Group
			No					
			Don't remember					
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Y	Skip Logic Group
			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					
LNH4731	В	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Υ	
			More than once a day					
			Daily					
			About once a week	1				
			About once a month					
			Every 6 months or less frequently					
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			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					
			l am a professional helping someone else with Social Security business					
			Other (please specify)	Α				
					Text Field – limited to 100		N	OPS Group
LNH4734	Α	Other Role			characters			
LNH4734 LNH4735	A	Other Role What was the main reason for your visit today?	Apply for benefits online		Radio Button One Up Vertical	Single	Y	OPS Group
	A		Apply for benefits online Online check of the status of my application for benefits		Radio Button One Up	Single	Y	OPS Group
	A				Radio Button One Up	Single	Y	OPS Group
	A		Online check of the status of my application for benefits		Radio Button One Up	Single	Y	OPS Group

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			<u> </u>					
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
			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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QID (Crown ID)	Skip Logic	Outstian Tout	Answer Choices	Claim to	Tune (colors from lies)	Single or	Requir ed	Special
(Group ID)	Label	Question Text	(limited to 50 characters) Learn about the Medicare Prescription Drug Program	Skip to	Type (select from list)	Multi	Y/N	Instructions
			(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)	Α				
LNH4736	Α	Other Reason	Carlot (produce openity)		Text Field – limited to 100			OPS Group
					characters			
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov)	Yes		Radio Button One Up Vertical	Single	Υ	Skip Logic
		please tell us if it made clear to you where you	No	Н				
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
LNH4738	Н	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	Yes		Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	Α				
			Not yet, I am still looking	Α				
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit			Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner	Yes	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
		of every page) during your visit?	No		Vertical			
		or every page, during your visit.	Don't know what that is					
LNH4744	Α	Which of the following, if any, did you	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
2		experience while using the search tool today?	The sound of the s		The second of the second			p
		(check all that apply)	I was not sure what words to use in my search	С				
			Results were not relevant to my search terms or needs	С				
			Search returned no results	С				
			Search returned not enough results	С				
			Search returned too many results	С				
			Search required too many refinements to get to what I	С				
			Search returned results that were too similar/redundant Other (please specify)	C B.C				
			Other (bicase sheelis)	ь,с				

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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		Special Instructions
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	С	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 vertica	Single	¥	Skip Logic Group
LNH4753	A	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	¥	Skip Logic Group
			A tablet None of these	X				
LNH4754	₩	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	¥	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	Requir ed 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	A,B	Radio Button One up	Single	Υ	Skip Logic Group			
			No								
			Don't remember								
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Υ	Skip Logic Group			
			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 Ouestions (FAOs)								
			None of the above								
LNH4731	В	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group			
LNH4732	<u> </u>	How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y				
			More than once a day		()						
			Daily								
			About once a week								
			About once a month								
			Every 6 months or less frequently								
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group			
			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		cial	ial					
			Other (please specify)	Α							
LNH4734	A	Other Role		Α	Text Field – limited to 100 characters		N	OPS Group			
LNH4734 LNH4735	A	Other Role What was the main reason for your visit today?	Other (please specify)	A		Single	N Y	· ·			
	A		Other (please specify)	A	characters Radio Button One Up	Single		· ·			
	A		Other (please specify) Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits	A	characters Radio Button One Up	Single		· ·			
	A		Other (please specify) Apply for benefits online Online check of the status of my application for benefits	A	characters Radio Button One Up	Single		OPS Group			

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			SSA Main v3 CUSTOM QUESTION LIST				Requir ed Special					
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	ed	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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V1wUw0sAYNUA1pUkAswd1g4C

