SSA My Social Security v2

Partitioned Questionnaire Management Guidelines

#### Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

#### **Questionnaire Resources:**

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks\_SRA
- 5 Model and Custom Question Checks\_Team LeadManager
- 6 Model and Custom Question Checks\_DOT
- 7 Foreign Language Survey Instructions

MID: Z5w0N58sJ5AkRkYUg4pVFg==



#### Welcome and Thank You Text

Directions:

Partiti 2/8/2012

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

#### Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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

#### Thank You Text

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Velco	G ForeSee Results Survey Page - Windows Internet Explorer
	Attp://www.foreseeresults.com/survey/display?cid=test∣=0ltk0Fpkgl00h5w
	FORESEE
	Customer Satisfaction Survey
	Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.
	Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.
	Required questions are denoted by an *
	Required questions are denoted by an * 1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site.
	1: *Please rate the ability to narrow choices to find the product(s) you

#### Thank You Text Example

	Hockey	Please Select	
	HOCKEY	Please Select	-
16: What size and style of je	an were you	shopping for today?	
What size of jean were you shopping for today?		at style of jean were you opping for today?	
1	0	Boot cut	
O 3	0	Low rise	
5	0	Flare	
0 7	0	Relaxed fit	
9	0	Slim cut	
11			
13			
survey comments. If yo feedback, please visi	ou would like t the Contact	sponse from us based on you us to contact you about your Us section of our web site.	
Cance			
		rights reserved	=
Copyrigh	nt 2010 - all r	rights reserved blicy Survey Support	=

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes FPI Included(Y/N)? Date: 6/12/2013

		SS	A My Social Security v2		
	Model quest	tions utilize the A	ACSI methodology to determine scores and	impacts	
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
ing Laber	Look and Feel (1=Poor, 10=Excellent, Don't Know)	ing Laber	Satisfaction	mų Laber	Recommend (1=Very Unlikely, 10=Very Likely)
Look and Fee - Appeal	I Please rate the <b>visual appeal</b> of this site.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend this site to someone else?
Look and Fee - Balance	I Please rate the <b>balance of graphics and text</b> on this site.	Satisfaction - Expectations			Return (1=Very Unlikely, 10=Very Likely)
Look and Fee - Readability	I Please rate the <b>readability of the pages</b> on this site.	Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal</b> website? (1=Not Very Close, 10=Very Close)	Return	How likely are you to <b>return to this site</b> ?
	Navigation (1=Poor, 10=Excellent, Don't Know)				Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized.			Use Web Channel Over	How likely are you to use this site rather than seek information from other channels (i.e. local field office, call center)?
Navigation - Options	Please rate the options available for navigating this site.			Othere	
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site	Please rate how quickly pages load on this site.				
Performance Site Performance	Please rate the <b>consistency of speed from page to page</b> on this site.				
Site Performance Errors	Please rate the <b>ability to load pages without getting error messages</b> on this site.				
My Social Security Information -	My Social Security Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information you viewed on this site today.				
My Social Security	Please rate the <b>quaility of information</b> you viewed today.				
My Social Security Information -	Please rate how well the information viewed today provided answers to your questions.				
Provided	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language -	Please rate the clarity of the wording on this site.				
Plain Language -	Please rate how well you understand the wording on this site.				
Plain Language -	Please rate this site on its use of short, clear sentences.				



SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
					check box, one up				
			Learned about my Social Security on the SSA website						
CAS0045388		How did you learn about my Social Security?				Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign						
			up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	А					
					Text area, no char limit				
									OPS Learn
CAS0045390	Α	How did you learn about my Social Security					N		about
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
		How often do you plan to access your <i>my</i> Social							
CAS0045394			At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506			Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Single	Y		Cash Benefits
		Are you currently receiving cash benefits?	(SSI)						
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip Logic		Answer Choices				Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
0,00040000		for you complete your registration	Less than 15 minutes		Fical ballon, one up venical	Ciligie		Chip Logic Cloup	i teg rine
			More than 15 but less than 30 minutes						
			30 minutes or more						

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

	Ť		SSA My Social Security v2 CUSTOM Q	UESTION LIST		1	i.		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045400	В	How many prior unsuccessful online registration		•	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
		attempts did you make?	One						
			Two						
CA CO0 45 410			Three or more		Dedie butten ene wewentigel	Circela			Denlarger
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	20 20	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for <i>my</i> Social Security in-person a Don't remember or prefer not to say						
CAS0045401	сс	Please describe your in-person registration	Don't remember of prefer hot to say		Text area, no char limit		N		OE In-person
0/100040401		experience.							Experience
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes			_			Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		•	Partially	А					
			No	A					
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE Instructions
		Please explain what you did not understand about <i>my</i> Social Security's registration instructions							
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В		Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next

