MID: Partiti



Welcome and Thank You Text

Directions:

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

Welcome Text

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

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

			rvey P	age -	Windo	ws Int	ernet E	Explore	er		
http:/	/www.	forese	eresul	ts.con	n/surve	ey/disp	olay?ci	d=test	∣=	0ltk0Fpkgl00h5v	/ 🗟
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									F	ORESEE	E
Customer Satisfaction Survey											
tak	e part	in a b	orief s	urvey							
							t onlin	ne exp	perienc	e possible.	
Req	guired q	uestic	ns are	denot	ed by	an *					
					narro	w choi	ces to	find t	he pro	duct(s) you	
1=5	Poor						Ex	cellen			
1	2	3	4	5	6	7	8	9	10	Don't Know	
	tak who Ple ess Req 1: *Pl are lo	take part where we Please ta essential <i>Required q</i> 1: *Please r	Thank you for t take part in a b where we can ir Please take a f essential in hel <i>Required questio</i> 1: *Please rate th are looking for on	Thank you for visitin take part in a brief s where we can improv Please take a few mi essential in helping u Required questions are 1: *Please rate the abil are looking for on this :	Thank you for visiting our take part in a brief survey where we can improve. Please take a few minutes essential in helping us pro <i>Required questions are deno</i> 1: *Please rate the ability to are looking for on this site.	Thank you for visiting our site. Y take part in a brief survey to let where we can improve. Please take a few minutes to sh essential in helping us provide ti <i>Required questions are denoted by</i> 1: *Please rate the ability to narroo are looking for on this site.	Thank you for visiting our site. You've take part in a brief survey to let us know where we can improve. Please take a few minutes to share yo essential in helping us provide the bes <i>Required questions are denoted by an</i> * 1: *Please rate the ability to narrow choi are looking for on this site.	Thank you for visiting our site. You've been take part in a brief survey to let us know whi where we can improve. Please take a few minutes to share your op essential in helping us provide the best onli <i>Required questions are denoted by an</i> * 1: *Please rate the ability to narrow choices to are looking for on this site.	Thank you for visiting our site. You've been rando take part in a brief survey to let us know what we'r where we can improve. Please take a few minutes to share your opinions, essential in helping us provide the best online exp <i>Required questions are denoted by an</i> * 1: *Please rate the ability to narrow choices to find t are looking for on this site.	Customer Satisfaction Survey Thank you for visiting our site. You've been randomly ch take part in a brief survey to let us know what we're doin where we can improve. Please take a few minutes to share your opinions, which essential in helping us provide the best online experience Required questions are denoted by an * 1: *Please rate the ability to narrow choices to find the pro are looking for on this site. 1=Poor	Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an * 1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site. 1=Poor Excellent=10

Thank You Text Thank you for taking our survey and for helping us serve you better. Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website. 15: What size of sean receive with the Contact Us section of our website. 1 1 1 3 5 7 9 11 13 13 Thank you for taking our survey for taking our surv

Thank You Text Example

	Football Please Select
	Hockey Please Select
.6: What size and style of jea	an were you shopping for today?
What size of jean were you shopping for today?	What style of jean were you shopping for today?
1	Boot cut
3	Low rise
5	Flare
0 7	Relaxed fit
9	Slim cut
⋒ 11	
© 13	
Thank you for taking our s Please note you will not a survey comments. If yo	survey - and for helping us serve you better. receive a response from us based on your ou would like us to contact you about your t the Contact Us section of our web site.
Thank you for taking our s Please note you will not i survey comments. If yo feedback, please visit Cancel	receive a response from us based on your ou would like us to contact you about your t the Contact Us section of our web site.
Thank you for taking our s Please note you will not i survey comments. If yo feedback, please visit Cancel	receive a response from us based on your ou would like us to contact you about your t the Contact Us section of our web site.
Thank you for taking our s Please note you will not a survey comments. If yo feedback, please visit Cancel Copyrigh	receive a response from us based on your ou would like us to contact you about your t the Contact Us section of our web site.

Model Name Model ID	SSA MySSA V3 FtssMMEVVU58x8hlxFYwdg4C	Red & Strike Through: Delete Underlined & Italicized: Re-order
Partitioned	Yes - 2 MQ	Pink: Addition
Date	8/19/2019	Blue: Reword

Label	Element Questions	Label	Satisfaction Questions		Label	Future Behaviors
	Site Performance (1=Poor, 10=Excellent, Don't Know)		Satisfaction	Í.		Recommend (1=Very Unlikely, 10=Very Likely)
1 Site Performance - Speed	Please rate the speed that pages and content loaded for you.	16Satisfaction - Overall	What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	19	Recommend	How likely are you to recommend this application to someone els
2 Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.	17Satisfaction - Expectations	How well does this application meet your expectations? (1=Falls Short, 10=Exceeds)			Use Other Online Services (1=Very Unlikely, 10=Very Likely)
3Site Performance -Responsiveness	Please rate the responsiveness of the pages to your actions.	18Satisfaction - Ideal	How does this application compare to your idea of an ideal application? (1=Not Very Close, 10=Very Close)	20	Use Other Online Services	How likely are you to use other Social Security online services
	Look and Feel (1=Poor, 10=Excellent, Don't Know)					
4 Look and Feel - Appeal	Please rate the visual appeal of the pages that you visited.					
5Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.					
6Look and Feel - Readability	Please rate the legibility of the pages that you visited.					
	Navigation (1=Poor, 10=Excellent, Don't Know)					
7 Navigation - Ease	Please rate the ease of finding what you were looking for.					
8Navigation - Layout	Please rate the page layout on displaying content and links where you could find them.					
9Navigation - Links	Please rate the links on taking you where you needed to go.					
	Site Information (1=Poor, 10=Excellent, Don't Know)					
10 Site Information - Relevance	Please rate the relevance to your interests of the information that you found.					
11Site Information - Thoroughness	Please rate the thoroughness of the information that you found.					
12 Site Information - Readability	Please rate the readability of the information that you found.					
	Account Management (1=Poor, 10=Excellent, Don't Know)					
13 Account Management - Simplicity	Please rate the simplicity of account management on this site.					
14 Account Management - Efficiency	Please rate the efficiency of account management on this site.					
15 Account Management - Essential Informat	ion Please rate the presentation of essential account information.					

Err:508 SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORE

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

Lo	Skip ogic abel	Question Text From where did you connect to SSA today?	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
23737			Answeribs (DOT)	(limited to 50 characters)	SKIP to				
045388				At home		Radio button, one-up vertical	Y		From Where Connected
045388				In office / place of employment					SSA
145388				In office / place of employment At a Friend or Relative's place					
45388				Public Library					
145388				Social Security Office Social Security Kiosk					
045388				Other Agency					
J45388			0.1.000.15000.1.000	Other					
		How did you learn about my Social Security? (Check all that apply.)	CAS0045388A022 CAS0045388A023	Official Social Security website (www.ssa.gov) Browsing SSA.gov's informational webpages		check box, one up	Y	Skip Logic Group Randomize	Learn about
				Social Security's Frequently Asked Questions (FAQs)				Randomize	
			CAS0045388A024	The "Manage Your Benefits with a my Social Security account" page					
			CAS0045388A009 CAS0045388A017	An email reminder from Social Security Social Security Statement that I received in the mail					
			CAS0045388A006	A general web search (e.g., Google, Bing, etc.)					
			CAS0045388A015	Social media (e.g., Facebook, Twitter, blog, etc.)					
			CAS0045388A016 CAS0045388A019	Friend, spouse, relative, neighbor, or acquaintance Social Security employee					
			CAS0045388A020	Community group or association					
			CAS0045388A021	Government agency other than Social Security (e.g., State, Federal)					
			CAS0045388A004	Other, please explain	в			Anchor answer choice	
45390	в	How did you learn about my Social Security?				Text area, no char limit	N		OPS_Learn about
069569		How often do you access (or plan to access) your my Social Security account?		Once a year		Radio button, one up vertical	Y		Access Frequency - N
-+			+	Once every six months				+	+
			1	Once every three months Once a month					+
				More than once a month					
6		Are you surrently reaching each hanafite?	BJL1506A01	Not sure	A	Dadia buttan ana un vartiaal	Y	Skip Logic Group	Cash Benefits
		Are you currently receiving cash benefits?	BJEIJUOAUI	Yes, I recently applied	~	Radio button, one-up vertical		Skip Logic Group	Cash Benefits
				No, I am taking Medicare Only					
			BJL1506A06	No, I am not receiving cash benefits I don't know or prefer not to answer					
6831	A	What type of benefits are you receiving? (Check all that apply)	BJEIJOUAUU	Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
		······································		Disability		, ,			
				Spouses Survivors					
				Supplemental Security Insurance					
15395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001	To get a Benefit Verification Letter	B	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			CAS00452054002	To view my Benefits and Payment Details To enroll in or update my direct deposit					
			CAS0045395A002 CAS0045395A003	To change my address with SSA					
				To print or view my online Social Security Statement	A				
			CAS0045395A004	To make sure my earnings record is correct	X.M.N				
			CAS0045395A005	To replace my Social Security Card or get a new card To check the Status of my recently filed application for benefits	X,M,N				
			CAS0045395A006	To learn about the benefits to which I might be entitled					
			CAS0045395A009	To apply only for Social Security or Medicare Only benefits	~				
			_	To request a replacement SSA-1099 (or SSA-10425) for tax purposes To add Extra Security to my online account	<u>K</u>				
			CAS0045395A010	Just curious - wanted to see what information was contained in my Social					
			CAS004E30E4011	Security account	7				
5407	A	How often do you review your online Social Security Statement?	CAS0045395A011 CAS0045407A001	Other Reason for visiting today This is my first time	<u>∠</u> AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			CAS0045407A003	At least once a year					
			CAS0045407A004	Every 6 months					
5409	в	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045407A005 CAS0045409A001	Every 3 months or more frequently Medicare		check box vertical one up	Y	skip logic group	Agency Need
			CAS0045409A002	Medicaid					
			CA 500454004000	State or Local Department of Social Services HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			CAS0045409A003 CAS0045409A004	HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing USDA - SNAP (Food Stamps)					
			CAS0045409A005	Department of Veterans Affairs					
			CAS0045409A006	IRS					
			CAS0045409A007 CAS0045409A008	Court Want a copy for personal use					
				Bank or financial institution					
				Education-related					
			_	Medical-related Healthcare signup and/or verification					
				Requesting a Retirement Visa from another country					
			CAS0045409A009	Other agency or program	BB				000 01
		Which "other" agency or program requested your Benefit Verification information? Please tell us what your primary reason was for visiting today:				Text area, no Char limit Text area, no Char limit	N N	Skip Logic Group	OPS_Other Agency OPS_Primary Reason
		Please select the response that best reflects the action you took:		Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	OPS_Primary Reason SSA 1099 Action
				Viewed and printed my SSA 1099 (or SSA 1042S)					
				Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				

