MID: AshNI5IMsplFJJMYA9c9JA==

Date: Fill In Date



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

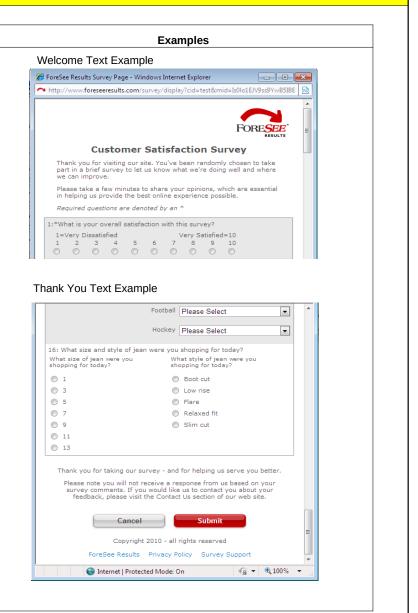
Thank you for using the Retirement Estimator on the Social Security Administration web site. Please take a minute or two and tell us what we're doing well and where we need to do better. The feedback you provide will help us improve our site and serve you better in the future.

We keep all of your answers strictly confidential. Your participation in this survey will not affect your eligibility for benefits or any business you have with Social Security.

Thank You Text

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

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



Model Instance Name: SSA Retirement Estimator v4

MID: dwYM9t9olVlhBdRVhFxhlw4C



Partitioned (Y/N)? N

FPI Included(Y/N)?

Element rotation scheme has been added

ate:	7/19/2013				
			Retirement Estimator v4		
	Model questi	ions utilize the A	ACSI methodology to determine scores and	impacts	
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
IIIQ Eusei	Look and Feel (1=Poor, 10=Excellent, Don't Know)	IIIQ EUDEI	Satisfaction	IIIQ Lubei	Apply in office for Benefits (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this online Retirement Estimator.	Satisfaction - Overall	What is your overall satisfaction with the online Retirement Estimator? (1=Very Dissatisfied, 10=Very Satisfied)	Apply in Office	How likely are you to apply for Social Security Benefits in the field office?
Look and Feel - Balance	Please rate the balance of graphics and text in this online Retirement Estimator.	Satisfaction - Expectations	How well does the online Retirement Estimator meet your expectations? (1=Falls Short, 10=Exceeds)		Apply online for Benefits (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages in this online Retirement Estimator.	Satisfaction - Ideal	How does the online Retirement Estimator compare to your idea of an ideal online process? (1=Not Very Close, 10=Very Close)	Apply Online	How likely are you to apply for Social Security Benefits online?
	Site Performance (1=Poor, 10=Excellent, Don't Know)		, , ,		Recommend (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load in this online Retirement Estimator.			Recommend	How likely are you to recommend this online Retirement Estimator to someone else?
Site Performance - Consistency	Please rate the consistency of speed from page to page in this online Retirement Estimator.				Return (if applicable) (1=Very Unlikely, 10=Very Likely)
Site Performance - Errors	Please rate the ability to load pages without getting error messages in this online Retirement Estimator.			Return	How likely are you to return to the Retirement Estimator?
Plain Language - Clear	Plain Language (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the wording in the online Retirement Estimator.			Use Other Online Services	Use Other SSA Applications (1=Very Unlikely, 10=Very Likely) How likely are you to use other Social Security online services?
Plain Language - Understandab le	Please rate how well you understand the wording in the online Retirement Estimator.				
Plain Language - Concise	Please rate the online Retirement Estimator on its use of short, clear sentences.				

Model Instance Name: SSA Retirement Estimator v4

MID: xAxNcEo455ZVQ1FNIUNsog4C

Partitioned (Y/N)? N

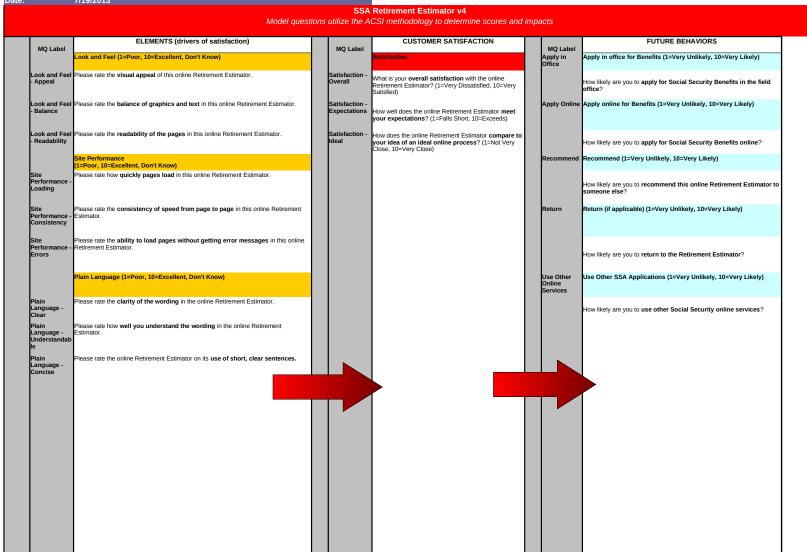
FPI Included(Y/N)?

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.



Element rotation scheme has been added

Date: 7/19/2013



SSA Retirement Estimator v4

MID: p00ldwE4ssR1MA9UUtZ5Ng4C

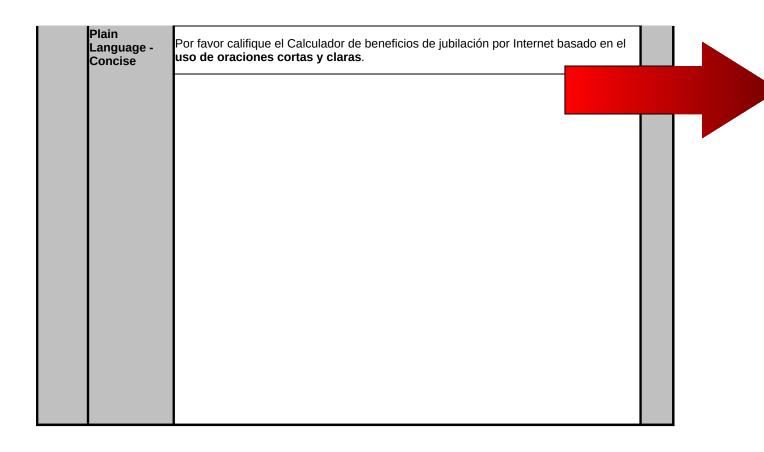
Partitioned (Y/N)?N

FPI Included(Y/N)?

Date: 7/19/2013

Model questions (

	ELEMENTS (drivers of satisfaction)
MQ Label	Anavianaia v función (1-Mala, 10-Evaclente, Na có)
	Apariencia y función (1=Mala, 10=Excelente, No sé)
Look and Feel	
- Appeal	
	Por favor califique la apariencia del Calculador de beneficios de jubilación por Internet.
Look and Feel - Balance	
- Balance	Por favor califique el equilibrio entre gráficas y texto del Calculador de beneficios de jubilación por Internet.
	jubilación por internet.
Look and Feel	
- Readability	Por favor califique la fluidez del texto del Calculador de beneficios de jubilación por
	Internet.
	Rendimiento del sitio de Internet (1=Mala, 10=Excelente, No sé)
Site	Por favor califique la rapidez con que suben las páginas el Calculador de beneficios
Loading	de jubilación por Internet.
Site	
Performance -	Por favor califique la consistencia de la rapidez para moverse de una página a la
Consistency	otra del Calculador de beneficios de jubilación por Internet.
Site	
Performance -	Por favor califique la capacidad para subir las páginas sin que reciba un error del
Errors	Calculador de beneficios de jubilación por Internet.
	, i
	Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)
Plain	
Language -	Por favor califique la claridad de las palabras usadas en el Calculador de beneficios
Clear	de jubilación por Internet.
Plain	
Language - Understandab	Por favor califique su comprensión de las palabras usadas en el Calculador de
le	beneficios de jubilación por Internet.