Mod			

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

				SSA My Social Security v2 CUSTON	I QUESTION LIST					
QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes			radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No		A					
CAS0045374	A	Please tell us what information or instructions were not clear				Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25			Drop down, select one	Single	N		New Age
			26 to 45							
			46 to 55							
			56 to 60							
			61 to 64							
			65 to 66							
			67 or older							
			Prefer not to	answer						

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
					check box, one up				
			Learned about my Social Security on the SSA website						
CAS0045388		How did you learn about <i>my</i> Social Security?				Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				
CAS0045390	Α	How did you learn about my Social Security					N		OPS_Learn about
		Including today, how often have you accessed your							
CAS0045392		my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			<del>2-4 times</del>						
			<del>5-8 times</del>						
			<del>9 or more times</del>						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			9 or more times						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						<u> </u>

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip								
	Logic		Answer Choices	<b></b>			Required	Special	
QID CAS0045395	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi Multi	Y/N Yes	Instructions	CQ Label
CA50045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Mulu	res	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online						
			application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408		Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396		Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registere
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

		1	SSA My Social Security v2 CUSTOM Q	JESTION LIST		1	1	1	1
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Registered with in-person assistance from my local	A,C					
			SSA office						
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
		for you complete your registration	More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
	_	attempts did you make?	One						
			Тwo						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful I don't know						
CAS0045413		Did you understand all of my Casial Casurity's			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
0//00040410		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes			Single		Skip Logic Group	Understand
			Partially	Α					
			No	Α					
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE_Instruction
		Please explain what you did not understand about <i>my</i> Social Security's registration instructions							
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
CA CO0 45 425			Yes	Α	Tout oron on about limit		NI NI		
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?		n,0	Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						

Mode	el Ins	tanc	e Na	me

SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB			+		
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name: SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

				SSA My Social Security v2 CUSTOM QUESTION LI	IST					
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
						check box, one up				
				Learned about my Social Security on the SSA website						
CAS0045388		How did you learn about <i>my</i> Social Security?	CAS0045388A001				Multi	Y	Skip	Learn about
			CAS0045388A002	SSA field office representative encouraged me to sign up						
			CAS0045388A003	SSA 800 Number representative encouraged me to sign up						
			CAS0045388A004	Other, please explain	А					
			0,1000,10000,1001			Text area, no char limit				
CAS0045390	A	How did you learn about my Social Security						N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	CAS0045392A001	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			CAS0045392A002	2-4 times						
			CAS0045392A003	5-8 times						
			CAS0045392A004	9 or more times						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	CAS0045394A001	At least once a month		radial button, one up vertical	Single	Y		Future Use
CA30043394			CAS0045394A001			Taulai button, one up verticai	Sirigie	1		Future Ose
				Once every three months						
			CAS0045394A003	Once every six months						
BJL1506			CAS0045394A004 BJL1506A01	9 or more times Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Sinale	Y		Cash Benefits
		Are you currently receiving cash benefits?		(SSI)		······				
			BJL1506A02							
				Yes, I am receiving Social Security Benefits (rRetirement, Disability, Spouses or Survivors)						
			BJL1506A03	Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			BJL1506A04 BJL1506A07	Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
				I am entitled to Medicare Only coverage - no cash benefits						
			BJL1506A08 BJL1506A06	I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting my Social	CAS0045395A001	I don't know or prefer not to answer	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
		Security today? (Check all that apply)		To print or view my online Social Security Statement						Reason
			CAS0045395A002	To make sure my earnings record is correct						
			CAS0045395A003 CAS0045395A004	To view my Benefits and Payment Details To get a Benefit Verification Letter	В					
			CAS0045395A004	Add Extra Security to my online account	<b>D</b>					
			CAS0045395A006	To use SSA's online benefit calculators						
			CAS0045395A007	To apply online for Social Security or Medicare Only benefits						
			CAS0045395A008	To change my address with SSA						
			CAS0045395A009	To enroll in or update my direct deposit						
			CAS0045395A010	To learn about the benefits to which I might be entitled						
			CAS0045395A011	Just curious - wanted to see what information was contained in <i>my</i> Social Security account						