Err:508 SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

Partitioned Yes	21812012	2		blue +>: REWORDING					
			SS/	My Social Security v2 CUSTOM QUESTION LIST					
	Skip Logic			Answer Choices			Required	Special	
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing		(Text area, no Char limit	N		Why Request 1099
		online.							
CAS0076467	KK	What action did you take?		Vaa		Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
	^	Do you plan to replace your SSN card online through iSSNRC (Internet Social Security Number Replacement Card)?		Yes No, this service is not yet available in my state		Radio button, one up vertical	r	Skip Logic Group	Plan to Replace
				No. I prefer to go to a field office					
				I am not aware of this service					
				Don't know					
	м	For which purpose or program do you need a replacement SSN Card? (Check all that apply)		Proof of identity		checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card
				Tax purposes					
				Required for my job					
				Passport					
				Bank or financial institution					
				Income assistance	MANA				
	MM	Please explain for which purpose or program you need a replacement SSN card		Other (Please specify)	IVIIVI	Text area no Char limit	N	Skin Logic Group	OPS Purnose Other
	N	Which best describes why you are applying for a replacement SSN card?		My original card was lost or stolen		Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
				My original card was not lost or stolen but someone else (e.g., family member) is		1 1			
	-			holding it					
	-			Never had an SSN card	NINI				
	NN	Please explain why you are applying for a replacement SSN card			ININ	Text area, po Char limit		Skip Logic Group	OPS Why Applying
CAS0045398		Did you register for your my Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	А	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B				
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C				
			04000450004004	Registered using the SSA Express					
CAS0045399	Δ	Please select the approximate length of time it took for you complete your registration	CAS0045398A004 CAS0045399A001	Not sure or don't remember Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
0430043333			CAS0045399A002	More than 15 but less than 30 minutes		radio batton, one up vertical		Skip Logic Oroup	itteg fille
			CAS0045399A003	30 minutes or more					
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two					
CAS0045410	- C	Why did you decide to register in-person?	CAS0045400A003	Three or more I was unsuccessful registering online and was required to do so in-person	CC	Radio button, one-up vertical	Y	Skip Logic Group	Peg In person
0/100010110	<u> </u>			I preferred registering for a <i>my</i> Social Security account in-person at my SSA	CC	radio battori, one up vertical	· ·	Chip Logic Croup	rteg in percen
				office					
				Employee offered the option for me to register for a <i>my</i> Social Security account	СС				
0.1.000.15.101	-							<u></u>	0.5.1
CAS0045401 CAS0045411	CC	Please describe your in-person registration experience. Did you request to add Extra Security to your account?	CAS0045411A001	Yes		Text area, no char limit Radio button, one-up vertical	N Y	Skip Logic Group	OE_In-person Experience Xtra Security Reg
CA30043411		Did you request to add Exita Security to your account?	CAS0045411A001	No		Radio bullon, one-up vertical			Alla Security Reg
			CAS0045411A003	I tried but was unsuccessful					
			CAS0045411A004	I don't know					
KAU0126773		Was it easy to create a my Social Security account?		Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
		-		No	Α	- 1			
KAU0126790	A	Please tell us why it was not easy to create a my Social Security account.				Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you find the instructions for creating a username, password and registering a second factor to be	CAS0045413A001	Yes		Radio button, one-up vertical	Y		Instructions Understand
		clear?							
				Partially	A				
CAS0045414	A	Please explain what was not clear about any of the instructions.	CAS0045413A003	No	Α	Toxt area, no char limit	N	Skip Logic Group	
CA30043414		riease explain what was not clear about any of the instructions.				Text area, no char limit	IN IN	Skip Logic Group	
CAS0045415	1	Did you see any information describing my Social Security's security policies or features?		Yes		Radio button, one-up vertical	Y		Security Policies
			CAS0045415A002	No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social	CAS0045424A001	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
		Security account?							
CAS0045425			CAS00454244002	Yes	Δ				
	A	Please describe your security concerns.	CAS0045424A002	Yes	Α	Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791	A	Please describe your security concerns. Was it easy to sign in to your <i>my</i> Social Security account?	CAS0045424A002	Yes Yes	Α	Text area, no char limit Radio button, one up	N	Skip Logic Group Skip Logic Group	OE_Security Concern Easy Sign In
KAU0126791		Was it easy to sign in to your my Social Security account?	CAS0045424A002		A	Radio button, one up	Y	Skip Logic Group	Easy Sign In
KAU0126791 KAU0126792		Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account?		Yes No		Radio button, one up Text area, no char limit	Y N	Skip Logic Group Skip Logic Group	Easy Sign In OE_Easy Sign In
KAU0126791		Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what		Yes		Radio button, one up	Y	Skip Logic Group Skip Logic Group	Easy Sign In
KAU0126791 KAU0126792		Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account?	CAS0045422A001	Yes No Yes	A	Radio button, one up Text area, no char limit	Y N	Skip Logic Group Skip Logic Group	Easy Sign In OE_Easy Sign In
KAU0126791 KAU0126792 CAS0045422	A	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001	Yes No		Radio button, one up Text area, no char limit Radio button, one up	Y N	Skip Logic Group Skip Logic Group Skip Logic Group	Easy Sign In OE_Easy Sign In Ability to Accomplish
KAU0126791 KAU0126792	A	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	CAS0045422A001 CAS0045422A002	Yes No Yes	A	Radio button, one up Text area, no char limit	Y N Yes N	Skip Logic Group Skip Logic Group	Easy Sign In OE_Easy Sign In
KAU0126791 KAU0126792 CAS0045422 CAS0045426	A	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish?	CAS0045422A001 CAS0045422A002 CAS0045427A001	Yes No Yes No Return online and try again	A	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit	Y N Yes N	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish
KAU0126791 KAU0126792 CAS0045422 CAS0045426	A	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002	Yes No Yes No Return online and try again Send an e-mail to Social Security	A	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit	Y N Yes N	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish
KAU0126791 KAU0126792 CAS0045422 CAS0045426	A	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Securitys 800 number	A	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit	Y N Yes N	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish
KAU0126791 KAU0126792 CAS0045422 CAS0045426	A	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Security S00 number Call social Social Security Office	A	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit	Y N Yes N	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish
KAU0126791 KAU0126792 CAS0045422 CAS0045426	A	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Securitys 800 number	A	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit	Y N Yes N	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish
KAU0126791 KAU0126792 CAS0045422 CAS0045426 CAS0045427	A A B	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A003 CAS0045427A005	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Security Office Call Social Security office	A	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit Check box vertical	Y Yes N Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic	Easy Sign In OE. Easy Sign In Ability to Accomplish OE. Trying to accomplish Do Next
KAU0126791 KAU0126792 CAS0045422 CAS0045426 CAS0045427	A A B	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Please tell us what "other" action you plan to take next.	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004 CAS0045427A006 CAS0045427A006 CAS0045427A008	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Security S800 number Call Social Security office Yisi a local Social Security office Take no action Other, please specify	A A,B	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit Check box vertical	Y N Yes N Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Skip Logic Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish Do Next OPS_Do Next
KAU0126791 KAU0126792 CAS0045422 CAS0045426 CAS0045427	A A B	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004 CAS0045427A006 CAS0045427A006 CAS0045427A008 CAS0045427A008 CAS0045373A001	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Security Stoo number Call a local Social Security office Yisit a local Social Security office Take no action Other, please specify Yes	A A,B BB	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit Check box vertical	Y Yes N Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic	Easy Sign In OE. Easy Sign In Ability to Accomplish OE. Trying to accomplish Do Next
KAU0126791 KAU0126792 CAS0045422 CAS0045426 CAS0045427 CAS0045427 CAS0045428 CAS0045373	A A B B B B B B B B	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Please tell us what "other" action you plan to take next. Was the information in your <i>my</i> Social Security account clear to you?	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004 CAS0045427A004 CAS0045427A006 CAS0045427A008 CAS0045427A008 CAS0045373A001	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Security S800 number Call Social Security office Yisi a local Social Security office Take no action Other, please specify	A A,B	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit Check box vertical Text area, no char limit radial button, one up vertical	Y N Yes N Y Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Skip Logic Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish Do Next OPS Do Next AccountClarity
KAU0126791 KAU0126792 CAS0045422 CAS0045426 CAS0045427 CAS0045427 CAS0045428 CAS0045373 CAS0045374	A A B	Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account? Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Please tell us what "other" action you plan to take next. Was the information in your my Social Security account clear to you?	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004 CAS0045427A006 CAS0045427A006 CAS0045427A008 CAS0045427A008 CAS0045373A001	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Security State Call a local Social Security office Visit a local Social Security office Visit a local Social Security office Take no action Other, please specify Yes No	A A,B BB	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit Check box vertical Text area, no char limit radial button, one up vertical Text area, no Char limit	Y N Yes N Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Skip Logic Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish Do Next OPS Do Next AccountClarity OE_Account Clarity
KAU0126791 KAU0126792 CAS0045422 CAS0045426 CAS0045427 CAS0045427 CAS0045428 CAS0045373	A A B B B B B B B B	Was it easy to sign in to your <i>my</i> Social Security account? What did you find difficult about signing in to your <i>my</i> Social Security account? Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Please tell us what "other" action you plan to take next. Was the information in your <i>my</i> Social Security account clear to you?	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004 CAS0045427A006 CAS0045427A006 CAS0045427A008 CAS0045427A008 CAS0045373A001	Yes No Yes No Return online and try again Send an e-mail to Social Security Call Social Security Social Security Office Call Social Security office Take no action Other, please specify Yes No Yes, I used the "Get Help" button only Yes, I used the "Call Back" button only	A A,B BB	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit Check box vertical Text area, no char limit radial button, one up vertical	Y N Yes N Y Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Skip Logic Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish Do Next OPS Do Next AccountClarity
KAU0126791 KAU0126792 CAS0045422 CAS0045426 CAS0045427 CAS0045427 CAS0045428 CAS0045373 CAS0045374	A A B B B B B B B B	Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account? Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Please tell us what "other" action you plan to take next. Was the information in your my Social Security account clear to you?	CAS0045422A001 CAS0045422A002 CAS0045427A001 CAS0045427A002 CAS0045427A003 CAS0045427A004 CAS0045427A006 CAS0045427A006 CAS0045427A008 CAS0045427A008 CAS0045373A001	Yes No Yes No Yes No Return online and try again Send an e-mail to Social Security Cail Social Security State Cail a tocal Social Security office Yisis a local Social Security office Take no action Other, please specify Yes No Yes No Yes No	A A,B BB	Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit Check box vertical Text area, no char limit radial button, one up vertical Text area, no Char limit	Y N Yes N Y Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Skip Logic Skip Logic	Easy Sign In OE Easy Sign In Ability to Accomplish OE Trying to accomplish Do Next OPS Do Next AccountClarity OE_Account Clarity

Err:508	red & strike-through: DELETE
SSA My Social Security v2	underlined & italicized: RE-ORDER
Err:508 R9JQtMNI09w1VJAZFxsVYQ4C	pink: ADDITION
Partitioned Yes 2/8/2012	blue +>: REWORDING

			SSA My Social Security v2 CUSTOM QUESTIC	ON LIST				
QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop Smartphone	Skip to	Type (select from list) Radio button, one up vertical	Required Y/N ¥	Special Instructions	CQ Label H ow Connected with SSA
STE0123737		From where did you connect to SSA today?	Tablet At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			In office / place of employment At a Friend or Relative's place Public Library	A				
			Social Security Office Social Security Kiosk	B				
STE0123757		Did you connect through a unique Casial Coourity	Other Agency Other Vec	е	Dedie butten one un verticel	¥	Chin Logia Crown	Use SSA Icon
51E0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one up vertical	+	Skip Logic Group	USE SSA ICON
STE0123758	AA	How did you link to the SSA website?		701	Text area, no char limit	N	Skin Logic Group	OE How Linked to SSA (library)
STE0123738		Please describe the location.			Text area, no char limit	N N		OE Location of Kiosk
STE0123739		Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N		OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages				Randomize	
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			An email reminder from Social Security Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В			Anchor answer choice	
CAS0045390		How did you learn about <i>my</i> Social Security?	-		Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months Once a month				+	
			More than once a month		+		+	
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) recently applied		Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability,					
			or Survivors) I recently applied for Social Security Benefits (Retirement, Disability, or					
			Survivors) or SSI I am eligible to receive monthly benefits or Medicare at this time but am not					
			receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time-					
			Yes, I recently applied No, I am taking Medicare Only coverage - no cash benefits	Α				

