

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](#)

Model Instance Name:  
SSA My Social Security v2

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partiti 2/8/2012



## Welcome and Thank You Text

### Directions:

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

### 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.

### Examples

The screenshot shows a browser window titled "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0Fpkg00h5w". The page content includes the ForeSee logo, the title "Customer Satisfaction Survey", and a welcome message: "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." Below this is a question: "1: \*Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The rating scale is from 1 (Poor) to 10 (Excellent), with a "Don't Know" option.

### Thank You Text Example

The screenshot shows a survey page with two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below them is question 16: "What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" with radio buttons for sizes 1, 3, 5, 7, 9, 11, and 13; and "What style of jean were you shopping for today?" with radio buttons for styles: Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question is a thank you message: "Thank you for taking our survey - and for helping us serve you better." followed by a disclaimer: "Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." At the bottom are "Cancel" and "Submit" buttons, a copyright notice "Copyright 2010 - all rights reserved", and links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

Model Instance Name:  
SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes  
FPI Included(Y/N)?

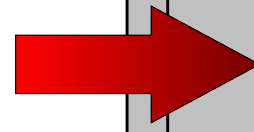
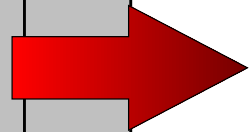
Date: 6/12/2013



SSA My Social Security v2

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Appeal	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 <b>recommend this site</b> to someone else?
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		<b>Return (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Readability	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 website</b> ? (1=Not Very Close, 10=Very Close)	Return	How likely are you to <b>return to this site</b> ?
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>				<b>Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)</b>
Navigation - Organized	Please rate how well the site is <b>organized</b> .			Use Web Channel Over Others	How likely are you to <b>use this site rather than seek information from other channels</b> (i.e. local field office, call center)?
Navigation - Options	Please rate the <b>options available for navigating</b> this site.				
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				
Site Performance - Site	Please rate how <b>quickly pages load</b> on this site.				
Site Performance - Site	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.				
	<b>My Social Security Information (1=Poor, 10=Excellent, Don't Know)</b>				
My Social Security Information - My Social Security Information - Provided	Please rate the <b>thoroughness of information</b> you viewed on this site today.				
	Please rate the <b>quality of information</b> you viewed today.				
	Please rate how well the information viewed today <b>provided answers to your questions</b> .				
	<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>				
Plain Language - Plain Language - Plain Language -	Please rate the <b>clarity of the wording</b> on this site.				
	Please rate how <b>well you understand the wording</b> on this site.				
	Please rate this site on its <b>use of short, clear sentences</b> .				



Model Instance Name:  
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 MID: R9JQtMNI09w1VJAZFsVYQ4C  
 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
CAS0045388		How did you learn about <i>my</i> Social Security?	Learned about <i>my</i> Social Security on the SSA website		check box, one up	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	A					
CAS0045390	A	How did you learn about <i>my</i> Social Security			Text area, no char limit		N		OPS_Learn about
CAS0045392		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
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
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						
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						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view <i>my</i> online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure <i>my</i> earnings record is correct						
			To view <i>my</i> Benefits and Payment Details						
			To check the status of <i>my</i> recently filed online application for benefits						
			To get a Benefit Verification Letter	B					

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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
			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 my Social Security account						
			Other reason for visiting today:	<b>Z</b>					
CAS0045407	<b>A</b>	How often do you review your online Social Security Statement?	This is my first time	<b>AA</b>	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	<b>AA</b>	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	<b>B</b>	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	<b>BB</b>					
CAS0045396	<b>BB</b>	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	<b>Z</b>	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 my Social Security online or in person?	Registered online on my first attempt	<b>A</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	<b>A,B</b>					
			Registered with in-person assistance from my local SSA office	<b>A,C</b>					
			Not sure or don't remember						
CAS0045399	<b>A</b>	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						

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CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	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 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	Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next

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CAS0045373		Was the information in your my 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						

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CAS0045388		How did you learn about <i>my</i> Social Security?	Learned about <i>my</i> Social Security on the SSA website		check box, one up	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	A					
CAS0045390	A	How did you learn about <i>my</i> Social Security			Text area, no char limit		N		OPS_Learn about
CAS0045392		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
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			2-4 times						
			5-8 times						
			9 or more times						
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						