Model Instance Name: SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

				SSA My Social Security v2 CUSTOM QUESTION LI	ST					
QID	Skip Logic Label	Question Text	AnswerlDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	<u> </u>		CAS0045395A012	Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	CAS0045407A001	This is any first time.	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			CAS0045407A002	This is my first time Less frequently than once a year						Statement
			CAS0045407A002	At least once a year						
			CAS0045407A003	Every 6 months						
			CAS0045407A005	Every 3 months						
			CAS0045407A006	Once a month						
			CAS0045407A007	More frequently than once a month						
			CAS0045407A008	Other						
CAS0045408	AA		CAS0045408A001	Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	В	For which Agency or program do you need a	CAS0045409A001			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	CAC00454004000	USDA - SNAP						
			CAS0045409A002 CAS0045409A003	IRS HUD - Federal Housing Admin. (FHA)						
			CAS0045409A003	Department of Veterans Affairs (VA)						
			CAS0045409A004	Requesting a Retirement Visa from another country						
			CAS0045409A006	Medicare						
			CAS0045409A007	Medicaid						
			CAS0045409A008	State or Local Department of Social Services						
			CAS0045409A009	Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:				Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registere
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B					
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C					
			CAS0045398A004	Not sure or don't remember						
CAS0045399	A	for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes						
0 4 0 0 0 4 5 4 0 0	<u> </u>		CAS0045399A003	30 minutes or more		De l'a la llar	C's s la			
CAS0045400	В	attempts did you make?	CAS0045400A001 CAS0045400A002	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002 CAS0045400A003	Two						
CAS0045410	с	Why did you decide to register in-person?	07300434007003	Three or more I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
0,100040410				I preferred registering for my Social Security in-person a		induced bullon, one-up vehical	Single		Chip Logic Group	rice in person
				Don't remember or prefer not to say	 					
CAS0045401	СС	Please describe your in-person registration experience.				Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	CAS0045411A001	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			CAS0045411A002	No						
			CAS0045411A003	I tried but was unsuccessful						
			CAS0045411A004	I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	CAS0045413A001	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand

Model Instance Name: SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

				SSA My Social Security v2 CUSTOM QUESTION	LIST					
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Laber	Question Text	CAS0045413A002	· · · · · · · · · · · · · · · · · · ·	A	Type (select from list)	Multi	T/IN	Instructions	CQ Laber
			CAS0045413A002 CAS0045413A003	Partially No	A					
CAS0045414	A		CA50045413A003	INU	A	Text area, no char limit		N	Skip Logic Group	OE Instructions
CA30043414		Please explain what you did not understand about <i>my</i> Social Security's registration instructions							Skip Logic Group	
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	CAS0045415A001	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			CAS0045415A002	No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			CAS0045424A002	Yes	A					
CAS0045425	A	Please describe your security concerns.				Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			CAS0045422A002	No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?				Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			CAS0045427A002	Visit a local Social Security office						
			CAS0045427A003	Call a local Social Security office						
			CAS0045427A004	Call Social Security's 800 number						
			CAS0045427A005	Submit an e-mail to Social Security						
			CAS0045427A006	Write a letter to Social Security						
			CAS0045427A007	Take no action						
			CAS0045427A008	Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			CAS0045373A002	No	A					
CAS0045374	A	Please tell us what information or instructions were not clear				Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	CAS0045375A001	Under 25		Drop down, select one	Single	N		New Age
			CAS0045375A002	26 to 45						
			CAS0045375A003	46 to 55						
			CAS0045375A004	56 to 60						
			CAS0045375A005	61 to 64						
			CAS0045375A006	65 to 66						
			CAS0045375A007	67 or older						
			CAS0045375A008	Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					1
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		-			check box, one up				
		How did you learn about my Social Security?	Learned about my Social Security on the SSA website			Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up					·	
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	А					
					Text area, no char limit				
	А	How did you learn about my Social Security					N		OPS_Learn about
		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			2-4 times						
			5-8 times						
			9 or more times						
		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once every three months						
			Once every six months						
			9 or more times						
BJL1497		Did you register for a username and password	Yes No	A,B,C,D,DD,E	Radio button, one-up vertical		¥	Skip Logic Group	Password
<del>BJL1498</del>	A	Please tell us now long it took you to complete your			Radio button, one-up vertical	Single	N	Skip Logic Group	Registration
0021400		registration:	Less than 10 minutes		induit bullon, one up venticui	Single			SAT
			<del>11 minutes - 15 minutes</del>						
			<del>16 minutes - 30 minutes</del>						
			<del>31 minutes - 1 hour</del>						
			Greater than 1 hour						
BJL1499	B	Did you register for Extra Security today?	Yes		Radio button, one-up vertical		N	Skip Logic Group	ExtraSecurityR
			No						
			Hon't know						
BJL1500	e	Did you understand all the instructions for registering for a username and password today?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Instructions
			Partially	ee					
			No	ee					
<del>BJL1501</del>	ee	Please explain what you did not understand about the instructions.			<del>Text area, no char limit</del>		N	Skip Logic Group	OE_Instructions