Err:508	red & strike-through: DELETE
SSA My Social Security v2	underlined & italicized: RE-ORDER
Err:508 R9JQtMNI09w1VJAZFxsVYQ4C	pink: ADDITION
Partitioned Yes 2/8/2012	blue +>: REWORDING

No

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			SSA My Social Security v2 CUSTOM QUEST					
			SSA My Social Security V2 COSTOM QUEST					
	Skip							
	Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Ý/N	Instructions	CQ Label
			I don't know or prefer not to answer					
	A	What type of benefits are you receiving? (Check all	Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
		that apply)		-				
			Disability	_				
			Spouses	-				
			Survivors	-				
CAS0045395			Supplemental Security Insurance		abook box one up vertical	Vaa	Chin Logia Crown	Drimon (Docoon
CA50045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Philliary Reason
			To view my Benefits and Payment Details					
	+		To enroll in or update my direct deposit					
			To change my address with SSA		-			
			To print or view my online Social Security Statement	A,C				
			To make sure my earnings record is correct					
			To replace my Social Security Card					
			To check the Status of my recently filed online application for benefits					
			To learn about the benefits to which I might be entitled					
	+		To use SSA's Retirement Estimator	<u>Ð,E</u>				
			To use SSA's other online benefit calculators	<u> </u>				
	+		To apply only for Social Security or Medicare Only benefits	1.0				
	+		To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K				
	-		To add Extra Security to my online account	<u><u>n</u></u>				
	+		Just curious – wanted to see what information was contained in my Social					
			Security account					
			Other Reason for visiting today	<u>Z</u>				
CAS0045407	A	How often do you review your online Social	This is my first time	AA	check box one up vertical	Y	Skin Logic Group	Freq View Statement
0,100010101		Security Statement?					Chip Logio Croup	
			At least once a year					
			Every 6 months					
			Every 3 months or more frequently					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement	Yes		radio button one up vertical		skip logic group	Plan to View State again
		online again?						Ŭ
			No					
CAS0045409	В	For which Agency or program do you need a	Medicare		check box vertical one up	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)						
			Medicaid					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			USDA - SNAP (Food Stamps)					
			Department of Veterans Affairs					
			IRS					
			Court					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	e	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	н	Radio button, one-up vertical	¥	Skip Logic Group	Use RE
		visiting your my boold become account today?	N o	+				
CAS0073010	H	Did you have difficulty navigating between my	Yes	J	Radio button, one up vertical	¥	Skip Logic Group	Difficulty Navigating Rotwoon
		Social Security and the Retirement Estimator?		3	radio batton, one up vertiedi	Ŧ	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			INO.					

Err:508		red & strike-through: DELETE
SSA My Social Securit	y v2	underlined & italicized: RE-ORDER
Err:508 R9JQ	tMNI09w1VJAZFxsVYQ4C	pink: ADDITION
Partitioned Yes 2/8/20)12	blue +>: REWORDING

			SSA My Social Security v2 CUSTOM QUESTIC	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073011	£	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
AS0073012	ł	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	¥	Skip Logic Group	Plan to Use RE
AS0073013	Ð	Did you have trouble finding the Retirement Estimator?	No Yes		Radio button, one-up vertical	¥	Skip Logic Group	Trouble Finding RE
AS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	No Yes		Radio button, one up vertical	¥	Skip Logic Group	Expect to Find RE in mySSA
AS0073015	F	Did you have trouble finding the other online- benefit calculators?	No Yes		Radio button, one-up vertical	¥	Skip Logic Group	Trouble Finding Calculators
:AS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	No ¥es		Radio button, one-up vertical	¥	Skip Logic Group	E xpect to Find Calculators in mySSA
AS0076487		Please select the response that best reflects the action you took:	No Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S) Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
AS0076488		Please explain why you requested a copy to be mailed since it was available for viewing and printing online.	Other	КК	Text area, no Char limit	N	Skip Logic Group	Why Request 1099
AS0076467	КК	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
AS0045398		or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office	A,B A,C				
	<u> </u>		Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember	, ,				
AS0045399	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes 30 minutes or more					
AS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
AS0045410	с	Why did you decide to register in-person?	Three or more I was unsuccessful registering online and was required to do so in-person	сс	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
A30043410			Ipreferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC			Skip Lögic Gröup	
			Employee offered the option for me to register for a my Social Security account	сс				
AS0045401		Please describe your in-person registration experience.			Text area, no char limit	N		OE_In-person Experience
TE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	¥	Skip Logic Group	EK Use
			And the second sec					
			Other					
TE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	¥	Skip Logic Group	EK Assistance
			Registered with in-person assistance					

Err:508	red & strike-through: DELETE
SSA My Social Security v2	underlined & italicized: RE-ORDER
Err:508 R9JQtMNI09w1VJAZFxsVYQ4C	pink: ADDITION
Partitioned Yes 2/8/2012	blue +>: REWORDING

			SSA My Social Security v2 CUSTOM QUESTION	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N		CQ Label
STE0123741	A 4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you (register) request to add Extra Security to your account?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
		-	No					
			I tried but was unsuccessful					
KAU0126773		Was it easy to create a my Social Security account?	I don't know		Radio button, one-up vertical	Y	Skin Logic Group	Easy Create Account
10.00120773			No	A		1	Skip Logic Oroup	Lasy create Account
KAU0126790	A	Please tell us why it was not easy to create a <i>my</i> Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of my Social Security's	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
		instructions for creating a username and password? Did you find the instructions for creating a username, password and registering a second factor to be clear?						
			Partially	A				
0.000.15.11.1	<u> </u>		No	A		<u> </u>		
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password. Please explain what was not clear about any of the instructions.			Text area, no char limit	Ν	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes No	-	Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	Α				
CAS0045425 KAU0126791	A	Please describe your security concerns. Was it easy to sign in to your <i>my</i> Social Security account?	Yes		Text area, no char limit Radio button, one up	N Y	Skip Logic Group Skip Logic Group	OE_Security Concern Easy Sign In
			No	Α				
KAU0126792	A	What did you find difficult about signing in to your <i>my</i> Social Security account?			Text area, no char limit	Ν	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426 CAS0045427	B	What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Text area, no char limit Check box vertical	<u>N</u> Y	Skip Logic Skip Logic	OE_Trying to accomplish Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.	outor, preuso apoury	00	Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
CAS0045374	A	Please tell us what information or instructions were not clear	No	A	Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222			Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back

Err:508	r ed & strike-through : DELETE
SSA My Social Security v2	underlined & italicized: RE-ORDER
Err:508 R9JQtMNI09w1VJAZFxsVYQ4C	pink: ADDITION
Partitioned Yes 2/8/2012	blue +>: REWORDING

	SSA My Social Security v2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Yes, I used the "Call Back" button only	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label			
			Yes, I used both the "Get Help" button and "Call Back" button	A, B							
			No, I used neither								
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	¥	Skip Logic	Get Button Helpful?			
				2							
				3							
				4							
				5							
				6							
				7							
				8							
				9							
			10=Very Helpful								
			Don't know								
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	¥	Skip Logic	Call Back Button Helpful?			
				2							
				3							
				4							
				5							
				6							
				7							
				8							
				9							
			10=Very Helpful								
			Don't know								

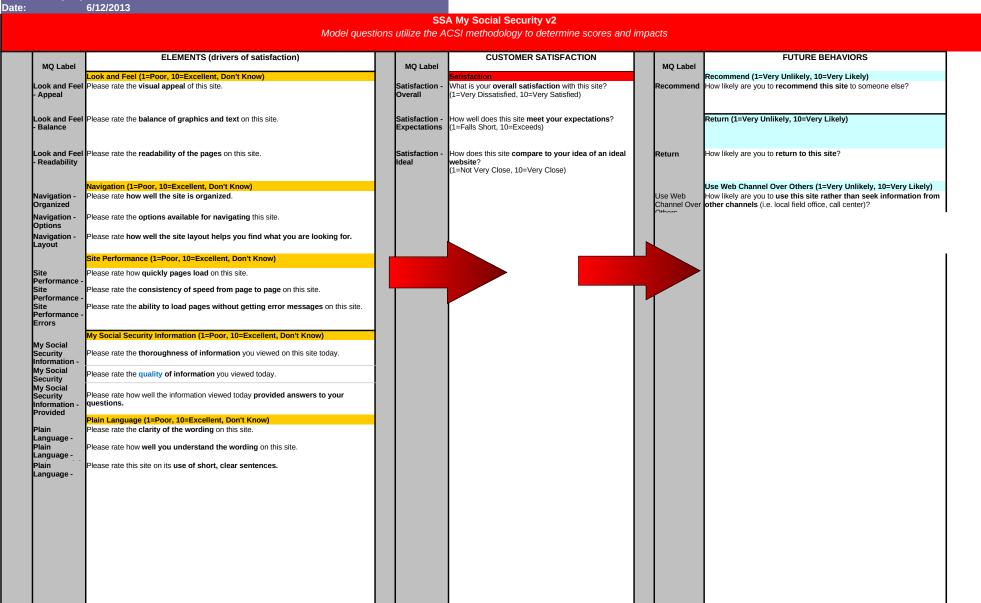
Attribute	Value
Channel	Web
Touchpoint Name	0
Hierarchy	0
Model Type	PredCSAT Desktop Acct Mgmt
Journey Phase	#N/A
Touchpoint Type	#N/A
Partner Involved	0
Replay	0
Version Number of Model Template	17.3.Y

Survey Type	PREDCSAT
Look and Feel	Single Page
Theme Color	#009fea

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes

FPI Included(Y/N)?





SSA My Social Security v2 Err:508/9w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
			Smartphone					
STE0123737		From where did you connect to SSA today?	Tablet At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			In office / place of employment At a Friend or Relative's place Public Library	A				
			Social Security Office Social Security Kiosk Other Agency	В				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Other Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В				
CAS0045390	В	How did you learn about <i>my</i> Social Security?			Text area,no char limit	N	Skip Logic Group	OPS_Learn about

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID HAR0069569	Skip Logic Label	Question Text How often do you access (or plan to access) your my Social Security account?	Answer Choices (limited to 50 characters) Once a year	Skip to	Type (select from list) Radio button, one up vertical	Required Y/N Y	Special Instructions	CQ Label Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
-			More than once a month					
BJL1506		Are you currently receiving cash benefits?	Not sure Yes, I am receiving Social Security Benefits		Radio button, one-up vertical	Y		Cash Benefits
BJL1300			(Retirement, Disability, Spouses or Survivors)			ř		Cash Benelius
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To view my Benefits and Payment Details					
			To enroll in or update my direct deposit					
			To change my address with SSA					
			To print or view my online Social Security Statement	<u>A,C</u>				
			To make sure my earnings record is correct					
			To replace my Social Security Card					
			To check the Status of my recently filed online application for benefits					
			To learn about the benefits to which I might be entitled					
			To use SSA's Retirement Estimator	<u>D,E</u>				
			To use SSA's other online benefit calculators	<u>F,G</u>				
			To apply only for Social Security or Medicare Only benefits					
			To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K				
			To add Extra Security to my online account					
			Just curious – wanted to see what information was contained in my Social Security account					
			Other Reason for visiting today	<u>Z</u>				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					