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pink: ADDITION

blue + -->: REWORDING

QID (Crown ID)	Skip Logic	Outstian Tout	Answer Choices	Claim to	Tune (colors from lies)	Single or	Requir ed	Special
(Group ID)	Label	Question Text	(limited to 50 characters) Learn about the Medicare Prescription Drug Program	Skip to	Type (select from list)	Multi	Y/N	Instructions
			(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)	Α				
LNH4736	Α	Other Reason	Carlot (produce openity)		Text Field – limited to 100			OPS Group
					characters			
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov)	Yes		Radio Button One Up Vertical	Single	Υ	Skip Logic
		please tell us if it made clear to you where you	No	Н				
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
LNH4738	Н	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	Yes		Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	Α				
			Not yet, I am still looking	Α				
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit			Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner	Yes	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
		of every page) during your visit?	No		Vertical			
		or every page, during your visit.	Don't know what that is					
LNH4744	Α	Which of the following, if any, did you	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
2		experience while using the search tool today?	The sound of the s		The second of the second			p
		(check all that apply)	I was not sure what words to use in my search	С				
			Results were not relevant to my search terms or needs	С				
			Search returned no results	С				
			Search returned not enough results	С				
			Search returned too many results	С				
			Search required too many refinements to get to what I	С				
			Search returned results that were too similar/redundant Other (please specify)	C B.C				
			Other (bicase sheelis)	ь,с				

SSA Main v3

MID:

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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		Special Instructions
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	С	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 vertica	Single	Y	Skip Logic Group
LNH4753	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet None of these	X				
LNH4754		Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Y	Skip Logic Group
			Android					
			Blackberry					

SSA Main v3 MID: V1

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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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes	A,B	Radio Button One up	Single	Y	Skip Logic Group
			No					
			Don't remember					
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Υ	Skip Logic Group
			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		T			Obia Lasia
	В	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
			More than once a day					
			Daily					
			About once a week					
			About once a month Every 6 months or less frequently					
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's		Radio Button One Up	Single	Y	OPS Group
LINH4733		which of the following best describes you?	benefits		Vertical	Sirigle	ľ	OPS Gloup
			I receive SSI					
			l am applying for Social Security disability, retirement, survivor's, or SSI					
			I do not receive Social Security benefits					
			l am an employer I am a professional helping someone else with Social					
			Security business	_				
LNH4734	Α	Other Role	Other (please specify)	Α	Text Field – limited to 100		N	OPS Group
					characters			
LNH4735		What was the main reason for your visit today?	Apply for benefits online		Radio Button One Up Vertical	Single	Y	OPS Group
			Online check of the status of my application for benefits		Vertical			
			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					

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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
		·	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	_				
1.111.1700		lou p	Other (please specify)	Α	T . F. II II II II II II I			0000
LNH4736	Α	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's	Yes		Radio Button One Up	Single	Y	Skip Logic
		home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you	No	н	Vertical			
		needed to go to accomplish what you wanted.						
		nooded to go to accomplish much you mained.	Not Sure/Didn't visit the home page					
LNH4738	Н	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	Retirement		Checkbox One Up Vertical	Multi	¥	Skip Logic
		you use today? (Select all that apply)	Disability					
			Survivors					
			SSI					
			Medicare					
			Business Services					
			Not Sure					
		61. 7. 6	None of the above		D !! D !! O !!	0: 1		anchor/pin
LNH4740		Did you use any of the Top Services links on the left side of the homepage today?	Yes		Radio Button One Up Vertical	Single	¥	Skip Logic
		The left side of the homepage today?	No Note Company		vertical			
LNH4741		Did you find the information you were latting	Not Sure-		Drondown (Coloct and)	Cinala		Ckin Lagia
LINM4/41		Did you find the information you were looking for or did you successfully complete your online	Yes		Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	Α				
			Not yet, I am still looking	Â				
			Not looking for anything specific	^				
			0 , 0 1		Text Area – no character		N	Skip Logic
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.					I IN	C.up Logic
LNH4742 LNH4743	А	on the SSA website today. Did you use the Social Security web site's	Yes	Α	limit Radio Button One Up	Single	Y	Skip Logic
	A	on the SSA website today.		A	limit	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		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 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 to many 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 B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
LNH4745	В	Please tell us what else you experienced while using the search tool today.	*		Text Area – no character limit		N	Skip Logic
LNH4746	С	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750			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 vertica	Single	Υ	Skip Logic Group
LNH4753	Α	Which of the following devices do you have?	A SmartPhone	w	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet None of these	Х				
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	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	Requir ed 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	A,B	Radio Button One up	Single	Y	Skip Logic Group
			No					
			Don't remember					
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Υ	Skip Logic Group
			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		T			Obia Lasia
	В	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
			More than once a day					
			Daily					
			About once a week					
			About once a month Every 6 months or less frequently					
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's		Radio Button One Up	Single	Y	OPS Group
LINH4733		which of the following best describes you?	benefits		Vertical	Sirigle	ľ	OPS Gloup
			I receive SSI					
			l am applying for Social Security disability, retirement, survivor's, or SSI					
			I do not receive Social Security benefits					
			l am an employer I am a professional helping someone else with Social					
			Security business	_				
LNH4734	Α	Other Role	Other (please specify)	Α	Text Field – limited to 100		N	OPS Group
					characters			
LNH4735		What was the main reason for your visit today?	Apply for benefits online		Radio Button One Up Vertical	Single	Y	OPS Group
			Online check of the status of my application for benefits		Vertical			
			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					