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			SSA My Social Security v2 CUSTOM (	QUESTION LIST	·				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1502	Ð	Did you see any information describing the			Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		website's security policies or features?	<del>Yes</del>						
D 11 4500			No		De die beweenen die d	<u>Oissils</u>			
BJL1503	ĐĐ	Do you have any concerns about the security of transactions on this website?	Yes	ĐĐĐ	Radio button, one-up vertical	Single	N	Skip Logic Group	Security Concerns
			No						
BJL1504	ĐĐĐ	Please describe your concerns with the security of this site.			<del>Text area, no char limit</del>		N		OE_Security Concerns
<del>BJL1505</del>	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	<del>Skip Logic Group</del>	Cash Benefits
				B					
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	A					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	e					
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			No (not receiving any benefit or receiving Medicare Only)	e					
			I don't know or prefer not to answer	e					
BJL1507	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	SSI Only Primary
			To check my earnings record To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
BJL1508	AA	Please tell us what your primary reason was for visiting today:			<del>Text area, no char limit</del>		N	Skip Logic Group	OE_SSI Only Other Primary
<del>BJL1509</del>	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one up vertical	Single	¥	<del>Skip Logic Group</del>	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			<del>To update my address</del>						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
<del>BJL1510</del>	BB	Please tell us what your primary reason was for visiting today:			<del>Text area, no char limit</del>		N	<del>Skip Logic Group</del>	<del>OE_Cash</del> <del>Benefit primary</del> reason-
<del>BJL1511</del>	e	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	No cash Benefi
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	cc					
<del>BJL1512</del>	CC	Please tell us what your primary reason was for visiting today:			<del>Text area, no char limit</del>		N	Skip Logic Group	<del>OE_No cash Benefit Primary Reason</del>
		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	А	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
	А	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other					al factoria.	Discussion of
	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
	_		NO		a barrel de la construction de la c	A. 117-1		al factoria de la	
	В	For which Agency or program do you need a			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Q12	Laber	Question Text	Medicare	Oup to	Type (select nom listy	marci	.,,,,	motruotiono	oq Laber
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
		Did you register for my Casial Cogyrity online or in		А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes 30 minutes or more						
	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Тwo						
			Three or more						
	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC	-				
	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
		Did you register for Extra Security?	No						Reg
			I tried but was unsuccessful						
			I don't know						
		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	A					
	Α		No	Α	Text area, no char limit		N	Skip Logic Group	OE Instructions
	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions			rextarea, no charnimit		N	Sкiр Logic Group	OE_Instructions
		Did you see any information describing <i>my</i> Social Security's security policies or features?			Radio button, one-up vertical	Single	Y		Security Policies
			Yes						
			No						
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					

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			SSA My Social Security v2 CUSTOM (	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
<del>BJL1513</del>		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	¥		View Statement
			At least once a year						
			Every 6 months						
			<del>Once a quarter</del>						
			Once a month						
			More frequently than once a month						
			<del>Other</del>						
		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
<del>BJL1514</del>		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	<del>Task</del> Accomplishmer
			No	¥					
<del>BJL1515</del>	¥	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		<del>Checkbox</del>	Multi	¥	Skip Logic Group	<del>Do Next</del>
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			O <del>ther, please specify</del>	¥¥					
<del>BJL1516</del>	¥¥	Please tell us what other action you plan to take next.			<del>Text area, no char limit</del>		N		OE_Do Next
		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
	А	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity

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SSA My Social Security v2 MID: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	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	CO Label
BJL1517		Was there any information on the site that was	No. all the information was clear	•	Checkbox	Multi	N		Clarity of Info
		unclear to you?	The language used						
			How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or recalling a username						
			<del>Other</del>						
<del>BJL1518</del>		What did you like most about your experience today?			<del>Text area, no char limit</del>		N		<del>OE_Like</del>
<del>BJL1519</del>		What did you like least about your experience today?			<del>Text area, no char limit</del>		N		OE_Dislike
		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						
BJL1520		Please select the category that includes your age.	<del>18-2</del> 4		Drop down, select one	Single	N		Age
			25-34						Ŭ Š
			<del>25-34</del> 35-44						
			45-54						
			<del>55 59</del> 60 64 65-74						
			<del>60-64</del>						
			<del>65-74</del> <del>75 or older</del>			_			
			Prefer not to answer						

SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

			SSA My Social Security CUSTOM Q	JESTION	LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No						
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			l don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQWro0020553		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	A					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
			No (not receiving any benefit or receiving Medicare Only)	С					
			I don't know or prefer not to answer	С					

#### SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

			SSA My Social Security CUSTOM QU	JESTION	LIST				
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQWro0020554	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSI Only Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
ACQWro0020555	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
ACQWro0020556	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
ACQWro0020576	BB	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
ACQWro0020578	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	CC					
ACQWro0020579	сс				Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQhar0016936		Please tell us what your primary reason was for visiting today: Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						

SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

			SSA My Social Security CUSTOM (	UESTION	LIST				
OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		•	Call a local Social Security office					•	
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer					1	

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM (	QUESTIC	N LIST				
<b>QID</b> SAC7234	Skip Logic Label	Question Text Did you register for a username and password today?	Answer Choices (limited to 50 characters) Yes	Skip to A,B,C,D,D	Type (select from list)	Single or Multi	Required Y/N Y	Special Instructions Skip Logic Group	CQ Label Password
			No	-*					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
SAC7236	В		Greater than 1 hour				N	Skip Logic Group	ExtraSecurityReg
SAC7230	B	Did you register for Extra Security today?	Yes						ExtraSecurityReg
			No						
			l don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	СС					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			Νο						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	А					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
			No (not receiving any benefit or receiving Medicare Only)	С					
			I don't know or prefer not to answer	С					
	Α	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSI Only Primary Reason
			To check my earnings record To view my Benefits and Payment Details						
			To view my benefits and Fayment Details						