			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	<u>Medicare</u>		check box vertical one up	Y	skip logic group	Agency Need
			<u>Medicaid</u>					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8	Housing				
			<u> USDA - SNAP (Food Stamps)</u>					
			Department of Veterans Affairs					
			<u>IRS</u>					
			<u>Court</u>					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
			No					

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	No Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my</i> Social Security account?	No Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
CAS0076487	к	Please select the response that best reflects the action you took:	No Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S) Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	КК				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	КК	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	А	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Not sure or don't remember Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes 30 minutes or more					
CAS0045400	В		One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
CA CO0 45 440			Three or more		Dadia huttan	N/	Chin Logic Ores	Dealer
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			Employee offered the option for me to register for a <i>my</i> Social Security account	сс				
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					

			SSA My Social Security v2 CUSTOM QU	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123761		Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you (register) add Extra Security to your account?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
KAU0126773		Wee it easy to exact a may Capiel Capyvity approximit	I don't know		Dadia huttan ana un vortiaal	Y	Skip Logio Croup	Fact Create
KAUU126773		Was it easy to create a <i>my</i> Social Security account?			Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
KAU0126790			No	Α	Text area, no char limit	N	Skip Logic Group	
KAUU120790	Α	Please tell us why it was not easy to create a <i>my</i> Social Security account.			Text area, no char limit		Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for creating a username and password?	Yes		Radio button, one-up vertical	vertical Y Skip Logic	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	A				
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password.			Text area, no char limit	N	Skip Logic Group	OE_Instruction
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?			Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	Concern
KAU0126791		Was it easy to sign in to your <i>my</i> Social Security account?	Yes		Radio button, one up	Y	Skip Logic Group	Easy Sign In
			No	A				05 5 0
KAU0126792	Α	What did you find difficult about signing in to your <i>my</i> Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					

			SSA My Social Security v2 CUSTOM QUESTI	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	А				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	А, В				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	В	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
			Smartphone					
STE0123737		From where did you connect to SSA today?	Tablet At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			In office / place of employment At a Friend or Relative's place Public Library	A				
			Social Security Office Social Security Kiosk Other Agency	В				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Other Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В				
CAS0045390	В	How did you learn about <i>my</i> Social Security?			Text area,no char limit	N	Skip Logic Group	OPS_Learn about

SSA My Social Security v2 Err:508/9w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM QUESTI	ON LIST				
QID HAR0069569	Skip Logic Label	Question Text How often do you access (or plan to access) your my Social Security account?	Answer Choices (limited to 50 characters) Once a year	Skip to	Type (select from list) Radio button, one up vertical	Required Y/N Y	Special Instructions	CQ Label Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
D 11 1 50 C		Ano you concepts a cost honofite?	Not sure		Dedie kutten ene un vertieel	V		Cash Danafita
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	В				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators To apply online for Social Security or Medicare Only benefits	F, G				
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	к				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in mySocialSecurity account					
			Other reason for visiting today:	Z				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					

			SSA My Social Security v2 CUSTOM QUES	TION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Y	skip logic group	Agency Need
			IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					
			Department of Veterans Affairs (VA)					
			Requesting a Retirement Visa from another country					
			Medicare					
			Medicaid					
			State or Local Department of Social Services					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	1				
CAS0073010	н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RI
			No					
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					

			SSA My Social Security v2 CUSTOM QUESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
CAS0076487	к	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S) Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	КК				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	КК	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
0.000.45000	<u> </u>		Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
0 4 0 0 0 4 5 4 0 0	<u> </u>		30 minutes or more		Deallis la state en anno service el	×	Ohim hawin Onesen	Des Attended
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
CAS0045410	С	Why did you decide to register in-person?	Three or more I was unsuccessful registering online and was required (CC	Radio button, one-up vertical	Y	Skip Logic Group	Pog In porson
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC				Reg in person
			Employee offered the option for me to register for a <i>my</i> Social Security account	CC				
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Other Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411			Yes		Radio button, one-up vertical	Y		Xtra Security Reg

			SSA My Social Security v2 CUSTOM QU	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			No					
			I tried but was unsuccessful					
			I don't know		-			
		Was it easy to create a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
			No	Α				
	A	Please tell us why it was not easy to create a <i>my</i> Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Accour
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering creating a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	A				
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password.			Text area, no char limit	N	Skip Logic Group	OE_Instruction
CAS0045415			Yes No		Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?			Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	Α				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
		Was it easy to sign in to your <i>my</i> Social Security account?	Yes		Radio button, one up	Y	Skip Logic Group	Easy Sign In
			No	А				
	Α	What did you find difficult about signing in to your <i>my</i> Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	А, В				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9 10=Very Helpful					
			Don't know					
STE0093224	В	Please rate how helpful the "Call Back" button was	1=Not Helpful at All		Radio button, scale, has don't	Y	Skip Logic	Call Back
		to you. (1=Not Helpful at All, 10=Very Helpful)			know		onp Logio	Button Helpful?
			2					
			3					
			4					
-			5					
			6					
			7					
			8					
			10=Very Helpful					
			Don't know					
			DOILEKIIOW					

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connecte with SSA
			Laptop Smartphone Tablet	-				
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			At a Friend or Relative's place Public Library Social Security Office	A				
			Social Security Kiosk Other Agency Other	В				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В				
CAS0045390	В	How did you learn about <i>my</i> Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about

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			SSA My Social Security v2 CUSTOM QUEST	ON LIST				
QID HAR0069569	Skip Logic Label	Question Text How often do you access (or plan to access) your my Social Security account?	Answer Choices (limited to 50 characters) Once a year	Skip to	Type (select from list) Radio button, one up vertical	Required Y/N Y	Special Instructions	CQ Label Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	В				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators	F, G				
			To apply online for Social Security or Medicare Only benefits					
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit	11				
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	К				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in <i>my</i> SocialSecurity account					
			Other reason for visiting today:	Z				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					

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			SSA My Social Security v2 CUSTOM QUES	TION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Y	skip logic group	Agency Need
			IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					
			Department of Veterans Affairs (VA)					
<u> </u>			Requesting a Retirement Visa from another country					
			Medicare Medicaid					
			State or Local Department of Social Services					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	1				
CAS0073010	H	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and F
			No					
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and F
CAS0073012	1	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use F
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Findi RE
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Fin RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Findi Calculators
			No					

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			SSA My Social Security v2 CUSTOM QUESTI	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	к	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	КК				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	КК	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	В	attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
CAC0045410	-	M/bu did you deside to register in person0	Three or more		Dedie hutten ene un vertied	N N	Chin Logio Crown	Desilaration
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for a <i>my</i> Social Security account	20 20	Radio button, one-up vertical	Y	Skip Logic Group	Reg in person
CAS0045401	сс	Please describe your in-person registration	in-person at my SSA office		Tayt area, no char limit	N	Skin Logio Croup	OE In-person
		experience.			Text area, no char limit		Skip Logic Group	Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?			Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available Other					
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) I don't know	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
<u></u>			No	A				
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instruction
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	-		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	А				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.	Otter, please specify		Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
		······	No	A				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Buttor or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	А, В				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			4					
			6					
			7					
			8					
			10=Very Helpful 9					
			Don't know					
STE0093224	В	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

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			SSA My Social Security v2 CUSTOM QUESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Desktop computer/laptop from my home	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?				¥	Skip Logic Group	How Connecte with SSA
			Desktop computer/laptop from a friend or relative's home				Randomize	
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library Public computer workstation in some other	A				
			agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)					
			Public computer workstation made available at my local Social Security office					
			SSA Express kiosk located in a public space or governmental office-	в				
			Other (please specify)				Anchor Answer	
		Did you connect through a unique Social Security	Y es	e	Radio button, one-up vertical		Choice	
CAS0076468	A	icon featured on the computer's desktop?				¥	Skip Logic Group	Use SSA Icon
			No	AA	Text area. no char limit			OE_How
								Linked to SSA
CAS0076469	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	(library) OE Location o
CAS0076490	B	Please describe the location.				N	Skip Logic Group	Kiosk
CAS0076470	е	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
			Desktop		Radio button, one-up vertical			
		How did you connect to Social Security today?				Y		How Connecte with SSA
			Laptop					
			Smart Phone Tablet					
			At home		Radio button, one-up			From Where
					verticalb			Connected with
		From where did you connect to SSA today?	In office / place of employment			Y	Skip Logic Group	SSA
			At a Friend or Relative's place					
			Public Library Social Security Office	А				
			Social Security Kiosk	В				
			Other Agency					
		Did you connect through a unique Social Security	Other Yes	С	Radio button, one-up vertical			
	А	icon featured on the computer's desktop?			radio batton, one-up vertical	Y	Skip Logic Group	Use SSA Icon
			No	AA				

			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
					Text area, no char limit			OE_How
	AA	How did you link to the SSA website?				N	Skip Logic Group	Linked to SSA (library)
	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security Home Page website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad	_				
			Other, please explain	В				
CAS0045390	в	How did you learn about my Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					

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	1					1		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Ham entitled to Medicare Only coverage - no cash benefits-I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			Fram not entitled to monthly benefits or Medicare No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits I don't know or prefer not to answer					
AS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					Reason
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	В				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators To apply online for Social Security or Medicare Only benefits	F, G				
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	к				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in <i>my</i> SocialSecurity account					
			Other reason for visiting today:	Z				
AS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year					
			At least once a year Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
			Other					
AS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to Vie State again
			No					
AS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Y	skip logic group	Agency Ne
			IRS					
			Court HUD - Federal Housing Admin. (FHA)					

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Department of Veterans Affairs (VA)					
			Requesting a Retirement Visa from another country Medicare					
			Medicaid					
			State or Local Department of Social Services					
			Other agency or program	BB				
CAS0045396		Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	н	Did you have difficulty navigating between my	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
		Social Security and the Retirement Estimator?	Yes No					
CAS0073011	J	Please describe the difficulty you had navigating			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between
		between <i>my</i> Social Security and the Retirement Estimator.						mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
CAS0073015	F		No		Dadia huttan ana un vartiaal	Y	Skip Logio Croup	Trouble Finding
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	G	Did you expect to find the other online benefit			Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in
		calculators within your <i>my</i> Social Security account?						mySSA
CAS0076487	к	Please select the response that best reflects the action you took:	No Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
		action you took.	Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed and printed my SSA 1099 (or SSA 10425) Viewed my SSA 1099 (or SSA 10425) and requested a replacement to be mailed	L				
			Other	КК				

SSA My Social Security v2 Err:508/9w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	КК	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Тwo					
			Three or more					
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	cc				
			Don't remember or prefer not to say	ee				
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
	_		No					
			I tried but was unsuccessful					
			I don't know					
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
		password?	Yes					
			Partially	A				
0.000/5//	-		No	A	The state of the s			
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instruction

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			SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes No	•	Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
0.1.000.15.100			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Submit Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Write a letter to Social Security					
CAS0045428	BB	Please tell us what "other" action you plan to take	Other, please specify	BB		N		OPS Do Next
	БВ	next.			Text area, no char limit			-
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	А	Radio button, one up vertical	Y	Skip Logic	Get Help Buttor or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	А, В				
			No, I used neither					
STE0093223	А	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			4					
			7					
			<u> </u>					
			10=Very Helpful					
			Don't know					

Err:508 SSA My Social Security v2 Err:508!9w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012			red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING SSA My Social Security v2 CUSTOM QUEST	ION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0093224		Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know		Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			7					
			8					
			9					

New Age

₽

Drop down, select one

10=Very Helpful Don't know

Under 25

26 to 45 46 to 55 56 to 60 61 to 64 65 to 66 67 or older Prefer not to answer

Please select the category that includes your age.