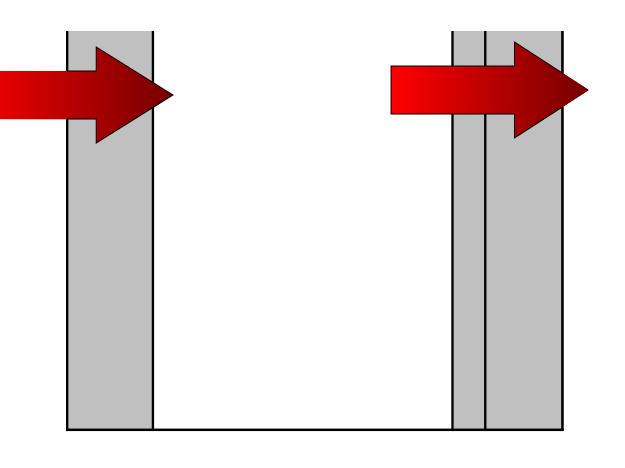


Element rotation scheme has been added

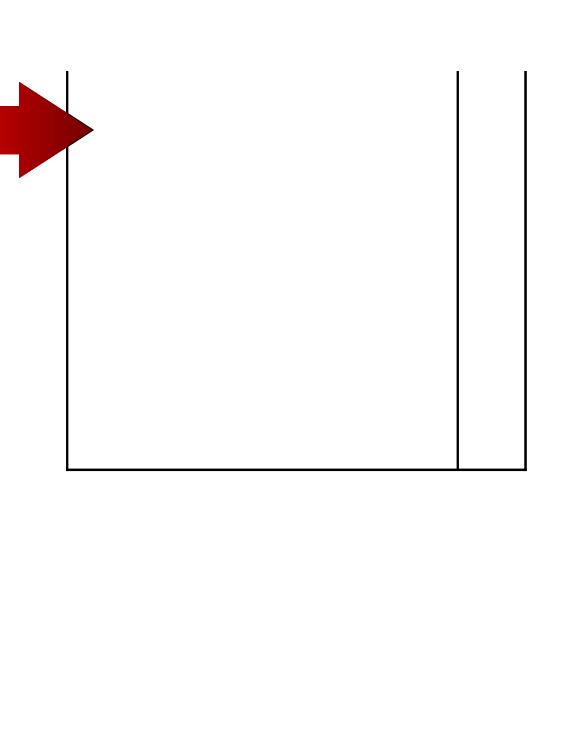
SSA Retirement Estimator v4

utilize the ACSI methodology to determine scores and impacts

	_	
CUSTOMER SATISFACTION		MQ Label
Satisfacción		Apply in Office
¿Cómo calificaría su satisfacción en general del Calculador de beneficios de jubilación por Internet? (1=Totalmente insatisfecho, 10=Totalmente satisfecho)		
¿Con cuánta exactitud el Calculador de beneficios de jubilación por Internet satisfizo sus expectativas ? (1=No llenó mis expectativas, 10=Totalmente satisfecho)		Apply Online
¿Cómo se compara el Calculador de beneficios de jubilación por Internet con lo que se imaginaría que sería su programa de computadora ideal? (1=No se asemeja, 10=Se asemeja)		
		Recommend
		Return
		Use Other Online Services
	¿Cómo calificaría su satisfacción en general del Calculador de beneficios de jubilación por Internet? (1=Totalmente insatisfecho, 10=Totalmente satisfecho) ¿Con cuánta exactitud el Calculador de beneficios de jubilación por Internet satisfizo sus expectativas? (1=No llenó mis expectativas, 10=Totalmente satisfecho) ¿Cómo se compara el Calculador de beneficios de jubilación por Internet con lo que se imaginaría que sería su programa de computadora ideal? (1=No se	Satisfacción ¿Cómo calificaría su satisfacción en general del Calculador de beneficios de jubilación por Internet? (1=Totalmente insatisfecho, 10=Totalmente satisfecho) ¿Con cuánta exactitud el Calculador de beneficios de jubilación por Internet satisfizo sus expectativas? (1=No llenó mis expectativas, 10=Totalmente satisfecho) ¿Cómo se compara el Calculador de beneficios de jubilación por Internet con lo que se imaginaría que sería su programa de computadora ideal? (1=No se



FUTURE BEHAVIORS	FPI Y?
/isitar la oficina local para solicitar los beneficios (1=Muy mprobablemente, 10=Muy probablemente)	
Cuáles son las posibilidades de que visite la oficina personalmente a oficina local del Seguro Social para solicitar los beneficios?	
Solicitar los beneficios de Seguro Social por Internet (1=Muy mprobablemente, 10=Muy probablemente)	
Cuáles son las posibilidades de que solicite los beneficios de Seguro Social usando la Internet?	
Recomendar (1=Muy improbablemente, 10=Muy probablemente)	
Cuáles son las posibilidades de que le recomiende el Calculador de peneficios de jubilación por Internet a otra persona?	е
Regresar (si procede) (1=Muy improbablemente, 10=Muy probablemente)	
Cuáles son las posibilidades de que regrese a usar el Calculador d peneficios de jubilación por Internet?	e
Jsar por Internet otros programas de computadora del Seguro Social (1=Muy improbablemente, 10=Muy probablemente)	



SSA Retirement Estimator v3

MID: AshNI5IMsplFJJMYA9c9JA==

Date: 8/16/2010



ELEMENTS (drivers of satisfaction) Site Performance (if applicable) (2,1-Poor, 10=Excellent, Don't Know) Please rate the consistency of speed from page-to-page on this online Retirement Estimator. Please rate the ability to load pages without getting errors on this online Retirement Estimator? Please rate the ability to load pages without getting errors on this online Retirement Estimator. Look and Feel (1-Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the instructions to complete this online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retirement Estimator. Please rate the number of steps for entering the information into the online Retiremen		CSI methodology to determine scores and	mpaoto			
(1=Very Unlikely, 10=Very Likely) Please rate how quickly pages load on this online Retirement Estimator. Please rate the consistency of speed from page-to-page on this online Retirement Estimator? Please rate the ability to load pages without getting errors on this online Retirement Estimator. Look and Feel (1=Very Unlikely, 10=Very Likely) 14 How likely are you to apply for Social Security Beneficiations? Look and Feel (1=Very Unlikely, 10=Very Likely) 15 How likely are you to apply for Social Security Beneficiations? Recomment (1=Very Unlikely, 10=Very Likely) 16 How likely are you to apply for Social Security Beneficiations? Recomment (1=Very Unlikely, 10=Very Likely) 17 How likely are you to recommend this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION		FUTURE BEHAVIORS		
Retirement Estimator? Please rate the consistency of speed from page-to-page on this online Retirement Estimator. Please rate the ability to load pages without getting errors on this online Retirement Estimator. Look and Feel (1-Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online		ntisfaction				
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Estimator. Look and Feel (1-Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. On-Line Application Process (1-Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online						
(1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the layout of the online Retirement Estimator. Please rate the readability of the online Retirement Estimator. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online				ou to apply for Social Security Benefits in the		
Someone else? Return (if applicable) (1=Very Unlikely, 10=Very Likely) 16 How likely are you to return to the Retirement Estimator. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	;, Don't Know)			y, 10=Very Likely)		
Please rate the readability of the online Retirement Estimator. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online (1=Very Unlikely, 10=Very Likely) 16 How likely are you to return to the Retirement Estimator (1=Very Unlikely, 10=Very Likely) 17 How likely are you to use other online applications of Security web site?	appeal of this online Retirement Estimator.					
On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	of the online Retirement Estimator.		Return (if applic	cable) y, 10=Very Likely)		
(1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online	ility of the online Retirement Estimator.					
Please rate the clarity of the instructions to complete this online Retirement Estimator. Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online						
Please rate the simplicity of completing this online Retirement Estimator. Please rate the number of steps for entering the information into the online			17 How likely are yo	ou to use other online applications on the So		
Please rate the number of steps for entering the information into the online	ity of completing this online Retirement Estimator		Security web si	te?		

SSA Retirement Estimator v3

MID: JU89h10NUtR9V44MIk9ldA==

Date: 8/16/2010



and the second s	1	
Model questions utilize ELEMENTS (drivers of satisfaction)	the ACSI methodology to determine scores an CUSTOMER SATISFACTION	future Behaviors
Site Performance (If applicable)	Satisfaction	Apply online for Benefits
(1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this online Retirement Estimator.	10 What is your overall satisfaction with the online Retirement Estimator?	(1=Very Unlikely, 10=Very Likely) 13 How likely are you to apply for Social Security Benefits online?
Please rate the consistency of speed from page-to-page on this online Retirement Estimator.	11 How well does the online Retirement Estimator meet your expectations?	Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)
Please rate the ability to load pages without getting errors on this online Retirement Estimator.	l '	
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the visual appeal of this online Retirement Estimator.		15 How likely are you to recommend this online Retirement Estimate someone else?
Please rate the layout of the online Retirement Estimator.		Return (if applicable) (1=Very Unlikely, 10=Very Likely)
Please rate the readability of the online Retirement Estimator.		16 How likely are you to return to the Retirement Estimator?
On-Line Application Process (1=Poor, 10=Excellent, Don't Know)		Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)
Please rate the clarity of the instructions to complete this online Retirement Estimator.		17 How likely are you to use other online applications on the Social Security web site?
Please rate the simplicity of completing this online Retirement Estimator.		
Please rate the number of steps for entering the information into the online Retirement Estimator.		

SSA Retirement Estimator v3

MID: VAdII9VQFstVQBhNYFkAxw==

Date: 12/6/2010



ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Apply online for Benefits (1=Very Unlikely, 10=Very Likely)
Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación. Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación. Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación. Look and Feel (1=Poor, 10=Excellent, Don't Know) Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.	 2Cuál es su impresión general de este Calculador de beneficios por jubilación? ¿Con qué exactitud cumple con sus expectativas este Calculador? ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento ideal por Internet? 	2 Cuáles son las posibilidades de que solicite los beneficio Social usando la Internet? Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely) 14 ¿Cuáles son las posibilidades de que solicite los beneficio Social visitando la oficina local del Seguro Social? Recommend (1=Very Unlikely, 10=Very Likely) ¿Cuáles son las posibilidades que recomiende este Calcubeneficios por jubilación a otra persona? Return (if applicable)
Favor de calificar el diseño de este Calculador de beneficios por jubilación. Favor de calificar la legibilidad de Calculador de beneficios por jubilación. On-Line Application Process (1=Poor, 10=Excellent, Don't Know) Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación. Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación. Favor de calificar la cantidad de pasos a seguir para ingresar la información		(1=Very Unlikely, 10=Very Likely) 16 ¿Cuáles son las posibilidades de que regrese a este Calcubeneficios por jubilación? Use Other SSA Applications (1=Very Unlikely, 10=Very Likely) 17 ¿Cuáles son las posibilidades de que use otras solicitude sitio de Internet del Seguro Social?
requerida en este Calculador de beneficios por jubilación.		

SSA Retirement Estimator v3

MID: VAdli9VQFstVQBhNYFkAxw==

Date: 12/6/2010



Madal quantiana utiliza	the ACCI methodology to determine ecores and	d imposts
ELEMENTS (drivers of satisfaction)	the ACSI methodology to determine scores and CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Apply online for Benefits (1=Very Unlikely, 10=Very Likely)
Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación.	20 ¿Cuál es su impresión general de este Calculador de beneficios por jubilación?	2 ¿Cuáles son las posibilidades de que solicite los beneficios de Social usando la Internet?
Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación.	2Con qué exactitud el Calculador de beneficios por jubilación esatisfizo sus expectaciones?> ¿Con qué exactitud cumple con sus expectativas este Calculador?	Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)
Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación.	12 ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento perfecto?> ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un	14 ¿Cuáles son las posibilidades de que solicite los beneficios de Social visitando la oficina local del Seguro Social?
Look and Feel (1=Poor, 10=Excellent, Don't Know)	procedimiento ideal por Internet?	Recommend (1=Very Unlikely, 10=Very Likely)
Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.		15 ¿Cuáles son las posibilidades que recomiende este Calculado beneficios por jubilación a otra persona?
Favor de calificar el diseño de este Calculador de beneficios por jubilación.		Return (if applicable) (1=Very Unlikely, 10=Very Likely)
Favor de calificar la legibilidad de Calculador de beneficios por jubilación. On-Line Application Process		16 ¿Cuáles son las posibilidades de que regrese a este Calculado beneficios por jubilación? Use Other SSA Applications
(1=Poor, 10=Excellent, Don't Know)		(1=Very Unlikely, 10=Very Likely)
Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación.		¿Cuáles son las posibilidades de que use otras solicitudes en sitio de Internet del Seguro Social?
Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación.		
Favor de calificar la cantidad de pasos a seguir para ingresar la información requerida en este Calculador de beneficios por jubilación.		