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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
			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	^				
LNH4736	Α	Other Reason	Other (please specify)	Α	Text Field – limited to 100			OPS Group
	A				characters			
LNH4737		Thinking about the Social Security web site's	Yes		Radio Button One Up	Single	Y	Skip Logic
		home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you	No	н	Vertical			
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
LNH4738	н	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	Retirement		Checkbox One Up Vertical	Multi	Y	Skip Logic
		you use today? (Select all that apply)	Disability					
			Survivors					
			SSI					
			Medicare					
			Business Services					
			Not Sure					
			None of the above					anchor/pin
LNH4740		Did you use any of the Top Services links on	Yes		Radio Button One Up Vertical	Single	Y	Skip Logic
		the left side of the homepage today?	No		vertical			1
LNH4741		Did you find the information you were looking	Not Sure Yes		Drandown (Calast and)	Cinala	Y	Ckin Lasia
LINM4/41		for or did you successfully complete your online			Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	Α				
			Not yet, I am still looking	Â				
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner	Yes	Α	Radio Button One Up Vertical	Single	Υ	Skip Logic
		of every page) during your visit?	No					
		or every page, during your visit:					II	

Model Instance Name: SSA Main v3

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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
LNH4744		Which of the following, if any, did you	I found what I was looking for	On p to	Checkbox One Up Vertical	Multi	N	Skip Logic
2.41.77		experience while using the search tool today?	I found what I was looking for		Checkbox one op vertical	Ividia		Onip Logic
		(check all that apply)	I was not sure what words to use in my search	С				
			Results were not relevant to my search terms or needs	С				
			Search returned no results	С				
			Search returned not enough results	С				
			Search returned too many results	С				
			Search required too many refinements to get to what I	С				
			Search returned results that were too similar/redundant	С				
			Other (please specify)	B,C				
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746		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	¥	
			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	¥	
			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	¥	
			2					
			3					
			4					
			5					
			6					
			7					

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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					
LNH4750		After viewing our website, what do you plan to	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
		do next?	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	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet	Х				
			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					

SSA Main v2 MID:

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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		A.B	Radio Button One up	Single	Υ	
		experience any difficulties logging in, applying for benefits or using another service online?		,				
			No					
			Don't remember					
ACQinh0023741	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Υ	
			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					
			Involle of the above		Text Area – no character			
ACQinh0023742	В	Please explain your difficulty.			limit			
SAC2649		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
			More than once a day					
			Daily					
			About once a week					
			About once a month Every 6 months or less frequently					
ACQCol0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's		Radio Button One Up	Single	Υ	OPS Group
7.0 Q 00.000000		times, or the fellowing seek accorded year	benefits I receive SSI		Vertical	o.i.g.o		o. o o.oup
			I am applying for Social Security disability, retirement, survivor's, or SSI					
			I do not receive Social Security benefits					
			I am an employer					
			l am a professional helping someone else with Social Security business					
			Other (please specify)	Α				
ACQCol0005957	Α	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		Radio Button One Up	Single	Υ	OPS Group
			Online check of the status of my application for benefits		Vertical			
			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					eculte - Confid

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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
(croup is)		Question Text	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	Skip to	Type (sereet nom nat)			instructions.
			Other (please specify)	Α				
SAC2653	Α	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	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	Н	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
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	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.	9 7 9 1		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	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
			Don't know what that is					