CAS0045375

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM QU	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment Public computer workstation in a library Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.) Public computer workstation made available at my local Social Security office SSA Express kiosk located in a public space or governmental office Other (please specify)	A B	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer	How Connected with SSA
CAS0076468	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	C AA	Radio button, one-up vertical	Single	Y	Choice Skip Logic Group	Use SSA Icon
CAS0076469	AA	How did you link to the SSA website?		,,,,	Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
CAS0076490	в	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	С	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
CAS0045390	в	How did you learn about my Social Security?					N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months Once a month						
			More than once a month						-
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits To get a Benefit Verification Letter	В					
			Add Extra Security to my online account	D					
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	к					
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM (QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social		AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
	_	Security Statement?	This is my first time						Statement
			Less frequently than once a year At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA		Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
	_		Requesting a Retirement Visa from another country Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	I					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	1	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security	Voo		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
		account?	Yes No						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding
			No						
CAS0073014	E	Did you expect to find the Retirement Estimator			Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
		within your my Social Security account?	Yes						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0073015	F		No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding
CA30073013		Did you have trouble finding the other online benefit calculators?	Yes			Single		Skip Logic Group	Calculators
CAS0073016	G		No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find
CA30073010		Did you expect to find the other online benefit calculators within your my Social Security account?				Sirigie			Calculators in mySSA
			No						
CAS0076487	к	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S) Viewed and printed my SSA 1099 (or SSA 1042S)		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099 Action
			Viewed my SSA 1099 (or SSA 10423) Viewed my SSA 1099 (or SSA 10423) and requested a	L					
			replacement to be mailed	-					
			Other	кк					
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
CAS0076467	КК	What action did you take?			Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
	<u> </u>		Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
0.0.000.45.44.0	-		Three or more			O's a la	X		
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for <i>my</i> Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg in person
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
	-		I tried but was unsuccessful I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and	I GUITT KIIOW		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	A	I				

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip Logic		Answer Choices				Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045414	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions	No	A	Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415			Yes		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A		Yes	A	Text area, no char limit		N		OE_Security Concern
CAS0045422		Please describe your security concerns. Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?			Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?	No	A,B	Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В		Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
				BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В					
			Yes, I used both the "Get Help" button and "Call Back" button	А, В					
		Diagon rate how helpful the "Oat Help" how	No, I used neither		Dedie butten seele hee doot				Cat Durit
	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Get Button Helpful?
			2						
			4						
			5						
			6						

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			/ 8						
	+		9						
			10=Very Helpful						
			Don't know						
	_	Please rate how helpful the "Call Back" button was	1=Not Helpful at All		Radio button, scale, has don't				Call Back
	В	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)			know	Single	Y	Skip Logic	Button Helpful?
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			10=Very Helpful						
			Don't know						
STE0090150		Did you use the "Get Help" button during your visit today?	Yes	A	Radio button, one up vertical	Single	¥	Skip Logic	Get Help Buttor
			No						
STE0090151	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	¥	Skip Logic	Get Button Helpful?
			2			v			
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			10=Very Helpful						
			Don't know						
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM QU	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment Public computer workstation in a library Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.) Public computer workstation made available at my local Social Security office SSA Express kiosk located in a public space or governmental office Other (please specify)	A B	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer	How Connected with SSA
CAS0076468	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	C AA	Radio button, one-up vertical	Single	Y	Choice Skip Logic Group	Use SSA Icon
CAS0076469	AA	How did you link to the SSA website?		,,,,	Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
CAS0076490	в	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	С	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	в					
					Text area, no char limit				
									OPS Learn
CAS0045390	в	How did you learn about my Social Security?					N		about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months		,				
			Once every three months						
			Once a month						
			More than once a month Not sure						
BJL1506			Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Sinale	Y		Cash Benefits
2022000		Are you currently receiving cash benefits?	(SSI)			eiligie	•		easi benente
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit	к					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	ĸ					
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					

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			SSA My Social Security v2 CUSTOM Q	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social		AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
		Security Statement?	This is my first time						Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA		Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	<u> </u>					
CAS0073010	н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	1	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security	Vac		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
		account?	Yes No						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
			No						
CAS0073014	E	Did you expect to find the Retirement Estimator			Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
		within your my Social Security account?	Yes						

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0073015	F		No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding
CA30073013		Did you have trouble finding the other online benefit calculators?	Yes			Single		Skip Logic Group	Calculators
CAS0073016	G		No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find
CA30073010		Did you expect to find the other online benefit calculators within your my Social Security account?				Sirigie			Calculators in mySSA
			No						
CAS0076487	к	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S) Viewed and printed my SSA 1099 (or SSA 1042S)		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099 Action
			Viewed my SSA 1099 (or SSA 10423) Viewed my SSA 1099 (or SSA 10423) and requested a	L					
			replacement to be mailed	-					
			Other	КК					
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
CAS0076467	КК	What action did you take?			Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
0.1.000.15000	<u> </u>		Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
0.0.000.45.44.0	-		Three or more			O's a la	X		
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for <i>my</i> Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg in person
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
	-		I tried but was unsuccessful I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and	I GUITT KIIOW		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	A					

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			SSA My Social Security v2 CUSTOM (UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
-		•	No	Å					
CAS0045414		Please explain what you did not understand about <i>my</i> Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415			Yes		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	A			L		L
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?			Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?	No	A,B	Text area, no char limit			Skip Logic	OE_Trying to accomplish
CAS0045427			Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						l
			Call a local Social Security office						4
			Call Social Security's 800 number Submit an e-mail to Social Security						
			Write a letter to Social Security						4
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
		Did you use the "Get Help" button during your visit today?	Yes	А	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button
	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Get Button Helpful?
			2						
				2					
				7					
			\$	3					1
				•					

CAS0045375 Please select the category that includes your age. Din't know Din't know Direction Single N New Age	Err:508 SSA My Social S Err:508 Partitioned Yes	Security v2 R9JQtM	NI09w1VJAZFxsVYQ4C	r ed & strike-through : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING					
Logic Label 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 Lation Image: CAS0045375 Mease select the category that includes your age. Under 25 Image: Case of the category that includes your age. Image: Case of the category that includes your age. New Age				SSA My Social Security v2 CUSTO	I QUESTION LIST				
CAS0045375 Please select the category that includes your age. Under 25 Drop down, select one Single N New Age	QID	Logic	Question Text		Skip to	Type (select from list)			CQ Label
				Don't know					
	CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N	New Age
26 to 45				26 to 45					

46 to 55 56 to 60 61 to 64 65 to 66 67 or older Prefer not to answer

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			SSA My Social Security v2 CUSTOM QU	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Desktop computer/laptop from my home		Radio button, one-up vertical				
		Please tell us how and from where you connected with SSA during your visit today?				Single	Y	Skip Logic Group	How Connecte with SSA
			Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment					Randomize	
			Public computer workstation in a library	А					
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)						
			Public computer workstation made available at my local Social Security office						
			SSA Express kiosk located in a public space or governmental office	В					
			Other (please specify)	С				Anchor Answer Choice	
	А	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Use SSA Icon
			No	AA	Tayt groe in a shar limit				
	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SS (library)
	в	Discos describe the leastion			Text area, no char limit	Onon	N		OE_Location
	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	Kiosk OPS How
	С	Please tell us how and from where you connected with SSA during your visit today?				Open	N	Skip Logic Group	Connected wi
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	в					
					Text area, no char limit				
CAS0045390	в	How did you learn about my Social Security?					N		OPS_Learn about
									Access
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Frequency - NEW
			Once every six months						
			Once every three months						
⊢			Once a month						
·			More than once a month						
BJL1506			Not sure		Dadia button and up vortical	Singlo	Y		Cash Benefits
PILI200		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	T		Cash Denenits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details To check the status of my recently filed online						
			application for benefits						
			To get a Benefit Verification Letter Add Extra Security to my online account	В					
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	К					
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	<u> </u>					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	1	Estimator. Do you plan to use the Retirement Estimator after			Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
		you are finished with your <i>my</i> Social Security account?	Yes						
			No						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
			No						
CAS0073014	E	Did you expect to find the Retirement Estimator	Voc		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
			Yes						