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

Periods fall us what your primary reason was for visiting today?         input was primary reason was primary reason was primary reason         input was primary reason was primary reason         input was primary reason for was primary reason         input was primary reason for was pr				SSA My Social Security v2 CUSTOM	QUESTIO	N LIST	1	1		
No.     Value     Output of the Control     Answer Control     Supple     Production     Supple     Suppl										
Note     Logic     Constrained     Supple										
QDDLinkQuestion TextQuestion TextQu		Skip								
Image: Problem in the second secon	OID		Ouestion Text		Skip to	Type (select from list)	Single or Multi		Special Instructions	CO Label
Image: section of the section of th			•••••							
Image: state in the state i				Add Extra Security to my online account						
AA     Pease test as what your promay reason was for widing below? (Clex) all PM     Test print my Social Security Sillary PMC     Test area, no char Ims     N     Stop Logic Group     CLex Sillary PMC       Image and the way our printwy reason was for widing below? (Clex) all PMC     Ta print my Social Security Sillary PMC     Image and the way our printwy reason was for widing below?     Ta print my Social Security Sillary PMC     Image and the way our printwy reason was for widing below?     Image and the way our printwy reason was										
No.     Present autor by promy reason space for withing body     Image for any promy reason space for withing body     Image for any promy reason space for withing body     Image for any promy reason space for withing body     Image for any promy reason space for withing body     Image for any promy reason space for withing body     Image for any promy reason space for withing body     Image for any promy reason space for within any promy reason space for any promy reason space for within a				Other reason for visiting today:	AA					
B     Notwork year privacy record for values parameters with the values para		AA	Disago tell up what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary
Image: State in the state		P		To print my Social Socurity Statement		Radio button one-un vertical	Single	<b>v</b>	Skin Logic Group	Reason Cash Ronofit
Image: Section of the section of t		B				Radio bullon, one-up vertical	Single	T	Sкip Logic Group	Primary Reaso
Image: section in the sectin in the section in the										
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Image: section of the sectin of the section of the section of th										
Image: second				available with an online account						
Image: state in the state i										
BB       Bestel But substy our primary reason sort visiting tody?       Control       Control       Control       N       Sub Logic Group       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control in the substy our primary reason for visiting tody?       Control										
Image: Please tell use what your primary reason was for vising today?Image: primary reason was f				Other reason for visiting today:	BB	The second second second second second				
Image: constraint of the constr								N		primary reason
Image: second		С	What was your primary reason for visiting today? (Check all apply)			Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benef
Image: second provide account information we account information we available with an online ac										
Image: second										
Image: Note of the second s										
CC       Please tell us what your primary reason was for visiting today.       Fe what was your primary reason vas for visiting today.       To print my Social Security Statement       Ceckebox       Multi       Y       Skip Logic Group       OE_No cash Reason_M Reason_M         SQW80011895       F       What was your primary reason vas for visiting today.       To print my Social Security Statement       Checkbox       Multi       Y       Skip Logic Group       Primary Reason_M         CC       C				available with an online account						
Server full us what your primary reason for visiting today?       To print my Social Security Statement       Checkbox       Multi       Y       Skip Logic Group       Primary Reason AG         SQW0011885       F       What was your primary reason for visiting today?       To check my earnings record       Image: Statement				Other reason for visiting today:	CC					
Common primary reason for visiting today?       To print my Social Security Statement       Checkbox       Multi       Y       Skip Logic Group       Primary Reason_Y         Common primary reason for visiting today?       To check my earnings record       Image: Common primary reason for visiting today?       To check my earnings record       Image: Common primary reason for visiting today?       Image: Common primary reason for visiting today?       Primary Reason_Y         Common primary reason for visiting today?       To check my earnings record       Image: Common primary reason for visiting today?       Image: Common primary reason for visiting today?       Primary Reason_Y         Common primary reason for visiting today?       Other reason for visiting today?       Primary Reason_Y       Image: Common primary reason for visiting today?       Primary Reason_Y         Common primary reason for visiting today?       Other reason for visiting today?       Primary Reason_Y       Image: Common primary reason for visiting today?       Primary Reason_Y         Common primary reason for visiting today?       To print my Social Security Statement       Fre       N       Skip Logic Group       Primary Reason_Y         Common primary reason for visiting today?       To print my Social Security Statement       Checkbox       Multi       Y       Skip Logic Group       Primary Reason_Y         Common primary reason for visiting today?       To print my Social Security Statement       <		CC				Text area, no char limit		N	Skip Logic Group	Benefit Primary
Action										
Image: state in the state	2Qwil0011885	F	What was your primary reason for visiting today?			Checkbox	Multi	¥	Skip Logic Group	Primary Reason_Ye
Image: state in the statext and the state in the state in the state in the sta				To check my earnings record						
Image: second				To view my estimated benefits						
Image: second				Add Extra Security to my online account						
CQWil0011886       FF       Please tell us what your primary reason was for visiting today:       Text area, no char limit       N       Skip Logic Group       Reason Yes         AC7243       X       What was your primary reason for visiting today?       To print my Social Security Statement       Checkbox       Multi       Y       Skip Logic Group       Primary Reason_N         AC7243       X       What was your primary reason for visiting today?       To print my Social Security Statement       Checkbox       Multi       Y       Skip Logic Group       Primary Reason_N         AC7243       X       What was your primary reason for visiting today?       To check my earnings record       Image: Checkbox       Multi       Y       Skip Logic Group       Primary Reason_N         C       Image: Check my earnings record       Image: Check my earning record       Image: Check my earning record				Just curious - wanted to see what information was						
Please tell us what your primary reason was for visiting today:       To print my Social Security Statement       Control of the close of				Other reason for visiting today:	FF					
AG7243       X       What was your primary reason for visiting today?       To print my Social Security Statement       Checkbox       Multi       Y       Skip Logic Group       Primary Reason_N Re	CQwil0011886	FF	Please tell us what your primary reason was for visiting today:			<del>Text area, no char limit</del>		N	Skip Logic Group	OE_Primary Reason Yes
Image: Application of the set of th	AC7243	×	What was your primary reason for visiting today?-	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_No
Add       Extra Security to my online account       Image: Constraint of the security to my online account<										
Acc2244       Act       Descention       <										
Acceleration       Acceleration <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>										
AC7244 AA Skip Logic Group OE_Primary										
				Other reason for visiting today:	AA					
	AC7244	AA				<del>Text area, no char limit</del>		N	Skip Logic Group	