SSA Main v2
MID: ZgYJFVF51REcEs5x1EpJUg==

MID: ZGYJFVF51RECES5X1EDJUG: Date: 6/14/2011

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	Y/N	Special Instruction											
SAC2661		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	С	Checkbox One Up Vertical	Multi	N	Skip Logic											
			Results were not relevant to my search terms or needs	С															
			Search returned no results	С															
			Search returned not enough results	С															
			Search returned too many results	С															
			Search required too many refinements to get to what I	С															
			Search returned results that were too similar/redundant	С															
			Other (please specify)	в,с															
SAC2662		Please tell us what else you experienced while using the search tool today.			Text Area – no character limit			Skip Logic											
ACQCol0006071		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																
			Don't know			_													
ACQhar0021339		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y												
			2	i															
			3																
			4																
			5																
			6																
			7																
			8																
			9																
			Excellent=10																
			Don't know																
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																
			<u>л</u>																
			5																
			6																
			7																
			0	1															

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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	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
		do next?	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					
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	
			Yes	A, B	Radio button, one-up vertical			
ACQinh0018616		phone or tablet?				Single	Y	
			No					
ACQinh0018617	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Υ	
			A tablet	Х				
			None of these					
ACQinh0018618		Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Y	
			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	Requir ed 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	A,B	Radio Button One up	Single	Υ		
			No						
			Don't remember						
	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Y		
			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						
	В	Please explain your difficulty.			Text Area – no character limit				
SAC2649		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Υ		
			More than once a day						
			Daily						
			About once a week				l		
			About once a month						
			Every 6 months or less frequently						
ACQCol0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group	
			I receive SSI	Ī					
			l am applying for Social Security disability, retirement, survivor's, or SSI						
			I do not receive Social Security benefits	1					
			I am an employer	1					
			I am a professional helping someone else with Social Security business						
			Other (please specify)	Α					
ACQCol0005957	Α	Other Role	(picture specify)		Text Field – limited to 100 characters		N	OPS Group	
SAC2652		What was the main reason for your visit today?	Apply for benefits online		Radio Button One Up	Single	Υ	OPS Group	
			Online check of the status of my application for benefits		Vertical				
			See if I qualify for benefits						
			Get online estimate of my future benefits						
			Plan for retirement						
			Request a Proof-of-Income letter						
			reducer a river or meeme tetter	ty					
			Online request for a Form 1099/1042S Social Security Benefit Statement						
			Online request for a Form 1099/1042S Social Security						

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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
(croup is)		Question Text	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	Skip to	Type (sereet nom nat)			instructions.
			Other (please specify)	Α				
SAC2653	Α	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	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	Н	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
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	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.	9 7 9 1		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	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
			Don't know what that is					

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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	Y/N	Special Instruction											
SAC2661		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	С	Checkbox One Up Vertical	Multi	N	Skip Logic											
			Results were not relevant to my search terms or needs	С															
			Search returned no results	С															
			Search returned not enough results	С															
			Search returned too many results	С															
			Search required too many refinements to get to what I	С															
			Search returned results that were too similar/redundant	С															
			Other (please specify)	в,с															
SAC2662		Please tell us what else you experienced while using the search tool today.			Text Area – no character limit			Skip Logic											
ACQCol0006071		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																
			Don't know			_													
ACQhar0021339		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y												
			2	i															
			3																
			4																
			5																
			6																
			7																
			8																
			9																
			Excellent=10																
			Don't know																
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																
			<u>л</u>																
			5																
			6																
			7																
			0	1															

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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	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
		do next?	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					
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	
			Yes	A, B	Radio button, one-up vertical			
ACQinh0018616		phone or tablet?				Single	Y	
			No					
ACQinh0018617	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Υ	
			A tablet	Х				
			None of these					
ACQinh0018618		Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Y	
			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	Y/N	Special Instruction
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	
ACQCol0005956		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
ACQCol0005957	Α	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	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)	Α				
SAC2653	Α	Other Reason	caro. (produce aposity)		Text Field – limited to 100 characters			OPS Group
SAC2654		needed to go to accomplish what you wanted	Yes No Not Sure/Didn't visit the home page	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	Н	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		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		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	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)		Type (select from list) Radio Button One Up	Single or Multi	Requir ed 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 -	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 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 B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCol0006071	С	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		Radio button, scale, has don't know	S	Y	