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Image: select the approximate length of the it to gistered online on my first attempt A Radio button, one-up vertical Single Y Skip Logic Group How Registered CAS0045388 Image: select the approximate length of time it to gistered online on my first attempt A Radio button, one-up vertical Single Y Skip Logic Group How Registered CAS0045309 Image: select the approximate length of time it to gistered online after pior unsuccessful attempt AB Image: select the approximate length of time it to gistered online after pior unsuccessful attempt AB Image: select the approximate length of time it to gistered online after pior unsuccessful attempt AB Image: select the approximate length of time it to gistered online after pior unsuccessful attempt AB Image: select the approximate length of time it to gistered online after pior unsuccessful attempt AB Image: select the approximate length of time it to gistered online after pior unsuccessful				SSA My Social Security v2 CUSTOM Q	JESTION LIST					
CASE007301 Pi Day to trave tradue finding the other online binding to take a totals Pice a set of the other online binding to take a total set of the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore calculators within your my Social Social your appects to find the other online bore within appects the social process to find the other online bore to the process to the other online bore to the process to the other online bore to the process to the other online bore online bore online bore online bore online bore to the process to the other online bore online bore online bore online bore online to the process to the other online bore online bore online bore online to the process to the other online bore online bore online bore online bore online bore online to the process to the other online bore online bore online bore online bore online to the process to the other online bore online	QID	Logic	-	(limited to 50 characters)	Skip to	Type (select from list)				CQ Label
Image: second second sector of the second sector of the second second sector of the secto	CAS0073015	F				Radio button one-up vertical	Single	Y	Skin Logic Group	Trouble Finding
CAS0073010 G memory bit of the other online bandle includion on the up writed in the other online bandle includions in the other online bandle includion on the other online ba		·	benefit calculators?				Single			
Image: Section of the other online banefit accound with your registered online on the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit accound with your registered online on the first attempt Image: Section of the other online banefit a	0.4.0007004.0	-		No			0	X		EE'.d
K Product the reportion that best reflect the reportion that best reflect the reportion to the maked Status buttors, one-up welfail Single Y Skip Logic Group SciA 2009 C Access select the reportion to the maked Meeted and grinted my SSA 1009 (or SSA 1007) and regulated and scine to the maked L C Access select the reportion to the maked L C	CAS0073016	G		Yes		Radio button, one-up vertical	Single	Ŷ	Skip Logic Group	Calculators in
Image: Problem in the second part second pa				No						
Include<		к		Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Single	Y	Skip Logic Group	
Include<				Viewed and printed my SSA 1099 (or SSA 10425)						
L Phases explain why our reguested a corpt to be meter on the second was vaniable for vessing and printing online. Left area. no Char limit Open N Skip Logic Group (PS_SSA 10) (Action Action (Action (Action (Action (Action (Action))) Num Skip Logic Group (PS_SSA 10) (Action (Action)) CAS0045398 A Kt A Radio button, one-up vertical (Action) Skip Logic Group (PS_SSA 10) Num Printing (PS_SSA 10)										
KK Meta action did you take? Index data Char limit Open N Skp Logic Group CPS-SSA 1001 CAS0045398 Did you register for my Social Security online or in person? Registered online and prior num social statempt A Radio button, one-up vertical Single Y Skip Logic Group How Registered CAS0045398 C Registered online after prior unsuccessful attempts AB C <td></td> <td>L</td> <td>mailed since it was available for viewing and</td> <td></td> <td></td> <td>Text area, no Char limit</td> <td>Open</td> <td>N</td> <td>Skip Logic Group</td> <td></td>		L	mailed since it was available for viewing and			Text area, no Char limit	Open	N	Skip Logic Group	
bit you register for my Social Security online or in person? Registered online after prior unsuccessful attempts A,B Image: Control of the second of t		КК				Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
Action Registered online antipolit insuccessful attempts Action Recipitation Registered with in-person assistance from my local Action Recipitation Recipitation <t< td=""><td>CAS0045398</td><td></td><td></td><td>Registered online on my first attempt</td><td>A</td><td>Radio button, one-up vertical</td><td>Single</td><td>Y</td><td>Skip Logic Group</td><td>How Registered</td></t<>	CAS0045398			Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
Image: select the approximate length of time it took for you complete your registration Not sure or don't member Image: select the approximate length of time it took for you complete your registration Not sure or don't member Radio button, one-up vertical Single Y Skip Logic Group Reg Time CAS0045399 A Please select the approximate length of time it took for you complete your registration Lees than 15 but less than 30 minutes Image: Select the approximate length of time it took for you complete your registration Lees than 15 but less than 30 minutes Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your registration Image: Select the approximate length of time it took for you complete your register for the or more Image: Select the approximate length of time it took for you complete your register for the or more Image: Select the approximate length of you select the approximate length of time it took for you complete your register for the person registration <										
CAS0045399 A Please select the approximate length of time it took for you complete your registration Less than 15 minutes Radio button, one-up vertical Single Y Skip Logic Group Reg Time CAS0045400 B How many prior unsuccessful online registration attempts did you make? 30 minutes or more A <t< td=""><td></td><td></td><td></td><td>SSA office</td><td>A,C</td><td></td><td></td><td></td><td></td><td></td></t<>				SSA office	A,C					
Image: bit of you complete your registration Less than 15 minutes Image: bit of you complete your registration Image: bit of you complete you register for you complete you register for you complete you register in-person? Image: bit of you complete you register for you complete you register for you complete you register for gitsering for <i>my</i> Social Security in-person CC Radio button, one-up vertical Single Y Skip Logic Group Reg in person CAS0045401 CC Please describe your in-person registration Intereor prefer not to say CC Text area, no char limit N N OE	0400045000	<u> </u>		Not sure or don't remember		Dedie butters, energy wertigel	Circela	X	Chin Lania Craws	Dee Time
Image: CAS0045400 Im	CAS0045399	A	for you complete your registration			Radio button, one-up vertical	Single	Ŷ	Skip Logic Group	Reg Time
CAS0045400 B How many prior unsuccessful online registration attempts did you make? One Radio button, one-up vertical Single Y Skip Logic Group Reg Attempts CAS0045410 C Mage and the prior unsuccessful online registration attempts did you make? Two Image and the prior unsuccessful registering online and was required CC Radio button, one-up vertical Single Y Skip Logic Group Reg Attempts CAS0045410 C Why did you decide to register in-person? Iwas unsuccessful registering on <i>my</i> Social Security in-person CC Radio button, one-up vertical Single Y Skip Logic Group Reg Attempts CAS0045410 C Why did you decide to register in-person? Iwas unsuccessful registering on <i>my</i> Social Security in-person CC Radio button, one-up vertical Single Y Skip Logic Group Reg Attempts CAS0045411 CC Please describe your in-person registration experience. Dont remember or prefer not to say CC Text area, no char limit N N M M M M M M M M M M M M M M M M M M M <td></td>										
Image: CAS0045410 Im	CAS0045400	В	How many prior unsuccessful online registration	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410 C Why did you decide to register in-person? I was unsuccessful registering online and was required CC Radio button, one-up vertical Single Y Skip Logic Group Reg In person Image: CAS0045410 Image: Case in the person registration in the person registration experience. Don't remember or prefer not to say CC Image: Case in the person registration experience. Image: Case in the person registration experience. N Image: Case in the person registration experience. N Image: Case in the person registration experience. No Image: Case in the person registration experience. Single Y Skip Logic Group Reg In person registration experience. CAS0045411 Image: Case in the person registration experience. Don't remember or prefer not to say CC Image: Case in the person registration experience. N Image: Case in the person registration experience. N Image: Case in the person register for Extra Security? Yes Yes Radio button, one-up vertical Single Y Yin the person register for Extra Security register for Extra Security register for Extra Security? Yes Image: Case in the person register for Extra Security register fo				-						
Image: series of the series	CA CO04E 410	-				Dadia huttan ana un vartical	Cingle	V		Dog in noroon
CAS0045401 CC Please describe your in-person registration experience. Text area, no char limit N OE_In-person Experience. CAS0045411 Image: Comparison of the person registration experience. Yes Radio button, one-up vertical Single Y Xtra Security Reg CAS0045411 Image: Comparison of the person registration experience. No Image: Comparison of the person registration experience. Yes Yes Image: Comparison of the person registration experience. Yes Image: Comparison of the person registration experience. Yes Image: Comparison of the person registration experience. Yes Yes Image: Comparison of the person registration experience. Yes	CAS0045410			I preferred registering for my Social Security in-person a	CC		Single	ř		
CAS0045411 Image: security pid you register for Extra Security? Yes Red Xtra Security Reg Image: security pid you register for Extra Security? No Image: security register for Extra Security? No Image: security register for Extra Security register for Extra Security register for Extra Security? No Image: security register for Extra Security regis	CAS0045401	СС	Please describe your in-person registration			Text area, no char limit		N		OE_In-person Experience
Image: Note of the system o	CAS0045411		Did you register for Extra Security?			Radio button, one-up vertical	Single	Y		
Image: second										
CAS0045413 Did you understand all of <i>my</i> Social Security's instructions for registering a username and password? Yes										
	CAS0045413		instructions for registering a username and			Radio button, one-up vertical	Single	Y	Skip Logic Group	
		-	1	Partially	Α					

SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	QUESTION LIST					
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to A	Type (select from list)	Single or Multi	Y/N	Special Instructions	CQ Label
CAS0045414	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions	NU		Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415			Yes		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.	Yes	A	Text area, no char limit		N		OE_Security Concern
CAS0045422			Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?	No	A,B	Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
L			Write a letter to Social Security						
			Take no action						
CAS0045428	BB	Please tell us what "other" action you plan to take next.	Other, please specify	BB	Text area, no char limit		N		OPS_Do Next
CAS0045373			Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375			Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
	+		61 to 64						
			65 to 66 67 or older						
			Prefer not to answer		1	1			

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How did you learn about <i>my</i> Social Security?		•	check box, one up				
CAS0045388		(Check all that apply.)	Social Security Home Page			Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	в					
					Text area, no char limit				
CAS0045390	в	How did you learn about my Social Security?					N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months			Olligie			
			Once every three months						
			Once a month						
			More than once a month		-				
BJL1506			Not sure		Radio button, one-up vertical	Singlo	v		Cash Benefits
BJL1300		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)			Sirigie	T		Casil Bellelits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip		Answer Choices			Cingle or	Required	Creasial	
QID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
		2	I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social		A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
		Security today? (Check all that apply)	To print or view my online Social Security Statement						Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators To apply online for Social Security or Medicare Only	F, G					
			benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					-
CAS0045407		How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
CAS0045408	AA		Other Yes		radio button one up vertical			olin logio group	Plan to View
CA30045406		Do you plan to view your Social Security Statement online again?						skip logic group	State again
CA C004F400			No		about how wortical and we	Multiple	X	okin logio group	
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396		Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
CAS0073009	С			н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
		Did you use the Retirement Estimator before visting your <i>my</i> Social Security account today?	Yes						
CAS0073010	н		No	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty
0,100010010		Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	Ĵ		Unigic			Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
			No			0.1			
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
			No						
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
0400045000			Not sure or don't remember		De l'a la mais	0.			
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes 30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Three or more	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045410	с	Why did you decide to register in-person?	I was unsuccessful registering online and was required	сс	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
0//00040410	⊢		I preferred registering for <i>my</i> Social Security in-person a	CC	itadio battori, one up vertical	Single	-	Skip Logic Oroup	
			Don't remember or prefer not to say	CC					
CAS0045401		Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	I don't know		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					
CAS0045414		Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	A					
CAS0045425		Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426		What specifically were you trying to accomplish?			Text area, no char limit			Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428		Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	А					

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		SSA My Social Security v2 CUSTOM Q	UESTION LIST					
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
				Text area, no Char limit		N		OE_Account Clarity
	Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
		26 to 45						
	Security V Err:508 2/8/2012 Skip Logic Label A	Security v2 Err:508 2/8/2012 Skip Logic Label A Please tell us what information or instructions were not clear Please select the category that includes your age.	Security v2 underlined & italicized: RE-ORDER pink: ADDITION pink: ADDITION z/8/2012 blue +>: REWORDING SSA My Social Security v2 CUSTOM Q Skip SSA My Social Security v2 CUSTOM Q Logic Question Text Label Question Text A Please tell us what information or instructions were not clear Please select the category that includes your age. Under 25	Security v2 underlined & italicized: RE-ORDER pink: ADDITION pink: ADDITION blue +>: REWORDING SSA My Social Security v2 CUSTOM QUESTION LIST Skip Logic Label Question Text Answer Choices (limited to 50 characters) Skip to A Please tell us what information or instructions were not clear Under 25 Skip to Please select the category that includes your age. Under 25 State 10 A Please select the category that includes your age. Under 25 State 10 State 10 State 10 State 10 State 10 State 10 Construction 10 State 10 State 10 State 10 State 10	Security v2 E Frr:508 2/8/2012 underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING Skip Logic Label Sta My Social Security v2 CUSTOM QUESTION LIST Version Skip to Type (select from list) Type (select from list) A Please tell us what information or instructions were not clear Under 25 Drop down, select one Please select the category that includes your age. Under 25 Drop down, select one 26 to 45 46 to 55 56 to 60 61 to 64 Image: Comparison of the comparison	Security v2 E Fr:508 218/2012 underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING Skip Logic Label Question Text SSA My Social Security v2 CUSTOM QUESTION LIST Please tell us what information or instructions were not clear Question Text Answer Choices (limited to 50 characters) Skip to Type (select from list) Single or Multi Please tell us what information or instructions were not clear Under 25 Drop down, select one Single Please select the category that includes your age. Under 25 Drop down, select one Single 4 Please select the category that includes for age. Under 25 Drop down, select one Single 4 1 6 to 55 1 1 1 1 4 1 6 to 55 1 1 1 4 1 6 to 64 1 1 1 4 1 6 to 66 1 1 1 1 4 1 6 to 7 or older 1 1 1 1	Security v2 E Err:508 2/8/2012 underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING Skip Logic Label Question Text SSA My Social Security v2 CUSTOM QUESTION LIST Please tell us what information or instructions were not clear Question Text Answer Choices (limited to 50 characters) Skip to Type (select from list) Text area, no Char limit Single or Multi Required Y/N Please tell us what information or instructions were not clear Under 25 Drop down, select one Single N Please select the category that includes your age. Under 25 Drop down, select one Single N Image: Comparison of the category that includes your age. Under 25 Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age. Image: Comparison of the category data includes your age.	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 A Please tell us what information or instructions were ot clear Under 25 Drop down, select one Single or Multi N N Please select the category that includes your age. Under 25 Drop down, select one Single or Multi N N Image: Comparison of the category that includes one of clear 26 to 45 Drop down, select one Single or Multi N Image: Comparison on Multi N Image: Comparison on the category that includes one of clear Sto 60 Image: Comparison on the category that includes one of the comparison on the category that includes one of the comparison on the category that includes one of the comparison on the compariso

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SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