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9olVlhBdRVhFxhlw4C Date: 10/6/2010

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

oink: ADDITION

		SSA Retirement Estimator v4 CUSTOM QUE	STION LI	ST
•				

			SSA Retirement Estimator v4 CUSTOM QU	ESTION L	151				
QID BJL2254	Skip Logic Label	·	Answer Choices (limited to 50 characters) Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions Skip Logic Group	CQ Label Learned about RE
			Other, please specify	С					
BJL2255	С	Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
STE0050206	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE Website
STE0050207		How often do you use the Retirement Estimator?	This was the first time Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Ÿ		Frequency
BJL2263		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
BJL2264		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
BJL2265		Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
BJL2266	F	What other benefit estimates were you trying to obtain?			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
STE0057596		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9olVlhBdRVhFxhlw4C

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

pink: ADDITION

	Date:	10/6/2010
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			SSA Retirement Estimator v4 CUSTOM QU	ESTION L	IST				
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
STE0057597	G	Please explain why you think that the retirement estimate(s) was/were not based on your entire Social Security earnings record?			Text area, no char limit	Single	N	Skip Logic Group	OE_Not based on earnings
BJL2267		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
BJL2268	A	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred	That a rangation amount not noted above.		Text area, no char limit		N	Skip Logic Group	Other Difficulty
MAD0043083		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your application for retirement? (Please select all that apply)	Social Security's Online Retirement Planner SSA Home Page The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website I did not use any resources to prepare	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
MAD0043084	Α	Please describe what other resources you used to help prepare for your retirement application	i du not use any resources to prepare		Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website Try the Retirement Estimator again						
			Don't Know						
			Other	Α					
MAD0043085	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2273		What is your age ?	Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 67 and over Prefer not to answer		Drop down, select one	Single	N		Age

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9olVlhBdRVhFxhlw4C Date: 10/6/2010

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			SSA Retirement Estimator v4 CUSTON	M QUESTION L	IST				
	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
BJL2254		How did you first learn about the Retirement Estimator?	Search engine Linked from another website	C2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
			From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media						
			My employer or Human Resources department My financial advisor Word of mouth						
BJL2255	С	Please specify how you first learned about the Retiremen	Other, please specify	С				Skip Logic Group	Other learned
		Estimator.			Text field, <100 char		N		about
STE0050206	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE_Website
STE0050207		How often do you use the Retirement Estimator?	This was the first time Every few months or less often Monthly Weekly		Radio button, one-up vertical	Single	Y		Frequency
			Several times a week Daily/more than once a day						
BJL2263		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
BJL2264		How do you plan to file for retirement benefits?	Don't Know I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
BJL2265		Did you accomplish your primary purpose in using the Retirement Estimator? Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
			No Still Trying	F F					
BJL2266	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. What other benefit estimates were you trying to obtain?			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings

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10/6/2010 Date: SSA Retirement Estimator v4 CUSTOM QUESTION LIST Skip Logic **Answer Choices** Single or Required Special **Question Text** (limited to 50 characters) Multi Y/N Instructions QID Label Skip to Type (select from list) CQ Label Γext area, no char limit Single Skip Logic Group OE Not based on stimate(s) was/were not based on your entire Social earnings Security earnings record? **BJL2267** How would you describe your navigation experience on I had no difficulty navigating/browsing to the Retirement Estimator Checkbox, one-up vertical Multi Skip Logic Group Navigation the SSA site today **prior** to arriving at the Retirement Experience I had difficulty finding the links to the Retirement Estimator Estimator? (Please select all that apply) I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above: BJL2268 Other Difficulty Please describe your navigation difficulty and identify Text area. no char limit Skip Logic Group where on the Social Security website this problem occurred MAD0043083 Prior to visiting the Retirement Estimator, have you used Social Security's Online Retirement Planner Checkbox, one-up vertical Multi Skip Logic Group Other Resources any of the following resources to prepare for your SSA Home Page application for retirement? (Please select all that apply) The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website I did not use any resources to prepare MAD0043084 Please describe what other resources you used to help Text area, no char limit N OPS Other prepare for your retirement application Resources BJL2270 What do you plan to do next on the Social Security Nothing, the Retirement Estimator provided what I needed Radio button, one-up vertical Sinale Do Next website to continue your pre-retirement preparations? Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know Other MAD0043085 Please describe what you plan to do next to continue OPS Do Next Text area, no char limit Ν your pre-retirement preparation BJL2273 What is your age? Under 25 Drop down, select one Single Ν Age 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9olVlhBdRVhFxhlw4C 10/6/2010

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Prior to visiting the Retirement Estimator, have you used Social Security's Online Retirement Planner

SSA Home Page

any of the following resources to prepare for your

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SSA Retirement Estimator v4 CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** Single or Required Special **Question Text** (limited to 50 characters) Y/N QID Skip to Type (select from list) Multi Instructions CQ Label BJL2254 How did you first learn about the Retirement Estimator? Search engine Single Learned about RE Radio button, one-up vertical Linked from another website C2 From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify BJL2255 С Other learned about Please specify how you first learned kip Logic Group Other learned about the Retirement Estimator. Text field, <100 char Ν about How often do you use the Retirement Estimator? is was the first time Radio button, one-up vertical Single Frequency veral times a week aily/more than once a day BJL2263 When do you expect to file for retirement benefits? Within 12 months Radio button, one-up vertical Single Expect to File 1 to 3 years More than 3 but less than 6 years More than 6 years 6 years or more Don't Know BJL2264 How do you plan to file for retirement benefits? I prefer to file my retirement application online How to File Radio button, one-up vertical Single By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know BJL2265 Radio button, one-up vertical Did you accomplish your primary purpose in using the Single Skip Logic Group Accomplish Goal Yes Still Trying BJL2266 Text area. no char limit OE Did not If you did not accomplish your primary purpose in using Sinale Skip Logic Group the Retirement Estimator, please tell us why you were not accomplish able to do so. **BJL2267** How would you describe your navigation experience on I had no difficulty navigating/browsing to the Retirement Estimator Multi Navigation Checkbox, one-up vertical Skip Logic Group the SSA site today **prior** to arriving at the Retirement Experience I had difficulty finding the links to the Retirement Estimator Estimator? (Please select all that apply) I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above: BJL2268 Please describe your navigation difficulty and identify Other Difficulty Text area, no char limit Skip Logic Group where on the Social Security website this problem occurred

Other Resources

Skip Logic Group

Checkbox, one-up vertical

Multi

Social Security Administration
SSA Retirement Estimator v4
MID: dwYM9t9olVlhBdRVhFxhlw4C
Date: 10/6/2010

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			SSA Retirement Estimator v4 CUSTOM QL	JESTION L	IST				
QID	Skip Logic Label	Question Text application for retirement? (Please select all that apply)	Answer Choices (limited to 50 characters) The Online Social Security Statement in the my Social Security	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website I did not use any resources to prepare	A					
MAD0043084	Α	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
			Other	Α					
MAD0043085	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2273		What is your age ?	Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 67 and over Prefer not to answer		Drop down, select one	Single	N		Age

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9oIVIhBdRVhFxhlw4C Date: 10/6/2010

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			SSA Retirement Estimator v4 CUSTOM QUESTI	ON LIST					
	Skip Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
JL2254		How did you first learn about the Retirement Estimator?	Search engine		Radio button, one-up vertical	Single	Y	OPS Group	Learned about R
			Linked from another website	_					
			From an SSA representative SSA publication	+					
			From my Annual Social Security Statement	+					
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth	_					
JL2255	С	Other learned about	Other, please specify	С				OPS Group	Other learned
JLZZJJ	`	Other learned about			Text field, <100 char		N	Or 3 Group	about
JL2256		Have you ever sought advice on retirement/financial	Yes	Đ	Drop down, select one	Single	¥	Skip Logic Group	Sought Advice
		planning or saving strategies?	Ne						
IL2257	Đ	From what source have you sought advice on	Family/Friend	1	Checkbox, one-up vertical	Multi	¥	Skip Logic Group	Advice Source
		retirement/financial planning or saving strategies.	Financial professional	-					
			Internet Other	+					
JL2258		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else		Radio button, one-up vertical	Single	¥		Assistance
		retirement Estimator?	I completed it for myself with assistance from a friend or family member						
			I completed it for myself with assistance from a professional						
			I completed it for someone else						
			Other						
JL2259		Did the Retirement Estimator help you decide at what age to claim benefits?			Radio button, one-up vertical	Single	¥	Skip Logic Group	Help Decision
JL2260	A	Please tell us why the Retirement Estimator did not help you	Ne	A	Text area, no char limit		N	Skip Logic Group	OE Didn't help
JEEEOO		decide at what age to claim benefits.			Text area, no ona mme			Skip Logic Group	decide age to
JL2261	-	At what age do you plan to file for benefits?	62		Drop down, select one	Single	¥	Skip Logic Group	Age to File
			63	1					
			64	-					
			20	+					
			67	1					
			68	1					
			69						
			70						
			71 or older	-					
			Unsure Other, please specify	E					
JL2262	E	Please specify the age at which you intend to file for benefits.	Other, peace specify		Text field, <100 char		N	Skip Logic Group	Other Age
IL2263		When do you expect to file for retirement benefits?	Within 12 months		Radio button, one-up vertical	Single	Y		Expect to File
			1 to 3 years]					
			More than 3 but less than 6 years						
			More than 6 years	1					
IL2264	+	How do you plan to file for retirement benefits?	Don't Know I prefer to file my retirement application online	-	Radio button, one-up vertical	Single	Y		How to File
JL2204		now do you plan to life for retirement benefits?	By telephone interview	+	Tradio button, one-up vertical	Sirigie	'		How to File
			Face-to-face in my local SSA field office	1					
			Online with telephone or in-person assistance, if needed	1					
			Don't Know	1					
JL2265		Did you accomplish your primary purpose in using the	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goa
			No	F					
			Still Trying	1 -					

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9olVlhBdRVhFxhlw4C Date: 10/6/2010