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

	SSA My Social Security v2 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
ACQhar0016936		Now that you've looked at your online statement, how often do you	Less frequently than once a year	1	Dropdown (Select-one)	Single	Y		View Statement	
		think you'll return to review it?								
			At least once a year Every 6 months							
			Once a quarter							
			Once a month							
			More frequently than once a month							
			Other							
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment	
			No	Y						
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next	
			Visit a local Social Security office							
			Call a local Social Security office							
			Call Social Security's 800 number							
			Submit an e-mail to Social Security							
			Write a letter to Social Security							
			Take no action	200						
			Other, please specify	YY						
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next	
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info	
			The language used							
			How to print a statement							
			Instructions for registering for a username and password							
			Instructions for resetting a password and/or recalling a username							
			Other							
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like	
SAC7251		What did you like least about your experience today?	40.04		Text area, no char limit	Circula	N		OE_Dislike	
SAC7253		Please select the category that includes your age.	18-24 25-34	-	Drop down, select one	Single	N		Age	
			25-34 35-44							
			45-54			1				
			55-59							
			60-64							
			65-74							
			75 or older							
			Prefer not to answer		1					

		Question Setup	<del>red &amp; strike-through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING							
			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			
Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010		Do you expect to <b>spend more or less online</b> during the 2010 holiday season compared to 2009?	A lot more Single Y Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the question which is highlighted in BLUE							
Spend intention with this retailer		Do you expect to <b>spend more or less online</b> during the 2010 holiday season <b>with</b> <i>retailer.com</i> compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S S			Y			
	R	Why do you expect to spend more online with <i>retailer.com</i> this holiday season? (please select all that apply)	Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year	-	Checkbox, one-up vertical	Multi	Y			



Special Instructions
Skip Logic Group
Skip Logic Group

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM (	QUESTIO	N LIST				
OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	х					<b>B</b>
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			l don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area,no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			Νο						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

Other

#### SSA My Social Security v2 CUSTOM QUESTION LIST Skip Logic Answer Choices Single or Required QID Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi Ý/N Special Instructions CQ Label SAC7243 To print my Social Security Statement Multi Skip Logic Group Х What was your primary reason for visiting today? Checkbox Υ Primary Reason\_No To check my earnings record To view my estimated benefits Add Extra Security to my online account Just curious - wanted to see what information was available with an online account Other reason for visiting today: AA SAC7244 AA Text area, no char limit Ν Skip Logic Group OE Primary Reason No Please tell us what your primary reason was for visiting today: ACQhar0016936 Now that you've looked at your online statement, how often do you Less frequently than once a year Single View Statement Dropdown (Select-one) Υ think you'll return to review it? At least once a year Every 6 months Once a quarter Once a month More frequently than once a month Other Radio button, one-up vertical SAC7245 Were you able to accomplish what you wanted to on the site Yes Single Υ Skip Logic Group Task today? Accomplishment No Y SAC7246 Return and try again Multi Y Skip Logic Group Do Next Υ Checkbox Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action YY Other, please specify SAC7247 Please tell us what other action you plan to take next. Text area, no char limit OE Do Next YY Ν SAC7248 Was there any information on the site that was unclear to you? No, all the information was clear Checkbox Multi Ν Skip Logic Group Clarity of Info The language used How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or recalling a username

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012 red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

## SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Y€2/8/2012 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

#### SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	¥		Visit Frequency
			Daily			- 3 -			
			Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D D,E,F			Y	Skip Logic Group	Password Registration
			No	X					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			l don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	СС					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Ye2/8/2012

red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

	_		SSA My Social Security v2 CUSTOM	QUESTIC					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
SAC7243	Х	What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:		701	Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statemer
			At least once a year						
			Every 6 months Once a guarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishme
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						