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CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view <i>my</i> online Social Security Statement To make sure my earnings record is correct To view my Benefits and Payment Details <i>To check the status of my recently filed online application for benefits</i> To get a Benefit Verification Letter 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:	A    B           Z	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time 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	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes No		radio button one up vertical			skip logic group	Plan to View State again
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP 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	check box vertical one up	Multiple	Y	skip logic group	Agency Need
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?	Registered online on my first attempt Registered online after prior unsuccessful attempts	A A,B	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered

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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
			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 for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person and Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	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 Visit a local Social Security office Call a local Social Security office		Check box vertical	Multi	Y	Skip Logic	Do Next

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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
			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 my 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						

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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
CAS0045388		How did you learn about <i>my</i> Social Security?	CAS0045388A001	Learned about <i>my</i> Social Security on the SSA website		check box, one up	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	<b>A</b>					
CAS0045390	<b>A</b>	How did you learn about <i>my</i> Social Security				Text area, no char limit		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
			CAS0045394A002	Once every three months						
			CAS0045394A003	Once every six months						
			CAS0045394A004	9 or more times						
BJL1506		Are you currently receiving cash benefits?	BJL1506A01	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			BJL1506A02	Yes, I am receiving Social Security Benefits ( <del>r</del> Retirement, Disability, <u>Spouses</u> or Survivors)						
			BJL1506A03	Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			BJL1506A04	Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			BJL1506A07	I am entitled to Medicare Only coverage - no cash benefits						
			BJL1506A08	I am not entitled to monthly benefits or Medicare						
			BJL1506A06	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)	CAS0045395A001	To print or view <i>my</i> online Social Security Statement	<b>A</b>	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			CAS0045395A002	To make sure <i>my</i> earnings record is correct						
			CAS0045395A003	To view <i>my</i> Benefits and Payment Details						
			CAS0045395A004	To get a Benefit Verification Letter	<b>B</b>					
			CAS0045395A005	Add Extra Security to <i>my</i> online account						
			CAS0045395A006	To use SSA's online benefit calculators						
			CAS0045395A007	To apply online for Social Security or Medicare Only benefits						
			CAS0045395A008	To change <i>my</i> address with SSA						
			CAS0045395A009	To enroll in or update <i>my</i> 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  
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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
CAS0045407	A	How often do you review your online Social Security Statement?	CAS0045395A012 CAS0045407A001	Other reason for visiting today: This is my first time	Z AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			CAS0045407A002	Less frequently than once a year						
			CAS0045407A003	At least once a year						
			CAS0045407A004	Every 6 months						
			CAS0045407A005	Every 3 months						
			CAS0045407A006	Once a month						
			CAS0045407A007	More frequently than once a month						
			CAS0045407A008	Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	CAS0045408A001	Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			CAS0045409A002	IRS						
			CAS0045409A003	HUD - Federal Housing Admin. (FHA)						
			CAS0045409A004	Department of Veterans Affairs (VA)						
			CAS0045409A005	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 my 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 Registered
			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	Please select the approximate length of time it took 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						
			CAS0045399A003	30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two						
			CAS0045400A003	Three or more						
CAS0045410	C	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		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 my Social Security's instructions for registering a username and password?	CAS0045413A001	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand

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			CAS0045413A002	Partially	A					
			CAS0045413A003	No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions				Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my 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 my 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 my 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	B	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 my 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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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 did you learn about my Social Security?	Learned about my Social Security on the SSA website		check box, one up	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	A					
	A	How did you learn about my Social Security			Text area, no char limit		N		OPS_Learn about
		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
			2-4 times						
			5-8 times						
			9 or more times						
		How often do you plan to access your my 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	A,B,C,D,DD,E	Radio button, one-up-vertical		Y	Skip-Logic-Group	Password
			No						
BJL1498	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						
BJL1499	B	Did you register for Extra Security today?	Yes		Radio button, one-up-vertical		N	Skip-Logic-Group	ExtraSecurityReg
			No						
			I don't know						
BJL1500	C	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	GG					
			No	GG					
BJL1501	GG	Please explain what you did not understand about the instructions:--			Text area, no char limit		N	Skip-Logic-Group	GE_Instructions