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SSA Retirement Estimator v4 CUSTOM QUESTION LIST											
QID BJL2266	Skip Logic Label	Question Text If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Single or Multi Single	Required Y/N N	Special Instructions Skip Logic Group	CQ Label OE_Did not accomplish		
BJL2267		do so. How would you describe your navigation experience on the	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator> I had difficulty because the links often -did not take me where I expected> I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above:		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience		
BJL2268	A	Other navigation difficulty> Please describe your navigation difficulty and identify where on the Social Security website this problem occurred			Text area, no char limit		N	Skip Logic Group	Other Difficulty		
BJL2269		Have you ever used the SSA Retirement Planner?	Yes Ne Don't know what that is		Radio button, one-up vertical	Single	¥	Chin Lania Casus	RE Planner		
		Prior to visiting the Retirement Estimator, have you used any of the following resources to prepare for your application for retirement? (Please select all that apply)	Social Security's Online Retirement Planner SSA Home Page The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources		
	A	Diagon describe what other recovers you used to half	Instructional video on the online application page Other resource on the SSA website	Α	Text area, no char limit		N		OPS Other		
BJL2270	A	Please describe what other resources you used to help prepare for your retirement application What do you plan to do next in regard to getting answers about your estimated retirement benefits?> What do you plan to do next on the Social Security website to continue	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Resources Do Next		
		your pre-retirement preparations?	Call Social Security's 800 number Call my local Social Security office								
			Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know								
	A	Please describe what you plan to do next to continue your pre-retirement preparation	Other	Α	Text area, no char limit		N		OPS Do Next		
BJL2271		What is your preferred language for conducting business with the Social Security Administration?	English Spanish Other, please specify	A	Radio button, one-up vertical	Single	¥	OPS Group	Preferred languag		
BJL2272	A	Other preferred language			Text field, <100 char		N	OPS Group	Other learned		
BJL2273			Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 64 65 66 and over		Drop down, select one	Single	N		Age		

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BA3234 When do you line? When	None-dayana kac2	QID	Logic	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label			
Advanced days and such of the control of the contro	All Address of the control of the co			•	67 or older		7,			,				
Personal Accounts (Center of Controls of Center of Controls of Center of Controls of Center of Controls of Center of	February February February Construction	D 11 227/		Where do you live?			Dron down select one	Single	N	Skin Logic Group	Location			
- Pohnston Atoli			Label	Where do you live?	(limited to 50 characters) 67-or-oilder Prefer not to answer Alabama Alaska Arizana Arkansas California Colorade Connecticut Delaware District of Columbia Florida Georgia Hawaii (daho Illinois Indiana Iowa Kansas Kentucky Louisiana Maryland Massachusetts Michigan Minnesota Mississippi Mississippi Mississippi Missouri Montana New-Jaresy New-York North-Carolina North-Dakota Orlino Delayaria Rhode Island South-Dakota Chile Oklahoma Oregon Pennsylvania Rhode Island South-Dakota Tennessee Fexas Utah Vermont Virginia Wassington West Virginia Wissensin Wyoming American-Gamaa North-Dakota Chile Oklahoma Oregon Pennsylvania Rhode Island South-Dakota Tennessee Fexas Utah Vermont Virginia Wassington West Virginia Wissensin Wyoming American-Gamaa Gueam North-Dakota Chale Us Yirginia Wissensin Wyoming American-Gamaa Gueam North-Mariana Islands Puerto Rice Us Virgin Islands Balox North-Dakota Charin Hariana Islands Puerto Rice Us Virgin Islands Balox North-Dakota Gueam North-Dakota Characteria South-Dakota Fennessee Fexas Utah Vyoming American-Gamaa Gueam Northern Mariana Islands Puerto Rice Us Virgin Islands Balox New-Dark Balox New-Dark Balox Light Stand Howland Island Balox New-Dark	Skip to								

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9oIVIhBdRVhFxhlw4C Date: 10/6/2010

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			SSA Retirement Estimator v4 CUSTOM QUESTIO	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
	Midway Atell Navassa Island Palmyra Atell Serranilla Bank Wake Island								
BJL2275	_		Other - Please specify	G	Text field, <100 char		NI.	Chin Logio Croup	Other Location
BJL2276		Please specify where you live. What is the highest level of education you have completed?	No high galact		Drop down, select one	Single		Skip Logic Group Skip Logic Group	Education
DJLZZ70			Some high school High school diploma or equivalent		Drop down, select one	Single	14	Skip Logic Group	Education
			Some college, but no degree						
			Associate's degree						
			Bachelor's degree						
			Master's degree						
			Professional degree (MD, JD, etc)						
			Doctorate degree (PhD)						
			Prefer not to answer						
			Other, please specify	X					
BJL2277	×	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education

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Date: 10/6/2010

	SSA Retirement Estimator v4 CUSTOM QUESTION LIST											
	Obia											
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

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			SSA Retirement Estimator v3 CUSTOM QUESTIO	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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine		Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
			Linked from another website					·	
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth	_					
ED005040		Others In a war and a live and	Other, please specify	С				ODG Green	
EDO05316	С	Other learned about			Toyt field <100 char		N.	OPS Group	Other learned
EDO05317		Have you ever sought advice on retirement/financial	Yes	D	Text field, <100 char Drop down, select one	Single	N Y	Skip Logic Group	about Sought Advice
LD003317		planning or saving strategies?	No		Drop down, Select one	Sirigle	'	Skip Ługic Gruup	Sought Advice
EDO05318	D	From what source have you sought advice on	Family/Friend		Checkbox, one-up vertical	Multi	Υ	Skip Logic Group	Advice Source
	_	retirement/financial planning or saving strategies.	Financial professional						
			Internet						
			Other						
EDO05319		Which statement best describes how you completed the	I completed it for myself without assistance from anyone else		Radio button, one-up vertical	Single	Y		Assistance
		Retirement Estimator?	I completed it for myself with assistance from a friend or family member						
			I completed it for myself with assistance from a professional						
			I completed it for someone else						
			Other						
EDO05320		Did the Retirement Estimator help you decide at what age to			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Help Decision
		claim benefits?							
			No	\bigcirc A		Cna	anging to a sk	ip logic questions	
	Α	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't help decide age to
EDO05321		At what age do you plan to file for benefits?	62		Drop down, select one	Single	Υ	Skip Logic Group	Age to File
			63					Change to Skip Logic so	
			64					that it can be a drop	
			65					down question.	
			66						
			67						
			68						
			69						
			71 or older						
			Unsure						
			Other, please specify	Е					
EDO05322	Е	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you apport to file for reference the refere	Műthis 12 months		Dadia huttan ara un matical	Circula	Y		Evenet to Elle
EDU05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years		Radio button, one-up vertical	Single	Y		Expect to File
			More than 3 but less than 6 years			1			
			More than 6 years			1			
			Don't Know				1		
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online		Radio button, one-up vertical	Single	Υ		How to File
			By telephone interview						,
			Face-to-face in my local SSA field office			1			
			Online with telephone or in-person assistance, if needed			1			
			Don't Know						
EDO05325		Did you accomplish your primary purpose in using the	Yes		Radio button, one-up vertical	Single	Y		Accomplish Goal

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

			<u> </u>						
	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
EDO05326	F	If you did not a second link you will not a second link you will not be second link yo	Still Trying	F	Total control of the Control	Cin ole	N		OE Did not
ED005326	_ F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able t			Text area, no char limit	Single	IN .		accomplish
		do so.							docomplian
		How would you describe your navigation experience on the	I had no difficulty navigating/browsing to the Retirement Estimator		Radio button, one-up vertical	Multi	Y	OPS Group	Navigation
		SSA site today prior to arriving at the Retirement Estimator?	I had difficulty finding the links to the Retirement Estimator					·	Experience
		(Please select all that apply)	Links often did not take me where I expected						
		please note the bolding of the word 'prior'	I experienced technical difficulties (error messages, broken links, etc.)						
		P P P P P P P P P P P P P P P P P P P	I had a navigation difficulty not listed above:	Α					
	Α	Other navigation difficulty			Text field, <100 char		N	OPS Group	Other Difficulty
EDO05327		Have you ever used the SSA Retirement Planner?	Yes	_	Radio button, one-up vertical	Single	Y		RE Planner
			No Don't know what that is	_					
0005328		What do you plan to do novt in regard to getting answers	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
J-003328		What do you plan to do next in regard to getting answers	Call Social Security's 800 number	\dashv	radio button, one-up vertical	Sirigle	l r		Do Next
			Call my local Social Security office	\dashv					
			Visit my local Social Security office	\dashv					
			Try finding the answers on the Social Security website	\dashv					
			Try the Retirement Estimator again	\neg					
			Don't Know						
EDO06581		What is your preferred language for conducting business wit	h English		Radio button, one-up vertical	Single	Y	OPS Group	Preferred langua
		the Social Security Administration?	Spanish						
			Other, please specify	A					
EDO06582	Α	Other preferred language			L			OPS Group	Other learned
		Lun	11 1 40		Text field, <100 char	0: 1	N		about
O05329		What is your age ?	Under 18		Drop down, select one	Single	N		Age
			18-20	_					
			21-30 31-40	_					
			41-50	_					
			51-55	-					
			56 57	_					
			58						
			59						
			60						
			61						
			62 63						
			63	_					
			64 65	\dashv					
			66	\dashv					
			67 or older	\dashv					
			Prefer not to answer	\dashv					
O05330		Where do you live?	Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska					Change to Skip Logic so	
			Arizona					that it can be a drop	
			Arkansas					down question.	
			California						
			Colorado						
			Connecticut	_					
			Delaware District of Columbia						
			Florida	-					
			Georgia						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						

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	SSA Retirement Estimator v3 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	
			Maryland							
			Massachusetts							
			Michigan Minnesota							
			Mississippi							
			Mississippi Missouri							
			Montana							
			Nebraska							
			Nevada							
			New Hampshire							
			New Jersey							
			New Mexico							
			New York							
			North Carolina							
			North Dakota							
			Ohio							
			Oklahoma							
			Oregon							
			Pennsylvania							
			Rhode Island							
			South Carolina							
			South Dakota							
			Tennessee							
			Texas							
			Utah							
			Vermont Virginia							
			Washington							
			West Virginia							
			Wisconsin							
			Wyoming							
			American Samoa							
			Guam							
			Northern Mariana Islands							
			Puerto Rico							
			US Virgin Islands							
			Bajo Nuevo Bank							
			Baker Island							
			Howland Island							
			Jarvis Island							
			Johnston Atoll							
			Kingman Reef							
			Midway Atoll							
			Navassa Island							
			Palmyra Atoll							
			Serranilla Bank							
			Wake Island Other - Please specify	G						
EDO05331	G	Please specify where you live.	Опісі - гісазе бреспу		Text field, <100 char		N	Skip Logic Group	Other Location	
EDO05331	Ĭ	What is the highest level of education you have completed?	No high school		Drop down, select one	Single	N	Skip Logic Group	Education	
		man and manage to	Some high school			O. Igic		Change to Skip Logic so	Luddullon	
			High school diploma or equivalent					that it can be a drop		
			Some college, but no degree					down question.		
			Associate's degree							
			Bachelor's degree							
			Master's degree							
			Professional degree (MD, JD, etc)							
			Doctorate degree (PhD)							
			Prefer not to answer							
			Other, please specify	Х						
EDO05333	Х	Please specify the highest level of education you have			Text field, <100 char		N	Skip Logic Group	Other Education	
		completed.								