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			SSA My Social Security v2 CUSTON	I QUESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			How to print a statement						
			Instructions for registering for a username and password Instructions for resetting a password and/or						
			recalling a username						
			Other <del>, please specify</del>	Z					
SAC7249	z	Please specify what information was unclear to you today.			<del>Text area, no char limit</del>		N	<del>Skip Logic Group</del>	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			<del>Text area, no char limit</del>		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59 <del>64</del>						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTO				1		
	Skip Logic		Answer Choices			Single or	Required		
QID SAC7233	Label	Question Text How often do you access your online statement?	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N Y	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequency
			Daily Two to three times per week	_					
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	Α			Y	F	assword Registra
SAC7235	A	Please tell us how long it took you to complete your	No	X B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SA
		registration:	Less than 10 minutes	1	Radio batton, one up ventear	Single		Skip Logic Oroup	Registration SA
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
			Greater than 1 hour	В					
SAC7236	В	Did you register for Extra Security today?	Yes	С			Y	Skip Logic Group	ExtraSecurityReg
			No I don't know	C					
SAC7237	С	Did you understand all the instructions for registering for a	I don't know	C D		Single	N	Skip Logic Group	Instructions
5461231	L L	Did you understand all the instructions for registering for a username and password today?	Yes			Single	IN	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Vac	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		policies of realures?	Yes No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions	110	DDD,E, F		Single	N	Skip Logic Group	Security Concern
SAC7240		on this website?	Yes	, COD, C, P		Single	IN IN	Skip Logic Group	Security Concerns
			No	E,F					
SAC7241	DDD				Text area, no char limit		N		OE_Security Con
		Please describe your concerns with the security of this site.							
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improve
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement	_	Checkbox	Multi	Y	Skip Logic Group	Primary Reason_Y
			To check my earnings record	_					
	_		I O VIEW MY ESTIMATED DENETITS						
	FF		Other reason for visiting today:	FF			N	Skin Logic Group	OE Primary Road
		Please tell us what your primary reason was for visiting today:					in in	Skip Logic Group	OE_Primary Rea
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			To check my earnings record						
			To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA						N	Skip Logic Group	OE_Primary Reas
	_	Please tell us what your primary reason was for visiting today:							
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					Accomplianment
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)			Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
007047	N/V	Disease tall us what other action you also to take a still	Other, please specify	YY	Taut area ing alage limit	-	N		OF Dallar
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			instructions for registering for a username and						
			nstructure or researing a password and/or						
			Other, please specify	Z					
SAC7249	z	Please specify what information was unclear to you today.			Text area, no char limit		N	Skip Logic Group	OE_Clarity
AC7250		What did you like most about your experience today?			Text area, no char limit		N		OE Like

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			SSA My Social Security v2 CUSTO	N QUESTI	ON LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike	
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service	
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age	
			25-34							
			35-44	_						
			45-54							
			55-64 65-74							
			75 or older							
			Prefer not to answer							

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	Skip Logic		Answer Choices			Single or	Required		
QID SAC7233	Label	Question Text How often do you access your online statement?	(limited to 50 characters) This is my first time	Skip to	Type (select from list) Dropdown (Select-one)	Multi Single	Ý/N Y	Special Instructions	CQ Label Visit Frequency
3AC1233	_	now onen do you decess your onnine statement:	Daily		Diopuowii (Select-oile)	Sirigie	'		Visit Frequency
			Two to three times per week						
			About once a month						
			Every few months						
	_		Every 6 months or less often						18.11
SAC7234	_	Did you register for a username and password today?	Yes No	A			Y		assword Registra
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SA
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
	-		Greater than 1 hour	В					
AC7236	В	Did you register for Extra Security today?	Yes No	C C			Y	Skip Logic Group	ExtraSecurityRe
			I don't know	C					
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	СС	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD		No	DD DDD		Single	N	Ekin Logia Crown	Socurity Concorr
3AC1240	00	Do you have any concerns about the security of transactions on this website?	Yes			Sirigie	IN	Skip Logic Group	Security Concern
			No	E					
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Cor
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improve
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			To check my earnings record To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Rea
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishmer
			No	Y					-
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
	_		Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	OPS	Clarity of Info
			The language used					Skip Logic Group	
			How to print a statement						
			Ristfuctions for resetting a password and/or						
			Other, please specify	Z					
SAC7249	z	Please specify what information was unclear to you today.			<100 text field Text area, no char limit		N	<del>OPS-</del> Skip Logic Group	OE_Clarity
SAC7250	-	What did you like most about your experience today?		-	Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?		+	Text area, no char limit		N		OE_Dislike
SAC7252 SAC7253		Please specify what additional information or services you would like to have available on this site. Please select the category that includes your age.	18-24		Text area, no char limit Drop down, select one	Single	N		OE_Add Info/Service Age
5761233		i louse select the category that includes your dye.	25-34	+	Drop down, Select one	Ungie	1.4		Age
			35-44		1	1	1		1

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			45-54 55-64						
			65-74						
			75 or older						
			Prefer not to answer						