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OID	Skip		Answer Choices			Cinale on	Requir	
QID (Group ID)	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instructions
(0.00)		,	Excellent=10		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		.,	
		-	Don't know					
		Discounts the site on its one of the set of sec			Dadis hower and has	S	Υ	
		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	5	Y	
					dontainon			
			2					
			3					
			4					
			_					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
			Don't know					
SAC2663		After viewing our website, what do you plan to	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Υ	
		do next?	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					
SAC2664		If there was one thing you could change about			Text Area – no character		N	
		the Social Security web site, please tell us what			limit			
		it would be.						
ACQinh0018616		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertica	Single	Y	
			No					
ACQinh0018617	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Υ	
			A tablet	Х				
			None of these					
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Υ	
			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	Y/N	Special Instruction
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	
ACQCol0005956		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
ACQCol0005957	Α	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	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)	Α				
SAC2653	Α	Other Reason	caro. (produce aposity)		Text Field – limited to 100 characters			OPS Group
SAC2654		needed to go to accomplish what you wanted	Yes No Not Sure/Didn't visit the home page	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	Н	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		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	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	Α	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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			<u> </u>					
QID (Group ID)	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instruction
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 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 B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
	С	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
SAC2663			Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security's 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 vertic	Single	Υ	
	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		Radio button, one-up vertice	Single	Υ	
			Android Blackberry					

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	Skip						Requir	
QID	Logic		Answer Choices			Single or		Special
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
SAC2649		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
			More than once a day					
			Daily					
			About once a week					
			About once a month					
0.00050			Every 6 months or less frequently			0: 1		0000
SAC2650		Which of the following best describes you?	Social Security Beneficiary		Radio Button One Up Vertical	Single	¥	OPS Group
			SSI Recipient		V Ci ii Cdi			
			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)					
SAC2651	A	Other Role	Other, (piease specify)-	A	Text Field – limited to 100		N	OPS Group
5AC2051	*	Other Role			characters		14	OPS Group
		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			I receive SSI					
			l 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)	Α				
	Α	Other Role			Text Field – limited to 100		N	OPS Group
					characters			
SAC2652		What was the main reason for your visit today?	Apply for benefits online		Radio Button One Up	Single	Υ	OPS Group
			Online check of the status of my application for benefits		Vertical			
			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					

SSA Main v2

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

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5x1EpJUg== pink: ADDITION

Date: 6/14/2011

blue + -->: REWORDING

QID (Group ID)	Skip Logic Label		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					
SAC2653	Α	Other Reason	Other (please specify)	Α	Text Field – limited to 100			OPS Group
3AC2033	_ ^	Other Reason			characters			OF 3 Gloup
SAC2654		Thinking about the Social Security web site's	Yes		Radio Button One Up	Single	Y	Skip Logic
		home page (http://www.socialsecurity.gov)	NI-		Vertical			
		please tell us if it made clear to you where you needed to go to accomplish what you wanted.	No	Н				
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
SAC2655	Н	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	Retirement		Checkbox One Up Vertical	Multi	Y	Skip Logic
			Disability		·			
			Survivors					
			SSI					
			Medicare					
			Business Services					
			Not Sure					
CA C2CE7	-	Did you you only of the Ten Comdes - Links -	None of the above		Dadia Button One He	Cinal-	- V	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
		life for side of the nomepage today?	No Not Sure		Vertical			
SAC2658		Did you find the information you were looking	Not Sure Yes		Dropdown (Select-one)	Single	Υ	Skip Logic
3AC2036		for or did you successfully complete your online transaction?			Diopuowii (Select-oile)	Sirigie	'	SKIP LUGIC
			No	A A				Change to
			Not yet, I am still looking					Change to
			Not looking for anything specific					

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Date: 6/14/2011

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

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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	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 too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	В	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	В	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	