Social Security Administration SSA Retirement Estimator v3

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Date: 10/6/2010

SSA Retirement Estimator v3 CUSTOM QUESTION LIST												
	Skip Logic		Answer Choices			Single or						
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi						

Required Y/N	Special Instructions

Social Security Administration
SSA Retirement Estimator v3

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blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions

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			SSA Retirement Estimator v3 CUSTOM 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
EDO05315	Labei			Skip to			Y		
		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Woord of mouth Other, please specify	С	Radio button, one-up vertical	Single	Ý	OPS Group	Learned about RE
EDO05316	С	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes No	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes No		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F	Radio button, one-up vertical	Single	Y		Accomplish Goal

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SSA Retirement Estimator v3 CUSTOM Q	UESTION LIST
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			SSA Retirement Estimator v3 COSTOM QUESTIC	NI 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
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		do so. Have you ever used the SSA Retirement Planner?	Yes		Radio button, one-up vertical	Single	Y		RE Planner
LDOUSSEI		liave you ever used the SSA Netherneric Flamer:	No		Tradio buttori, orie-up vertical	Sirigie	'		INE Flammer
EDO05328		What do you plan to do nout in regard to gotting analysis	Don't know what that is Nothing, the Retirement Estimator provided what I needed		Dadia huttan ana un vartical	Cinala	Y		Do Next
ED005328		What do you plan to do next in regard to getting answers	Call Social Security's 800 number		Radio button, one-up vertical	Single	T T		Do Next
			Call my local Social Security office						
			Visit my local Social Security office Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
EDO06581		What is your preferred language for conducting business with the Social Security Administration?	English Spanish		Radio button, one-up vertical	Single	Y	OPS Group	Preferred langua
			Other, please specify	Α					
EDO06582	Α	Other preferred language			T . C . L . 400 . L			OPS Group	Other learned
EDO05329		What is your age?	Under 18		Text field, <100 char Drop down, select one	Single	N N		about Age
10000020		What is your age:	18-20		Brop down, Sciect one	Sirigic			, ngc
			21-30						
			31-40 41-50						
			51-55						
			56						
			<u>57</u> 58						
			59						
			60 61						
			62						
			63						
			64 65						
			66						
			67 or older						
DO05330		Where do you live?	Prefer not to answer Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska		, ,			Change to Skip Logic so	
			Arizona Arkansas					that it can be a drop down question.	
			California					·	
			Colorado Connecticut						
			Delaware						
			District of Columbia						
			Florida Georgia						
			Hawaii						
			Idaho						
			Illinois Indiana						
			Iowa						
			Kansas Kentucky						
			Louisiana						
			Maine						
			Maryland Massachusetts						
			Michigan						
			Minnesota						
			Mississippi Missouri						
			Montana						

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			SSA Retirement Estimator v3 CUSTOM QUESTIO	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
		·	Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Tennessee						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			American Samoa						
			Guam						
			Northern Mariana Islands						
			Puerto Rico						
			US Virgin Islands						
			Bajo Nuevo Bank						
			Baker Island						
			Howland Island						
			Jarvis Island						
			Johnston Atoll						
			Kingman Reef						
			Midway Atoll						
			Navassa Island						
			Palmyra Atoll Serranilla Bank						
			Serraniia Bank Wake Island						
			Other - Please specify	G					
DO05331	G	Please specify where you live.	Other - Please specify	G	Text field, <100 char		N	Skip Logic Group	Other Location
0005331		What is the highest level of education you have completed?	No high school		Drop down, select one	Single		Skip Logic Group	Education
J G J J J J J J J J J J J J J J J J J J			Some high school		Drop down, select one	Sirigie		Change to Skip Logic so	Luucanon
			High school diploma or equivalent					that it can be a drop	
			Some college, but no degree					down question.	
			Associate's degree						
			Bachelor's degree						
			Master's degree						
			Professional degree (MD, JD, etc)						
			Professional degree (MD, JD, etc) Doctorate degree (PhD)						
			Prefer not to answer Other, please specify	х					
EDO05333	х	Please specify the highest level of education you have	Other, piease specify	_ ^	Text field, <100 char		N	Skip Logic Group	Other Education
		r lease specify the highest level of education you have			Frent Heid, \100 Chai		IN	OKIP LUGIC GIUUP	Other Education

Social Security Administration SSA Retirement Estimator v3

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Date: 10/6/2010

SSA Retirement Estimator v3 CUSTOM QUESTION LIST											
	Skip Logic		Answer Choices			Single or					
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi					

Required Y/N	Special Instructions

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions

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			SSA Retirement Estimator v3 CUSTOM QUESTIO	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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website		Radio button, one-up vertical	Single	Y	OPS Group	Learned about RE
			From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media						
			My employer or Human Resources department My financial advisor Word of mouth						
			Other, please specify	С					
EDO05316	С	Other learned about			Text field, <100 char		N	OPS Group	Other learned about
EDO05317		Have you ever sought advice on retirement/financial	Yes	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318	D	planning or saving strategies? From what source have you sought advice on retirement/financial planning or saving strategies.	No Family/Friend Financial professional		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
			Internet Other						
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional		Radio button, one-up vertical	Single	Y		Assistance
			I completed it for someone else Other						
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?			Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	No 62 63 64 65 66 67 68 69 77 0 71 or older		Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
ED005000		Discount of the same that the file for her file	Other, please specify	E	Total field at 00 above		N.	Chin Lania Caran	Other Are
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
EDO05325		Did you accomplish your primary purpose in using the	Yes No Still Trying	F	Radio button, one-up vertical	Single	Y		Accomplish Goal
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish

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	SSA Retirement Estimator v3 CUSTOM QUESTIC	N LIST

Approach Districts Books of Linder Control of Control				SSA Retirement Estimator v3 CUSTOM QUESTIC	ON LIST					
What do you do to do need an request to spirited answers to spirit		Logic		(limited to 50 characters)	Skip to		Multi	Y/N	Special Instructions	
Control Cont	EDO05327		Have you ever used the SSA Retirement Planner?			Radio button, one-up vertical	Single	Υ		RE Planner
Make on your data of metal in regarding and provided and all in received metals and provided and all in received metals and provided and all invested metals and all i										
State See selected actions and See See Seeding (See Seeding (Seeding	EDO05328		What do you plan to do next in regards to getting answers			Radio button, one-up vertical	Single	Y		Do Next
Second S			do next in regard to getting answers about your	Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again						
Mail Style September Sep	EDO06581		What is your preferred language for conducting business with	English		Radio button, one-up vertical	Single	Υ	OPS Group	Preferred language
White is your age?			the Social Security Administration?	Spanish			g			
White is your age?				Other, please specify	Α					
19-20 21-3	EDO06582	A	Other preferred language			Tout field <100 -b			OPS Group	Other learned
19-20 21-3	FD005329		What is your age?	Linder 18		Dron down select one	Single	N		Age
1.30 1.40 1.40 1.50 1							Single	"		, .gc
13-40				21-30						
Si - Si Si Si Si Si Si Si										
SG 57 57 58 60 60 60 60 60 60 60 60 60 60 60 60 60										
FOOS330 Where do you live? Where do you live? Alabama Alaska Accords California Colorado Comercicut Delarara Delara										
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Solid										
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G4 G5 G6 G7 or older Prefer not to answer Apsile and Arisona Arisona Arisona Arisona Arisona Colfornia Colorado Connecticut Detwere District Columbia Havaii Idaho Illinois Indiana Iowa Xersesby Louisiana Marsesby Louisiana Marsesby Louisiana Marsesby Mar										
BEDOS330 Where do you live? Alabama Alaska Arizona Arizona Arizona Arizona Coleraciou Connecticut Delevine Brindia Georgia Hawaii Idaho Illinois										
For or older Prefer not to answer Alabama Alabama Alaransa Alaransa California Colorado Connecicut Deleware District of Columbia Fiorida Georgia Hawaii Iddaho Illinois Illin				65						
Prefer not to answer Alabama Alabama Alashaa Arizona Arizona Arizona Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Karnasa Kentucky Lousisana Maine Maryand Massachusetts Michigan Minnesota Misssuri Montana Nebraska Nevada										
Alabama Alaska Arzona Arkanasa California Colorado Connecticut Delaware District of Columbia Fiordia Georgia Hawaii Idaho Illinos Indiana Illowa Karsasa Kornucky Connecticut Colora Hawaii Indiana Illowa Karsasa Kornucky Connecticut Colora Hawaii Indiana Illowa Karsasa Kornucky Colora Marsasa Nevaraka Nevaraka										
Alaska Arizona Arizona Arizona Arizona Arizona California Colorado Connecteut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinos Indiana Iowa Kansas Kentucky Louisiana Maine Maryand Massachusetts Minnesta Minnesta Minnesta Minnesta Minnesta Minsssippi Missouri Missssippi Missouri Missssippi Missouri Missssippi Missouri Montana Nebraska Nevada	EDO05330		Where do you live?			Dron down select one	Single	N	Skin Logic Group	Location
Arkansas California Colorado Connecticut Deleaware District of Columbia Florada Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louislana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevaska			This do you live.			Stop down, selections	O.i.g.o		Change to Skip Logic so	2000000
California Colorado Connecticut Deleaware District of Columbia Fiorida Georgia Hawaii Idaho Illinois Indiana Iowa Karisas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Minsesota									that it can be a drop	
Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louislana Maine Mane Mayland Massachusetts Michigan Minssouri Minssouri Minssouri Minsaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa									down question.	
Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Ilova Kensas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minesota Minsissippi Missouri Montana Nebraska										
Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada										
District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada										
Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Missispip Missispipi Missispipi Missispipi Missouri Montana Nebraska Nevada				District of Columbia						
Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louislana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada										
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New Hampshire				Nevada						
				New Hampshire						