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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
BJL1502	<b>D</b>	<del>Did you see any information describing the website's security policies or features?</del>	Yes		Radio button, one-up-vertical	Single	N	Skip Logic Group	Security
			No						
BJL1503	<b>DD</b>	<del>Do you have any concerns about the security of transactions on this website?</del>	Yes	<b>DDD</b>	Radio button, one-up-vertical	Single	N	Skip Logic Group	Security Concerns
			No						
BJL1504	<b>DDD</b>	<del>Please describe your concerns with the security of this site.</del>			Text area, no char limit		N		OE_Security Concerns
BJL1505	<b>E</b>	<del>What would you like us to improve, if anything, about this site's registration process?</del>			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)	<b>A</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	<b>B</b>					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	<b>A</b>					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	<b>C</b>					
			<del>I am entitled to Medicare Only coverage - no cash benefits</del>						
			<del>I am not entitled to monthly benefits or Medicare</del>						
			No (not receiving any benefit or receiving Medicare Only)	<b>C</b>					
			I don't know or prefer not to answer	<b>C</b>					
BJL1507	<b>A</b>	<del>What was your primary reason for visiting today? (Check all that apply)</del>	<del>To print my Social Security Statement</del>		Checkbox, one-up-vertical	Single	Y	Skip Logic Group	SSI Only Primary
			<del>To check my earnings record</del>						
			<del>To view my Benefits and Payment Details</del>						
			<del>To get a Benefit Verification Letter</del>						
			<del>Add Extra Security to my online account</del>						
			<del>Just curious - wanted to see what information was available with an online account</del>						
			Other reason for visiting today:	<b>AA</b>					
BJL1508	<b>AA</b>	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
BJL1509	<b>B</b>	<del>What was your primary reason for visiting today? (Check all that apply)</del>	<del>To print my Social Security Statement</del>		Checkbox, one-up-vertical	Single	Y	Skip Logic Group	Cash-Benefit Primary Reason
			<del>To check my earnings record</del>						
			<del>To view my Benefits and Payment Details</del>						
			<del>To get a Benefit Verification Letter</del>						
			<del>Add Extra Security to my online account</del>						
			<del>Just curious - wanted to see what information was available with an online account</del>						
			<del>To update my address</del>						
			<del>To enroll or update my direct deposit</del>						
			Other reason for visiting today:	<b>BB</b>					



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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
BJL1510	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-
BJL1511	G	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Checkbox, 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					
BJL1512	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit-Primary Reason
		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A	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	B					
			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 my Social Security account						
			Other reason for visiting today:	Z					
	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						
	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						
	B	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						

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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
			Medicare						
			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 Social Security online or in person?		A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			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						
	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			Less than 15 minutes						
			More than 15 but less than 30 minutes						
			30 minutes or more						
	B	How many prior unsuccessful online registration attempts did you make?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			One						
			Two						
			Three or more						
	C	Why did you decide to register in-person?		CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I was unsuccessful registering online and was required	CC					
			I preferred registering for my Social Security in-person at	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?			Radio button, one-up vertical	Single	Y		Xtra Security Reg
			Yes						
			No						
			I tried but was unsuccessful						
			I don't know						
		Did you understand all of my Social Security's instructions for registering a username and password?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Yes						
			Partially	A					
			No	A					
	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
		Did you see any information describing my 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 my Social Security account?			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			No						
			Yes	A					

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	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
BJL1513		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						
		Did the information obtained during your my 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					
	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
	B	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
BJL1514		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 Accomplishmen
			No	Y					
BJL1515	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					
BJL1516	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity

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<del>BJL1517</del>		<del>Was there any information on the site that was unclear to you?</del>	<del>No, all the information was clear</del>		<del>Checkbox</del>	<del>Multi</del>	<del>N</del>		<del>Clarity of Info</del>
			The language used						
			How to print a statement						
			<del>Instructions for registering for a username and password</del>						
			<del>Instructions for resetting a password and/or recalling a username</del>						
			Other						
BJL1518		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
BJL1519		What did you like least about your experience today?			Text area, no char limit		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.	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						

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SAC7234		Did you register for a username and password today?	Yes No	<u>A,B,C,D,D</u>			Y	Skip Logic Group	Password
SAC7235	<b>A</b>	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC7236	<b>B</b>	Did you register for Extra Security today?	Yes No I don't know				N	Skip Logic Group	ExtraSecurityReg
SAC7237	<b>C</b>	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	<b>CC</b> <b>CC</b>		Single	N	Skip Logic Group	Instructions
SAC7238	<b>CC</b>	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	<b>D</b>	Did you see any information describing the website's security policies or features?	Yes No		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	<b>DD</b>	Do you have any concerns about the security of transactions on this website?	Yes No	<b>DDD</b>		Single	N	Skip Logic Group	Security Concerns
SAC7241	<b>DDD</b>	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	<b>E</b>	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) 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) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving Medicare Only) I don't know or prefer not to answer	<b>A</b> <b>B</b> <b>A</b> <b>C</b> <b>C</b> <b>C</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits

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

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underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

**SSA My Social Security 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
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	B	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	C	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	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQhar0016936		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						

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

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**SSA My Social Security 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
			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						

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 Partitioned Yes 2/8/2012

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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
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	-X					
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	B	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	C	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
		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)	B					
			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	C					
			No (not receiving any benefit or receiving Medicare Only)	C					
			I don't know or prefer not to answer	C					
	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						



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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
			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					
	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
	B	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					
	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
	C	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					
	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQwil0011885	F	What was your primary reason for visiting today?-	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_Yes
			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
SAC7243	X	What was your primary reason for visiting today?-	To print 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:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason_No

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 #REF! Z5w0N58sJ5AkRkYUg4pVFg==  
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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
ACQhar0016936		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						
			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						

Holiday 2010 Custom Question Setup

**YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B**

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



**Special Instructions**

Skip Logic Group

Skip Logic Group

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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
SAC7234		Did you register for a username and password today?	Yes No	A,B,C,D,D X			Y	Skip Logic Group	Password
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know				N	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	CC CC		Single	N	Skip Logic Group	Instructions
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 No		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD		Single	N	Skip Logic Group	Security Concerns
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 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	Checkbox	Multi	Y	Skip Logic Group	Primary
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

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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
SAC7243	X	What was your primary reason for visiting today?	To print 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:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
ACQhar0016936		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						
			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						

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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
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						

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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
SAC7233		How often do you access your online statement?	<del>This is my first time</del> Daily <del>Two to three times per week</del> <del>About once a month</del> <del>Every few months</del> <del>Every 6 months or less often</del>		Dropdown (Select-one)	Single	Y		Visit Frequency
SAC7234		Did you register for a username and password today?	Yes No	A,B,C,D,D D,E,F X			Y	Skip Logic Group	Password Registration
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know				N	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	CC CC		Single	N	Skip Logic Group	Instructions
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 No		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD		Single	N	Skip Logic Group	Security Concerns
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 <del>print</del> <del>obtain</del> my Social Security Statement To check my earnings record To view my estimated benefits		Checkbox	Multi	Y	Skip Logic Group	Primary



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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
			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	X	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:			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 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						
			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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 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
			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, please specify</del>	Z					
SAC7249	Z	<del>Please specify what information was unclear to you today.</del>			Text area, no char limit		N	Skip-Logic-Group	OE_Clarify
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		<del>Please specify what additional information or services you would like to have available on this site.</del>			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						
			55-59 64						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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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
SAC7233		How often do you access your online statement?	This is my first time Daily Two to three times per week About once a month Every few months Every 6 months or less often		Dropdown (Select-one)	Single	Y		Visit Frequency
SAC7234		Did you register for a username and password today?	Yes No	A X			Y		Password Registrati
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour	B B B B B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know	C C C			Y	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	D CC, D CC, D		Single	N	Skip Logic Group	Instructions
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?	Yes No	DD DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD, E, F E, F		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
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 Improvem
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record To view my estimated benefits Other reason for visiting today:		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_ Ye
	FF	Please tell us what your primary reason was for visiting today.		FF			N	Skip Logic Group	OE_Primary Reaso
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record To view my estimated benefits Other reason for visiting today:	AA	Checkbox	Multi	Y	Skip Logic Group	Primary Reason_ No
SAC7244	AA	Please tell us what your primary reason was for visiting today.					N	Skip Logic Group	OE_Primary Reaso
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
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 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	Y YY	Checkbox	Multi	Y	Skip Logic Group	Do Next
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 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, please specify	Z	Checkbox	Multi	N	Skip Logic Group	Clarity of Info
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N	Skip Logic Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like

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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						
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SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
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 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	Checkbox	Multi	Y	Skip Logic Group	Do Next
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 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, please specify	Z	Checkbox	Multi	N	OPS Skip Logic Group	Clarity of Info
SAC7249	Z	Please specify what information was unclear to you today.			<100-text-field Text area, no char limit		N	OPS-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
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