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QID Label Question Text (limited to 50 characters) Skip to Type (select from list) Multi New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Carolina South Dakota Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Words Word	Required Special Instructions CQ Label
New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming	
New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wyoming	
North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming	
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Virginia Washington West Virginia Wisconsin Wyoming	
Washington West Virginia Wisconsin Wyoming	
West Virginia Wisconsin Wyoming	
Wisconsin Wyoming	
Wyoming	
American Samoa Samoa	
Guam	
Northern Mariana Islands Puerto Rico	
Puerio Fruc US Virgin Islands	
Bajo Nuevo Bank	
Bajo view Baink Baker Island	
Howland Island	
Jarvis Island	
Johnston Atoll	
Kingman Reef	
Midway Atoli	
Navassa Island	
Palmyra Atoli	
Serranilla Bank	
Wake Island	
Other - Please specify G	
ED005331 G Please specify where you live. Text field, <100 char	N Skip Logic Group Other Location
ED005332 What is the highest level of education you have completed? No high school Drop down, select one Single	N Skip Logic Group Education
Some high school	Change to Skip Logic so
High school diploma or equivalent	that it can be a drop
Some college, but no degree	down question.
Associate's degree	
Bachelor's degree	
Master's degree	
Professional degree (MD, JD, etc)	
Doctorate degree (PhD) Perfor net transport	
Prefer not to answer Other, please specify X	
ED065333 X Please specify the highest level of education you have Text field, <100 char	N Skip Logic Group Other Education
rease specify the highest level of education you have completed.	Skip Logic Group Other Education

Social Security Administration
SSA Retirement Estimator v3
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	SSA Retirement Estimator v3 CUSTOM QUESTION LIST						
·							
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	

Required Y/N	Special Instructions

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underlined & italicized: RE-ORDER

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blue + -->: REWORDING

	SSA Retirement Estimator v3 CUSTOM QUESTION LIST						
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	

Required Y/N	Special Instructions

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QID ED005312	Skip Logic Label	Question Text What is your preferred speaking language?	Answer Choices (limited to 50 characters) English Spanish Other, please specify	Skip to	Type (select from list)	Single or Multi Single	Required Y/N ¥	Special Instructions Skip Logic Group	CQ Label Pref. Language
EDO05313	В	What other language do you speak?	L.		Text field. <100 char		N	Skip Logic Group	Other Lang.
ED005313	A	What other SSA internet service would you like to see in Spanish? (check all that apply)	File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online		Checkbox, one-up-vertical	Multi	N	Skip Logic Group	SSA Services
EDO05315		How did you first learn about the Retirement Estimator?	Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	С	Radio button, one-up vertical	Single	Y	OPS Group	Learned about R
EDO05316	С	Other learned about						OPS Group	Other learned
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes	D	Text field, <100 char Drop down, select one	Single	N Y	Skip Logic Group	about Sought Advice
EDO05318	D	planning or saving stategies? From what source have you sought advice on retirement/financial planning or saving strategies.	No Family/Friend Financial professional Internet Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
EDO05319		Which statement best describes how you completed the Retirement Estimator?	I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other		Radio button, one-up vertical	Single	Y		Assistance
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?	Yes		Radio button, one-up vertical	Single	Y		Help Decision
EDO05321		At what age do you plan to file for benefits?	No 62 63 64 65 66 67 68 69 70 71 or older Other, please specify	E	Drop down, select one	Single	Y	Skip Logic Group Change to Skip Logic so that it can be a drop down question.	Age to File
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
EDO05324		How do you plan to file for retirement benefits?	By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed		Radio button, one-up vertical	Single	Y		How to File

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Nebraska

SSA Retirement Estimator v3 CUSTOM QUESTION LIST Logic Label Single or Multi Required Y/N **Answer Choices** QID Skip to **Question Text** (limited to 50 characters) Type (select from list) Special Instructions CQ Label Don't Know EDO05325 Did you accomplish your primary purpose in using the Retirement Estimator? Radio button, one-up vertical Single Accomplish Goal Still Trying EDO05326 If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to OE_Did not Text area, no char limit Single N accomplish EDO05327 Have you ever used the SSA Retirement Planner? Radio button, one-up vertical RE Planner Single Yes Don't know what that is EDO05328 What do you plan to do next in regards to getting answers Nothing, the Retirement Estimator provided what I needed Radio button, one-up vertical Single Do Next about your estimated retirement? Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know EDO05329 What is your age? Under 18 Drop down, select one Single N Age 18-20 21-30 31-40 41-50 51-55 67 or older Prefer not to answer EDO05330 Where do you live? Alabama Drop down, select one Single Skip Logic Group Location Alaska Change to Skip Logic so Arizona that it can be a drop down question. Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana

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			SSA Retirement Estimator v3 CUSTOM QUESTION	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
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina North Dakota	-					
			Ohio	1					
			Oklahoma	1					
			Oregon	1					
			Pennsylvania	1					
			Rhode Island	1					
			South Carolina						
			South Dakota	1					
			Tennessee	1					
			Texas						
			Utah	1					
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			American Samoa						
			Guam						
			Northern Mariana Islands	-					
			Puerto Rico	-					
			US Virgin Islands Bajo Nuevo Bank	-					
			Baker Island	-					
			Howland Island	+					
			Jarvis Island	1					
			Johnston Atoll	1					
			Kingman Reef	1					
			Midway Atoll						
			Navassa Island						
			Palmyra Atoll						
			Serranilla Bank						
			Wake Island						
			Other - Please specify	G					
		Please specify where you live.			Text field, <100 char			Skip Logic Group	Other Location
O05332		What is the highest level of education you have completed?			Drop down, select one	Single	N	Skip Logic Group	Education
			Some high school					Change to Skip Logic so	
			High school diploma or equivalent					that it can be a drop	
			Some college, but no degree					down question.	
			Associate's degree						
			Bachelor's degree						
			Master's degree	1					
			Professional degree (MD, JD, etc)						
			Doctorate degree (PhD)						
			Prefer not to answer Other, please specify						
EDO05333	Х	Please specify the highest level of education you have	Other, piease specify	Х	Text field, <100 char		N	Skip Logic Group	Other Education
	^	completed.			Text lieiu, \100 cital		IN	Skip Logic Group	Other Education

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Date: 3/1/2008

SSA Retirement Estimator v3 CUSTOM QUESTION LIST								
	Skip		Answer Choices			Single or		
QID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		
ENEDO05312		What is your preferred speaking language?	English		Radio button, one up vertical	Single		

Required	
Y/N	Special Instructions
¥	Skip Logic Group

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Date: 3/1/2008

	SSA Retirement Estimator v3 CUSTOM QUESTION LIST										
	Skip										
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi					
SPED005312		¿Cuál es su preferencia de idioma al hablar?	Inglés		Radio button, one-up vertical	Single					

Required	
Y/N	Special Instructions
¥	Skip Logic Group

EDO05324

How do you plan to file for retirement benefits?

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Don't Know

By telephone interview

I prefer to file my retirement application online

Face-to-face in my local SSA field office
Online with telephone or in-person assistance, if needed

SSA Retirement Estimator v3 CUSTOM QUESTION LIST Skip Logic **Answer Choices** Single or Required Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi ÝΝ Special Instructions CQ Label EDO05312 What is your preferred speaking language? English Radio button, one-up vertical Single Skip Logic Group Pref. Language Spanish Other, please specify В Text field. <100 char EDO05313 What other language do you speak? Skip Logic Group Other Lang. What other SSA internet service would you like to see in Multi Skip Logic Group EDO05314 File a Claim Checkbox, one-up vertical SSA Services Spanish? (check all that apply) File an Appeal Apply for Medicare Subsidy Business Services Online EDO05315 OPS Group How did you first learn about the Retirement Estimator? Radio button, one-up vertical Learned about RE Search engine Single Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth С Other, please specify EDO05316 С Other learned about OPS Group Other learned Text field, <100 char about EDO05317 Have you ever sought advice on retirement/financial Yes Drop down, select one Single Skip Logic Group Sought Advice planning or saving strategies? EDO05318 From what source have you sought advice on Family/Friend Checkbox, one-up vertical Skip Logic Group Advice Source retirement/financial planning or saving strategies. Financial professional Internet EDO05319 Which statement best describes how you completed the completed it for myself without assistance from anyone else Radio button, one-up vertical Single Assistance Retirement Estimator? I completed it for myself with assistance from a friend or family member completed it for myself with assistance from a professional Other EDO05320 Did the Retirement Estimator help you decide at what age to Yes Radio button, one-up vertical Help Decision Single claim benefits? EDO05321 At what age do you plan to file for benefits? Drop down, select one Single Age to File Change to Skip Logic so that it can be a drop down question. 71 or older Other, please specify EDO05322 Please specify the age at which you intend to file for benefits. Text field, <100 char N Skip Logic Group Other Age EDO05323 Within 12 months When do you expect to file for retirement benefits? Radio button, one-up vertical Expect to File Single 1 to 3 years More than 3 but less than 6 years More than 6 years

Radio button, one-up vertical

Single

How to File

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			SSA Retirement Estimator v3 CUSTOM QUESTION	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
EDO05325			Don't Know		Radio button, one-up vertical	CiI	Y		A - - - - -
ED005325		Did you accomplish your primary purpose in using the Retirement Estimator?	Yes No	F	Radio button, one-up vertical	Single	Ť		Accomplish Goa
			Still Trying	F					
EDO05326	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so.			Text area, no char limit	Single	N		OE_Did not accomplish
EDO05327		Have you ever used the SSA Retirement Planner?	Yes		Radio button, one-up vertical	Single	Y		RE Planner
			No						
EDO05328		What do you plan to do next in regards to getting answers	Don't know what that is Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
DO05326		about your estimated retirement?	Call Social Security's 800 number		Radio buttori, orie-up vertical	Sirigle	Ť		Do Next
		,	Call my local Social Security office	1					
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
DO05329		M/hat is your age?	Don't Know		Drop down colect and	Cinala	N.I		A ===
-DO03329		What is your age ?	Under 18 18-20	-	Drop down, select one	Single	N		Age
			21-30						
			31-40						
			41-50						
			51-55						
			56 57						
			58						
			59	1					
			60						
			61						
			62						
			63 64	-					
			65	-					
			66						
			67 or older						
			Prefer not to answer						
DO05330		Where do you live?	Alabama	↓ (Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska Arizona					Change to Skip Logic so that it can be a drop	
			Arkansas					down question.	
			California					·	
			Colorado						
			Connecticut						
			Delaware	-					
			District of Columbia Florida	-					
			Georgia	1					
			Hawaii						
			Idaho						
			Illinois						
			Indiana	-					
			lowa Kansas	1					
			Kentucky	1					
			Louisiana						
			Maine						
			Maryland						
			Massachusetts	-					
			Michigan Minnesota	-					
			Mississippi						
			Missouri						
			Missouri Montana Nebraska						

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Newsday New Hamplife New Work New York	OID	Logic	Ouestion Text		Skin to	Type (select from list)	Single or	Required Y/N	Special Instructions	CQ Label
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Myoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Jamis Island Jamis Island Jamis Island Palmya Atoll Seranilla Bank Wake Island Palmya Atoll Seranilla Bank Palmya Atoll Serani					-					
American Samoa Guam Northern Mariana Islands Puerto Rico U.S Virgin Islands Bagio Nuevo Bank Baker Island Howland Island Janvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify What is the highest level of education you have completed? What is the highest level of education you have completed? Some high school High school diploma or equivalent Some college. but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, D, etc) Doctorate degree (PhD) Prefer not to answer					-					
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Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify where you live. ED005332 By Other location -> Please specify where you live. ED005332 What is the highest level of education you have completed? Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's de					1					
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Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoli Kingman Reef Midway Atoli Navassa Island Palmyra Atoli Serranilla Bank Wake Island Other - Please specify What is the highest level of education you have completed? No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer				US Virgin Islands	1					
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Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify										
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What is the highest level of education you have completed? No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer	EDO05331	G	Other location> Please specify where you live.			Text field, <100 char		N	Skip Logic Group	Other Location
Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer							Single		Skip Logic Group	Education
Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PD) Prefer not to answer				Some high school					Change to Skip Logic so	
Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer										
Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer									down question.	
Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer										
Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer										
Doctorate degree (PhD) Prefer not to answer										
Prefer not to answer										
					+					
					v					
	ED005322	x	Other education level> Please specify the highest level of	Other, please specify	^	Text field <100 char		N	Skin Logic Group	Other Education
education you have completed.	LD003333	^				Text lield, 100 chai		14	OKIP LOGIC Group	Other Education

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Date: 3/1/2008

SSA Retirement Estimator v3 CUSTOM QUESTION LIST							
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	
ENEDO05312		What is your preferred speaking language?	English		Radio button, one-up vertical	Single	

Required	
	Consist Instructions
Y/N	Special Instructions
Υ	Skip Logic Group

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Date: 3/1/2008

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underlined & italicized: RE-ORDER

pink: ADDITION

SSA Retirement Estimator v3 CUSTOM QUESTION LIST									
OID	Skip Logic Label	Ouestion Text		ver Choices o 50 characters)	Skip to	Type (select from list)	Single or Multi		
SPEDO05312		¿Cuál es su preferencia de idioma al hablar?	Inglés	5 50 Characters)		Radio button, one-up vertical	Single		

Required	
	Consist Instructions
Y/N	Special Instructions
Υ	Skip Logic Group

Social Security Administration
SSA Retirement Estimator v4
MID: dwYM9t9olVlhBdRVhFxhlw4C
Date: 10/6/2010

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pink: ADDITION

No

Date:	10/6/201	U	blue +>: REWORDING						
			SSA Retirement Estimator v4 CUSTOM	QUESTION L	IST				
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
			Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
	С	Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE Website
		·	This was the first time Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y		Frequency
		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
			I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
		Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
	F	What other benefit estimates were you trying to obtain?			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings

Social Security Administration MID: dwYM9t9olVlhBdRVhFxhlw4C 10/6/2010

Date:

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nk: ADDITION

65 66 67 and over Prefer not to answer

blue + -->: REWORDING

SSA Retirement Estimator v4 CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** Single or Required Special **Question Text** (limited to 50 characters) Multi Y/N QID Skip to Type (select from list) Instructions CQ Label Please explain why you think that the retirement Γext area, no char limit Single Skip Logic Group OE Not based on estimate(s) was/were not based on your entire Social earnings Security earnings record? How would you describe your navigation experience on I had no difficulty navigating/browsing to the Retirement Estimator Checkbox, one-up vertical Multi Skip Logic Group Navigation the SSA site today prior to arriving at the Retirement I had difficulty finding the links to the Retirement Estimator Experience Estimator? (Please select all that apply) I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above: Other Difficulty Please describe your navigation difficulty and identify Text area. no char limit Skip Logic Group where on the Social Security website this problem occurred Prior to visiting the Retirement Estimator, have you used Social Security's Online Retirement Planner Checkbox, one-up vertical Multi Skip Logic Group Other Resources any of the following resources to prepare for your SSA Home Page application for retirement? (Please select all that apply) The Online Social Security Statement in the my Social Security section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website I did not use any resources to prepare Please describe what other resources you used to help Text area, no char limit N OPS Other prepare for your retirement application Resources What do you plan to do next on the Social Security Nothing, the Retirement Estimator provided what I needed Radio button, one-up vertical Sinale Do Next website to continue your pre-retirement preparations? Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know Other OPS Do Next Please describe what you plan to do next to continue Text area, no char limit Ν your pre-retirement preparation What is your age? Under 25 Drop down, select one Single Ν Age 26 to 50 51 to 55 56 to 60 61 62 63 64

Social Security Administration
SSA Retirement Estimator v4
MID: dwYM9t9olVlhBdRVhFxhlw4C
Date: 10/6/2010

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SSA Retirement Estimator v4 CUSTOM QUESTION LIST	SSA Retirement Estimator v4 COSTOM QUESTION LIST
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			SSA Retirement Estimator V4 COSTON QC	20110112	.01				
QID	Skip Logic Label	Question Text How did you first learn about the Retirement Estimator?	Answer Choices (limited to 50 characters) Search engine	Skip to	Type (select from list)	Single or Multi Single	Required Y/N	Special Instructions Skip Logic Group	CQ Label
			Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify	C2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learned about RE
		Please specify how you first learned about the Retirement Estimator.			Text field, <100 char		N	Skip Logic Group	Other learned about
	C2	Please specify the website that led you to the Retirement Estimator			Text field, <100 char		N	Skip Logic Group	OE Website
			This was the first time Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y		Frequency
		When do you expect to file for retirement benefits?	Within 12 months 1 to 3 years More than 3 but less than 6 years 6 years or more Don't Know		Radio button, one-up vertical	Single	Y		Expect to File
			I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know		Radio button, one-up vertical	Single	Y		How to File
		Did you accomplish your primary purpose in using the Retirement Estimator? Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes No Still Trying	F F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplish Goal
	F	If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. What other benefit estimates were you trying to obtain?			Text area, no char limit	Single	N	Skip Logic Group	OE_Did not accomplish
		Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes	G	Radio button, one-up vertical	Single	Y	Skip Logic Group	RE Based on Earnings

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9olVlhBdRVhFxhlw4C

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Date:	10/6/2010

			SSA Retirement Estimator v4 CUSTOM QU						
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
_	G	Please explain why you think that the retirement			Text area, no char limit	Single	N	Skip Logic Group	OE_Not based on
		estimate(s) was/were not based on your entire Social Security earnings record?							earnings
		How would you describe your navigation experience on	I had no difficulty navigating/browsing to the Retirement Estimator		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation
		the SSA site today prior to arriving at the Retirement	I had difficulty finding the links to the Retirement Estimator						Experience
		Estimator? (Please select all that apply)							
			I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error	-					
			messages, broken links, etc.)						
			I had a navigation difficulty not listed above:	Α					
	Α	Please describe your navigation difficulty and identify where on the Social Security website this problem occurred	,		Text area, no char limit		N	Skip Logic Group	Other Difficulty
			Social Security's Online Retirement Planner		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Resources
		any of the following resources to prepare for your application for retirement? (Please select all that apply)	SSA Home Page						
		application for retirement? (Please select all that apply)	The Online Social Security Statement in the my Social Security section						
			Frequently Asked Questions (FAQ)	_					
			Instructional video on the online application page Other resource on the SSA website	A					
			I did not use any resources to prepare	⊣ ^					
	Α	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
	Α	Please describe what you plan to do next to continue	Other	Α	Text area, no char limit		N		OPS Do Next
	A	your pre-retirement preparation			Text area, 110 Char IIIIII		IN		OPS DO Next
		What is your age?	Under 25		Drop down, select one	Single	N		Age
			26 to 50						
			51 to 55						
			56 to 60	4					
			61	-					
			62 63	1					
			64						
			65	1					
			66	1					
			67 and over						
			Prefer not to answer						

Social Security Administration SSA Retirement Estimator v4 MID: dwYM9t9olVlhBdRVhFxhlw4C 10/6/2010

Date:

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nk: ADDITION

Prior to visiting the Retirement Estimator, have you used Social Security's Online Retirement Planner

SSA Home Page

any of the following resources to prepare for your

blue + -->: REWORDING

SSA Retirement Estimator v4 CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** Single or Required Special **Question Text** (limited to 50 characters) Y/N QID Skip to Type (select from list) Multi Instructions CQ Label BJL2254 How did you first learn about the Retirement Estimator? Search engine Single Learned about RE Radio button, one-up vertical Linked from another website C2 From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify BJL2255 С Other learned about Please specify how you first learned kip Logic Group Other learned about the Retirement Estimator. Text field, <100 char Ν about How often do you use the Retirement Estimator? is was the first time Radio button, one-up vertical Single Frequency veral times a week aily/more than once a day BJL2263 When do you expect to file for retirement benefits? Within 12 months Radio button, one-up vertical Single Expect to File 1 to 3 years More than 3 but less than 6 years More than 6 years 6 years or more Don't Know BJL2264 How do you plan to file for retirement benefits? I prefer to file my retirement application online How to File Radio button, one-up vertical Single By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know BJL2265 Radio button, one-up vertical Did you accomplish your primary purpose in using the Single Skip Logic Group Accomplish Goal Yes Still Trying BJL2266 Text area. no char limit OE Did not If you did not accomplish your primary purpose in using Sinale Skip Logic Group the Retirement Estimator, please tell us why you were not accomplish able to do so. **BJL2267** How would you describe your navigation experience on I had no difficulty navigating/browsing to the Retirement Estimator Multi Navigation Checkbox, one-up vertical Skip Logic Group the SSA site today **prior** to arriving at the Retirement Experience I had difficulty finding the links to the Retirement Estimator Estimator? (Please select all that apply) I had difficulty because the links did not take me where I expected I had difficulty because I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above: BJL2268 Please describe your navigation difficulty and identify Other Difficulty Text area, no char limit Skip Logic Group where on the Social Security website this problem occurred

Other Resources

Skip Logic Group

Checkbox, one-up vertical

Multi

Social Security Administration
SSA Retirement Estimator v4
MID: dwYM9t9olVlhBdRVhFxhlw4C
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			SSA Retirement Estimator v4 CUSTOM QL	JESTION L	IST				
QID	Skip Logic Label	Question Text application for retirement? (Please select all that apply)	Answer Choices (limited to 50 characters) The Online Social Security Statement in the my Social Security	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			section Frequently Asked Questions (FAQ) Instructional video on the online application page Other resource on the SSA website I did not use any resources to prepare	A					
MAD0043084	Α	Please describe what other resources you used to help prepare for your retirement application			Text area, no char limit		N		OPS Other Resources
BJL2270		What do you plan to do next on the Social Security website to continue your pre-retirement preparations?	Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
			Call Social Security's 800 number						
			Call my local Social Security office						
			Visit my local Social Security office						
			Try finding the answers on the Social Security website						
			Try the Retirement Estimator again						
			Don't Know						
			Other	Α					
MAD0043085	A	Please describe what you plan to do next to continue your pre-retirement preparation			Text area, no char limit		N		OPS Do Next
BJL2273		What is your age ?	Under 25 26 to 50 51 to 55 56 to 60 61 62 63 64 65 66 67 and over Prefer not to answer		Drop down, select one	Single	N		Age

Social Security Administration SSA Retirement Estimator v4 MID: p00ldwE4ssR1MA9UUtZ5Ng4C

Date: 10/6/2010

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			SSA Retirement Estimator v4 CUSTOM QUEST	ION LIST			
OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	

Required Y/N	Special Instructions

Social Security Administration SSA Retirement Estimator v4 MID: p00ldwE4ssR1MA9UUtZ5Ng4C

Date: 10/6/2010

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pink: ADDITION

			SSA Retirement Estimator v4 CUSTOM QUEST	ION LIST			
OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	

Required Y/N	Special Instructions

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MID: p00ldwE4ssR1MA9UUtZ5Ng4C

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Date: 10/6/2010

SSA Retirement Estimator v4 CUSTOM QUESTION LIST							
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	

Required Y/N	Special Instructions

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

MID: p00ldwE4ssR1MA9UUtZ5Ng4C

pink: Addition

Date: 10/6/2010

SSA Retirement Estimator v4 CUSTOM QUESTION LIST							
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	

Required Y/N	Special Instructions

Base Element Order	Version 2	Version 3	Version 4	
Look and Feel	Plain Language	Site Performance	Look and Feel	
Site Performance	Site Performance	Look and Feel	Plain Language	
Plain Language	Look and Feel	Plain Language	Site Performance	
1	<mark>L</mark>	7	4	1
2	<mark>2</mark>	8	5	2
3	<mark>3</mark>	9	6	3
4	1	4	1	7
Ę	5	5 <mark></mark>	2	8
(â	6	<mark>3</mark>	9
	7	<mark>1</mark>	7	4
	3	<u>2</u>	8	5
<u> </u>	9	<mark>3</mark>	9	6

Social Security Administration
SSA Retirement Estimator v3
MID: AshNI5IMspIFJJMYA9c9JA==
Date: 10/6/2010

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			SSA Retirement Estimator v3 CUSTOM QUESTI	ON 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
EDO05315		How did you first learn about the Retirement Estimator?	Search engine		Radio button, one-up vertical	Single	Y	OPS Group	Learned about F
			Linked from another website						
			From an SSA representative						
			SSA publication						
			From my Annual Social Security Statement						
			Newspaper, magazine or other media						
			My employer or Human Resources department						
			My financial advisor						
			Word of mouth						
			Other, please specify	С					
EDO05316	С	Other learned about						OPS Group	Other learned
EDO0E217		House you give sought advise on retirement/fire-re-!-!	Vee		Text field, <100 char	Cinale	N	Chin Logio Croup	about
EDO05317		Have you ever sought advice on retirement/financial planning or saving strategies?	Yes	D	Drop down, select one	Single	Y	Skip Logic Group	Sought Advice
EDO05318			No Family/Exicand		Charlebox and un vertical	N.A. dei	V	Ckin Logio Croup	Advise Co
ED003318	D	From what source have you sought advice on retirement/financial planning or saving strategies.	Family/Friend Financial professional	+	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Advice Source
		l'etirement/intaricial pianning di saving strategies.	Internet	+					
			Other	+					
EDO05319		Which statement best describes how you completed the	I completed it for myself without assistance from anyone else		Radio button, one-up vertical	Single	Y		Assistance
LDOUSSIS		Retirement Estimator?			radio button, one up venteur	Sirigic			713313141100
			I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional	1					
			I completed it for someone else	1					
			Other	1					
EDO05320		Did the Retirement Estimator help you decide at what age to claim benefits?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Help Decision
			No	A					
CQLiv001008 9	Α	Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits.			Text area, no char limit		N	Skip Logic Group	OE_Didn't hel decide age to claim
EDO05321		At what age do you plan to file for benefits?	62		Drop down, select one	Single	Y	Skip Logic Group	Age to File
			63		·			Change to Skip Logic so	Ĭ
			64					that it can be a drop	
			65					down question.	
			66						
			67						
			68						
			69						
			70						
			71 or older						
			Unsure						
			Other, please specify	E					
EDO05322	E	Please specify the age at which you intend to file for benefits.			Text field, <100 char		N	Skip Logic Group	Other Age
EDO05323	·	When do you expect to file for retirement benefits?	Within 12 months		Radio button, one-up vertical	Single	Y		Expect to File
			1 to 3 years	1		1			
			More than 3 but less than 6 years	1		1			
			More than 6 years	1		1			
			Don't Know			ļ			
EDO05324		How do you plan to file for retirement benefits?	I prefer to file my retirement application online	4	Radio button, one-up vertical	Single	Y		How to File
			By telephone interview	4					
			Face-to-face in my local SSA field office	4		1			
			Online with telephone or in-person assistance, if needed	4		1			
EDOOFOOF			Don't Know		Dedie by the second of the	Circula.			A - - - -
EDO05325		Did you accomplish your primary purpose in using the	Yes		Radio button, one-up vertical	Single	Y		Accomplish Goa
			No	F					

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SSA Retirement Estimator v3 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	Y/N	Special Instructions	CQ Label
4		4	Still Trying	F	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		.,,,		
EDO05326	F	If you did not accomplish your primary purpose in using the	, ,		Text area, no char limit	Single	N		OE_Did not
		Retirement Estimator, please tell us why you were not able to							accomplish
		do so.							
ACQLiv001009		How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator?			Checkbox, one-up vertical	Multi	Y	OPS Group	Navigation Experience
3		(Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator	-					Experience
		(Links often did not take me where I expected	+					
			l experienced technical difficulties (error messages, broken links, etc.)	1					
			I had a navigation difficulty not listed above:	A					
ACQLiv001009	Α	Other navigation difficulty	,		Text field, <100 char		N	OPS Group	Other Difficulty
4									
EDO05327	_	Have you ever used the SSA Retirement Planner?	Yes	_	Radio button, one-up vertical	Single	Υ		RE Planner
			No	4					
EDO05328	-	What do you plan to do next in regard to getting answers	Don't know what that is Nothing, the Retirement Estimator provided what I needed		Radio button, one-up vertical	Single	Y		Do Next
20003328		vinat do you plan to do next in regard to getting answers	Call Social Security's 800 number	1	nadio button, one-up vertical	Sirigile	T		DO MEXI
			Call my local Social Security office	+					
			Visit my local Social Security office	1					
			Try finding the answers on the Social Security website	1					
			Try the Retirement Estimator again						
			Don't Know						
EDO06581		What is your preferred language for conducting business with	English		Radio button, one-up vertical	Single	Υ	OPS Group	Preferred language
		the Social Security Administration?	Spanish						
EDO06582	A	Other preferred language	Other, please specify	A				OPS Group	Other learned
ED000362	^	Other preferred language			Text field, <100 char		N	OF3 Gloup	about
EDO05329		What is your age?	Under 18		Drop down, select one	Single	N		Age
			18-20	1					, ,
			21-30						
			31-40						
			41-50						
			51-55	4					
			56 57	-					
			58	+					
			59	1					
			60	1					
			61						
			62						
			63	1					
			64	4					
			65 66	+					
			67 or older	1					
			Prefer not to answer	1					
EDO05330		Where do you live?	Alabama		Drop down, select one	Single	N	Skip Logic Group	Location
			Alaska					Change to Skip Logic so	
			Arizona					that it can be a drop	
			Arkansas					down question.	
			California						
			Colorado Connecticut	-					
			Delaware						
			District of Columbia	1					
			Florida						
			Georgia						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			lowa Kansas	1					
			Kentucky						
				_					

Social Security Administration
SSA Retirement Estimator v3
MID: AshNI5IMspIFJJMYA9c9JA==
Date: 10/6/2010

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	SSA Retirement Estimator v3 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	Y/N	Special Instructions	CQ Label
			Louisiana Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island South Carolina						
			South Carolina South Dakota						
			Tennessee						
			Texas						
			Utah						
			Vermont Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming American Samoa						
			Guam						
			Northern Mariana Islands						
			Puerto Rico						
			US Virgin Islands Bajo Nuevo Bank						
			Baker Island						
			Howland Island						
			Jarvis Island						
			Johnston Atoll Kingman Reef						
			Midway Atoll						
			Navassa Island						
			Palmyra Atoli						
			Serranilla Bank Wake Island						
			Other - Please specify	G					
	G	Please specify where you live.			Text field, <100 char		N	Skip Logic Group	Other Location
EDO05332		What is the highest level of education you have completed?	No high school		Drop down, select one	Single	N	Skip Logic Group	Education
			Some high school High school diploma or equivalent					Change to Skip Logic so that it can be a drop	
			Some college, but no degree					down question.	
			Associate's degree						
			Bachelor's degree						
			Master's degree Professional degree (MD, JD, etc)						
			Doctorate degree (PhD)						
			Prefer not to answer						
			Other, please specify	Х					
EDO05333	х	Please specify the highest level of education you have completed.			Text field, <100 char		N	Skip Logic Group	Other Education
		completed.							

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Date: 10/6/2010

SSA Retirement Estimator v3 CUSTOM QUESTION LIST							
	Skip Logic		Answer Choices			Single or	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	

Required Y/N	Special Instructions

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SSA Retirement Estimator v3 CUSTOM QUESTION LIST

Skip
Logic
QID Label Question Text

Single or (limited to 50 characters)

Skip to Type (select from list)

Required Y/N	Special Instructions