		1	SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
CAS0045390	в	How did you learn about my Social Security?					N		OPS_Learn about
		How often do you access (or plan to access) your							Access Frequency -
HAR0069569		my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		NEW
			Once every six months Once every three months						
			Once a month						
			More than once a month						
D 11 4 5 0 0			Not sure			Oire erle	v		Or als Damafita
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting <i>my</i> Social	I don't know of prefer hot to answer	А, <mark>С</mark>	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reas
0.000-0000		Security today? (Check all that apply)	To print or view my online Social Security Statement	7.9	show box one up ventical			Chip Logic Croup	. Innary reas

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Partition	ed Yes 2	2/8/2012

		1	SSA My Social Security v2 CUSTOM Q	UESTION LIST					1
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators To apply online for Social Security or Medicare Only benefits	F, G					
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social		AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
		Security Statement?	This is my first time						Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Other Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
	С	Did you use the Retirement Estimator before visting		н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
		your <i>my</i> Social Security account today?	Yes						
	н		No	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between
		Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes						mySSA and R
			No						

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			SSA My Social Security v2 CUSTOM QU	ESTION 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
Q	J	Quotion Toxi		emp to	Text area, no Char limit		N	Skip Logic Group	OE Difficulty
		Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.							Navigating Between mySSA and RE
	1	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
	E	Did you expect to find the Retirement Estimator	NO NO		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
		within your my Social Security account?	Yes						
	F		No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding
		Did you have trouble finding the other online benefit calculators?	Yes			Single			Calculators
	G		NO		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find
	0	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes			Single			Calculators in mySSA
CA C0045200			No	•	Dadia huttan ana un vartiaal	Cingle	V	Chin Logia Crown	
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
CA C0045200	_		Not sure or don't remember		Dadia huttan ana un vartiaal	Cingle	Y	Chin Logia Crown	Reg Time
CAS0045399		Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	
			30 minutes or more						
CAS0045400		How many prior unsuccessful online registration attempts did you make?	One Two		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required t	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
CAS0045401		Please describe your in-person registration experience.	Don't remember or prefer not to say	<u> </u>	Text area, no char limit		N		OE_In-person Experience
CAS0045411		· ·			Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No I tried but was unsuccessful						
			I tried but was unsuccessful I don't know						

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			SSA My Social Security v2 CUSTOM (UESTION LIST					
-									
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045413		Did you understand all of my Social Security's		-	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
		instructions for registering a username and							Understand
		password?	Yes Partially	Α					
			No	A					
CAS0045414	Α	Please explain what you did not understand about			Text area, no char limit		N	Skip Logic Group	OE_Instructions
		my Social Security's registration instructions							
0400045445					Dedie butten eine unstand	Oire et le	N/		O a su uit u
CAS0045415					Radio button, one-up vertical	Single	Y		Security Policies
		Did you see any information describing <i>my</i> Social Security's security policies or features?							
		Security's security policies of realities?	Yes						
			No						
CAS0045424		Do you have any concerns about the security of the			Radio Button, One-up	Single	Y	Skip Logic Group	Security
		personal information contained in your my Social							Concerns
		Security account?	No	A					
CAS0045425	Α		Yes	A	Text area, no char limit		N		OE Security
0/00040420		Please describe your security concerns.							Concern
CAS0045422		Did the information obtained during your my Social	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to
		Security account visit enable you to accomplish							Accomplish
		what you wanted to do?							
CAS0045426	A	What specifically were you trying to accomplish?	No	A,B			N	Skip Logic	OE_Trying to
CA30043420		what specifically were you trying to accomplish:			Text area, no char limit			Skip Logic	accomplish
CAS0045427	В	Since you were not able to accomplish what you				Multi	Y	Skip Logic	Do Next
		wanted to do, what do you plan to do next? (Please			Check box vertical				
		select all that apply)	Return and try again						
			Visit a local Social Security office Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
CA C0045420		Disease tell us what "other" action you plan to take	Other, please specify	BB			NI		
CAS0045428		Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
		account clear to you?				Ŭ			
			No	A			-		05.4
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
		. Todos colost the outegory that molded your age.	26 to 45			Cingic			
			46 to 55						
	-		56 to 60						
L			61 to 64						
	+		65 to 66						+
	+		67 or older Prefer not to answer						+
L		1		1	1	L	1		1

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Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
x		How did you learn about <i>my</i> Social Security?	Social Security Home Page		check box, one up				
CAS0045388		(Check all that apply.)				Multi	Y	Skip	Learn abou
			Browsing SSA.gov's informational webpages Social Security's Frequently Asked Ouestions (FAOs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				OPS Learr
CAS0045390	в	How did you learn about my Social Security?					N		about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency NEW
		· · · · · · · · · · · · · · · · · · ·	Once every six months			Ŭ			
			Once every three months						
			Once a month More than once a month						
			Not sure						
CAS0045394		How often do you plan to access your my Social Security account in the future?	At least once a month		Radio button, one up vertical	Single-	¥		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)					<u> </u>	
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	А	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare Medicaid						
			Medicare Medicaid State or Local Department of Social Services						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?	(initial to so characters)	Skip to	Text area, no Char limit	Watt	N	matuctions	OPS_Other Agency
CAS0045397	z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registere
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Тwo						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			l don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	А					
			No	A					
CAS0045414	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?			Radio button, one-up vertical	Single	Y		Security Policies
			Yes						
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		5 5	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit			Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428		Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
QID	Luber	•		Chip to	check box, one up	maici		mondono	oq Luber
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page	A		Multi	Y	Skip	Learn about
			Official Social Security website						
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			The radio						
			The television						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad on another website (e.g., banner, image, etc.)						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
CAS0045390	в	How did you learn about <i>my</i> Social Security?					N		OPS_Learn about
HAR0062542		Where on the Official Social Security website did you primarily learn abour my Social Security?	Social Security Home Page		Radio button, one up vertical	Single	¥		Where on SSA.gov
	A	you printarity team about thy Social Security?	Social Security's Frequently Asked Questions			Single	Ť	Skip Logic Group	Learned
			Browsing SSA.gov's informational webpages						

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SSA	My Social Security v2	

Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			Other (please specify)	е					
HAR0062543	e	Where else do you learn about my Social Security?			Text field, <100 char		N	Skip Logic Group	OPS_Where on SSA.gov Learned
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single-	¥		Access Freq
			- Once a month						
			Once every three months						
			Once every six months						
			Once a year						
		How often do you access (or plan to access) your							Access Frequency -
		my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		NEW
			Once every six months Once every three months						
			Once a month						
			More than once a month						
			Not sure						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	JESTION LIST					-
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
x			To check the status of my recently filed online						
			application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA		_				
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
CA CO0 45 400			Other					alia lania avera	Diam ta Miaur
CAS0045408		Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396		Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	_	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						

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Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) 30 minutes or more	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045400	В	How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			One		•				- ·
			Two						
CA C0045410		W/by did you deside to register in person?	Three or more I was unsuccessful registering online and was required		Dadia buttan ana un vartiaal	Cingle	Y		Deg in person
CAS0045410	С	Why did you decide to register in-person?	I preferred registering for my Social Security in-person a		Radio button, one-up vertical	Single	ř	Skip Logic Group	Reg In person
			Don't remember or prefer not to say	cc					
CAS0045401	сс	Please describe your in-person registration			Text area, no char limit		N		OE_In-person
		experience.							Experience
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes No						Reg
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes Partially						
			No	A					
CAS0045414	A			A	Text area, no char limit		N	Skip Logic Group	OE Instructions
0,100010111		Please explain what you did not understand about <i>my</i> Social Security's registration instructions						Chip Logic Croup	
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	A					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422			Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
				BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next

Err:508 SSA My Social S Err:508 Partitioned Yes	Security v B Err:508	8	red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING						
			SSA My Social Security v2	2 CUSTOM QUESTION LIST			_		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		, , , , , , , , , , , , , , , , , , ,	Under 25 26 to 45		Drop down, select one	Single	N		New Age
			46 to 55						
			56 to 60 61 to 64						

65 to 66 67 or older Prefer not to answer

Err:508 SSA My Social Security v2 Err:508 Err:508

Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How did you learn about my Social Security?	Official Social Security website		check box, one up				
CAS0045388		(Check all that apply.)	-	Α		Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
CAS0045390	в	How did you learn about my Social Security?					N		OPS_Learn about
0,20043330		Where on the Official Social Security website did	Social Security Home Page		Radio button, one up vertical				Where on SSA.gov
	A	you primarily learn abour <i>my</i> Social Security?				Single	Y	Skip Logic Group	Learned
			Social Security's Frequently Asked Questions						
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			Other (nlease snecify)	с				OPS Group	
			Added question text.	0	Text field, <100 char				OPS_Where on SSA.gov
	С	Where else do you learn about <i>my</i> Social Security?					N	OPS Group	Learned
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq

		Err:50	8
CC A	14.	Social	Soouri

SA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
		How often do you plan to access your my Social				e: 1			
CAS0045394		Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	А	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407		How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

	SSA My Social Security v2 CUSTOM QUESTION LIST											
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label			
			Every 3 months									
			Once a month									
			More frequently than once a month									
CAS0045408	AA	Do you plan to view your Social Security Statement	Other Yes		radio button one up vertical		+	skip logic group	Plan to View			
CA30043408		online again?	165					Skip logic group	State again			
			No									
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need			
		Benefit Vernication Letter? (Check all that apply)	IRS				-					
			HUD - Federal Housing Admin. (FHA)				<u> </u>					
			Department of Veterans Affairs (VA)									
			Requesting a Retirement Visa from another country									
			Medicare									
			Medicaid									
			State or Local Department of Social Services									
CAS0045396			Other agency or program	BB	Tout area, no Char limit		N		OPS Other			
	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit				Agency			
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason			
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered			
			Registered online after prior unsuccessful attempts	A,B								
			Registered with in-person assistance from my local SSA office	A,C								
	<u> </u>		Not sure or don't remember		- - - - - - - - - -							
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time			
			More than 15 but less than 30 minutes									
0.0.000.45.400	<u> </u>		30 minutes or more			0						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts			
		attempts did you make:	Тwo									
			Three or more									
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person			
			I preferred registering for my Social Security in-person a	CC								
			Don't remember or prefer not to say	CC					07.1			
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience			
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security			
		Did you register for Extra Security?	Yes						Reg			
			No I tried but was unsuccessful									
			I don't know									
CAS0045413		Did you understand all of <i>my</i> Social Security's			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions			
		instructions for registering a username and password?	Vas					- ,	Understand			
		μαδονυτα?	Yes Partially	Α			┥───┤		+			

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTON	I QUESTION LIST					
QID	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	CQ Label
CAS0045414	Α	Please explain what you did not understand about my Social Security's registration instructions	(Text area, no char limit		N	Skip Logic Group	
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No No Yes		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.	Yes	A	Text area, no char limit		N		OE_Security Concern
CAS0045422			Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
CAS0045428	BB	Please tell us what "other" action you plan to take	Other, please specify	BB			N		OPS Do Next
		next.			Text area, no char limit				
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Err:508 SSA My Social Security v2 Err:508 Err:508

Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Q .=		How did you learn about <i>my</i> Social Security?			check box, one up				
CAS0045388		(Check all that apply.)	Official Social Security website			Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	A					
CAS0045390	A	How did you learn about my Social Security?			Text area, no char limit		N		OPS_Learn about
		Including today, how often have you accessed your				Cinala	X		
CAS0045392		my Social Security account?	This is my first time Once a month		radial button, one up vertical	Single	Y		Access Freq
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1506	Laber	Question Text	Yes, I am receiving Supplemental Security Income	Ship to	Radio button, one-up vertical		Y	Instructions	Cash Benefits
2022000		Are you currently receiving cash benefits?	(SSI)			Gingio			
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
0 4 0 00 4 5 0 0 5			I don't know or prefer not to answer	-	alegal, have and the start	NA III	Nee		Duine e r
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	JESTION LIST	•				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045396	BB	Which "other" agency or program requested your	Other agency or program	BB	Text area, no Char limit		N		OPS Other
		Benefit Verification information?			,				Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt Registered online after prior unsuccessful attempts	A 	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered with in-person assistance from my local SSA office Not sure or don't remember	A,C					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	30 minutes or more One Two These second		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	С	Why did you decide to register in-person?	Three or more I was unsuccessful registering online and was required I preferred registering for <i>my</i> Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes Partially	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions	No	A	Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.		~	Text area, no char limit		N		OE_Security Concern
CAS0045422			Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit			Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428		Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Err:508 SSA My Social Security v2 Err:508 Err:508

Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
-		How did you learn about <i>my</i> Social Security?	Official Social Security website		check box, one up				-
CAS0045388		(Check all that apply.)				Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, pr acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	А					
0400045000					Text area,no char limit				OPS_Learn
CAS0045390	A	How did you learn about <i>my</i> Social Security Including today, how often have you accessed your					N		about
CAS0045392		my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1506	Laber	Question Text	Yes, I am receiving Supplemental Security Income	Ship to	Radio button, one-up vertical		Y	Instructions	Cash Benefits
2022000		Are you currently receiving cash benefits?	(SSI)			Gingio			
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
0 4 0 00 4 5 0 0 5			I don't know or prefer not to answer	-	alegal, have and the start	NA III	Nee		Duine e r
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	JESTION LIST	•				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045396	BB	Which "other" agency or program requested your	Other agency or program	BB	Text area, no Char limit		N		OPS Other
		Benefit Verification information?			,				Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt Registered online after prior unsuccessful attempts	A 	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered with in-person assistance from my local SSA office Not sure or don't remember	A,C					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	30 minutes or more One Two These second		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	С	Why did you decide to register in-person?	Three or more I was unsuccessful registering online and was required I preferred registering for <i>my</i> Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes Partially	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions	No	A	Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.		~	Text area, no char limit		N		OE_Security Concern
CAS0045422			Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit			Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428		Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip								
	Logic		Answer Choices				Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
					check box, one up				
0.000.45000			Learned about my Social Security on the SSA website						
CAS0045388		How did you learn about <i>my</i> Social Security?				Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign						
			•						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	А					
					Text area, no char limit				
									OPS Learn
CAS0045390	A	How did you learn about <i>my</i> Social Security					N		about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month			Ciligio			- Access Freq
			Once every three months						
			Once every six months						
			Once a year						
		How often do you plan to access your my Social							
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506			Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Single	Y		Cash Benefits
		Are you currently receiving cash benefits?	(SSI)						
			Vac Lam receiving Social Security Departies						
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security						
			Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash						
			benefits I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social		А	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
		Security today? (Check all that apply)	To print or view my online Social Security Statement						Reason
			To make sure my earnings record is correct To view my Benefits and Payment Details						
			To check the status of my recently filed online						
			application for benefits To get a Benefit Verification Letter	Р					
			To get a Benefit Venification Letter	В					

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SSA	Μv	Social	Sec	ıri

Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
x		(Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month More frequently than once a month						
			Other						
CAS0045408	AA		Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?	Other agency or program	BB	Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
CAS0045400	В	How many prior unsuccessful online registration	30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			One Two						
			TWO						

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Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Three or more	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411			Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					
CAS0045414	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		5	Yes	Α					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422			Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit			Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
				BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.	, , , , , , , , , , , , , , , , , , ,		Text area, no char limit		N		OPS_Do Next
CAS0045373			Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity

SSA My Social S Err:508	Err:508 SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012			red & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING							
				SSA My Social Security v2 CUSTO	M QUESTION LIST						
QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
CAS0045375		Please select the category that includes your age.	Under 25			Drop down, select one	Single	N		New Age	
			26 to 45								
			46 to 55								
			56 to 60								
			61 to 64								
			65 to 66								
			67 or older								
			Prefer not to	answer							

Partitioned Yes 2/8/2012

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

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip		Answer Choices			Single or	Required	Special	
QID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045395		What is your primary reason for visiting my Social		Â	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
		Security today? (Check all that apply)	To print or view my online Social Security Statement						Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social		AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
		Security Statement?	This is my first time			_			Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for my Conicl Consult and							
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						

SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045399	A	Please select the approximate length of time it took		Chip to	Radio button, one-up vertical	Single	Y	Skip Logic Group	-
		for you complete your registration	Less than 15 minutes		· ·	U U			
			More than 15 but less than 30 minutes						
C A C 00 45 400	- <u>-</u>		30 minutes or more		Dedia hutter and us us tisel	Circela		Chin Lonio Crown	
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a						
			Don't remember or prefer not to say	CC					
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		instructions for registering a username and password?	Yes						onderstand
			Partially	Α					
			No	A					
CAS0045414	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	A					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security Take no action						
				BB					

Err:508	r ed & strike-through : DELETE
SSA My Social Security v2	underlined & italicized: RE-ORDER
Err:508 Err:508	pink: ADDITION
Partitioned Yes 2/8/2012	blue +>: REWORDING

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

Err:508 SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

				SSA My Social Security v2 CUSTOM QUESTION L	IST					
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
				Learned about my Social Security on the SSA website		check box, one up				
CAS0045388		How did you learn about my Social Security?	CAS0045388A001	Ecanica about my Social Security on the SSA website			Multi	Y	Skip	Learn about
				SSA field office representative encouraged me to sign					p	
			CAS0045388A002	up						
			CAS0045388A003	SSA 800 Number representative encouraged me to sign up						
			CAS0045388A004	Other, please explain	А					
						Text area, no char limit				
CAS0045390	A	How did you learn about my Social Security						N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	CAS0045392A001	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			CAS0045392A002	2-4 times						
			CAS0045392A003	5-8 times						
			CAS0045392A004	9 or more times						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	CAS0045394A001	At least once a month		radial button, one up vertical	Single	Y		Future Use
			CAS0045394A002	Once every three months						
			CAS0045394A003	Once every six months						
BJL1506			CAS0045394A004 BJL1506A01	9 or more times		Dadia hutton and un vortical	Cingle	V		Cash Benefits
DJL1500		Are you currently receiving cash benefits?	BJLISUGAUI	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	r		Cash benefits
			BJL1506A02	Yes, I am receiving Social Security Benefits (rRetirement, Disability, Spouses or Survivors)						
			BJL1506A03	Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			BJL1506A04	Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			BJL1506A07	I am entitled to Medicare Only coverage - no cash benefits						
			BJL1506A08 BJL1506A06	I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A001	To print or view my online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			CAS0045395A002	To make sure my earnings record is correct						
			CAS0045395A003 CAS0045395A004	To view my Benefits and Payment Details To get a Benefit Verification Letter	В					
			CAS0045395A005	Add Extra Security to my online account						
			CAS0045395A006 CAS0045395A007	To use SSA's online benefit calculators To apply online for Social Security or Medicare Only benefits						
			CAS0045395A008	To change my address with SSA						
			CAS0045395A009	To enroll in or update my direct deposit						
			CAS0045395A010 CAS0045395A011	To learn about the benefits to which I might be entitled Just curious - wanted to see what information was						
				contained in my Social Security account						
			CAS0045395A012	Other reason for visiting today:	Z					

Err:508 SSA My Social Security v2 Err:508 Err:508 Partitioned Yes 2/8/2012

				SSA My Social Security v2 CUSTOM QUESTION LI	ST					
OID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social	CAS0045407A001		AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
		Security Statement?		This is my first time						Statement
			CAS0045407A002	Less frequently than once a year						
			CAS0045407A003	At least once a year						
			CAS0045407A004 CAS0045407A005	Every 6 months Every 3 months						
			CAS0045407A005	Once a month						
			CAS0045407A000	More frequently than once a month						
			CAS0045407A008	Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?		Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	В	For which Agency or program do you need a	CAS0045409A001			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)		USDA - SNAP						
			CAS0045409A002	IRS						
			CAS0045409A003	HUD - Federal Housing Admin. (FHA)						
			CAS0045409A004 CAS0045409A005	Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country						
			CAS0045409A005 CAS0045409A006	Medicare						
			CAS0045409A000 CAS0045409A007	Medicaid						
			CAS0045409A008	State or Local Department of Social Services						
			CAS0045409A009	Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:				Text area, no Char limit		N		OPS_Primary Reason
CAS0045398			CAS0045398A001		Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for my Social Security online or in								
		person?	0 4 0 00 4 5 0 00 4 0 0 0	Registered online on my first attempt						
			CAS0045398A002 CAS0045398A003	Registered online after prior unsuccessful attempts	A,B A,C					
			CAS0045398A003	Registered with in-person assistance from my local SSA office Not sure or don't remember	А,С					
CAS0045399	A	Please select the approximate length of time it took				Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CA30043333	^	for you complete your registration	CA30043333A001	Less than 15 minutes		Induito button, one-up ventical	Single	· ·	Skip Logic Group	itteg time
			CAS0045399A002	More than 15 but less than 30 minutes						
			CAS0045399A003	30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two						
			CAS0045400A003	Three or more						
CAS0045410	С	Why did you decide to register in-person?		I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
				I preferred registering for <i>my</i> Social Security in-person a	<u> </u>					
CAS0045401		Discondensities were in a second resistantian		Don't remember or prefer not to say	CC	Tout area, no ober limit		N		
	сс	Please describe your in-person registration experience.	CA 500 45 411 A001			Text area, no char limit	Cinala	N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	CAS0045411A001	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
		Did you register for Extra Security:	CAS0045411A002	No						
			CAS0045411A002	I tried but was unsuccessful						
			CAS0045411A004	I don't know						
CAS0045413		Did you understand all of my Social Security's	CAS0045413A001			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
		instructions for registering a username and password?		Yes					, <u>5</u> F	Understand
			CAS0045413A002	Partially	Α					
			CAS0045413A003	No	Α					

r<mark>ed & strike through</mark>: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

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

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

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

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

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
				Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registere
		Did you register for <i>my</i> Social Security online or in							
		person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
	Α	Please select the approximate length of time it took			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
		for you complete your registration	Less than 15 minutes						
			More than 15 but less than 30 minutes						-
	-		30 minutes or more		Dedie kutten one un vertied.	Circela	X	Chin Lonio Crown	Des Attensets
	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
	_		Three or more						
	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Sinale	Y	Skip Logic Group	Reg In persor
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			l don't know						
		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	Α					
	-		No	Α	The second second second second second				05.1
	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructio
		Did you see any information describing <i>my</i> Social Security's security policies or features?			Radio button, one-up vertical	Single	Y		Security Policies
		Security's security policies of readines?	Yes						
			No						
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					
	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
3JL1513		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	¥		View Stateme
			At least once a year						
			Every 6 months						

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			SSA My Social Security v2 CUSTOM	QUESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
		•	Once a quarter	•					
			Once a month						
			More frequently than once a month						
			Other						
		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A.B					
	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
BJL151 4		on the site today?	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	Task Accomplishme
			No	¥					
BJL1515	¥	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	¥	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			O ther, please specify	¥¥					
BJL1516	¥¥	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	А					
	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
BJL1517		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	₽		Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIS					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Instructions for resetting a password and/or recalling a	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Username Other						
BJL1518		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
BJL1519		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
	_		67 or older						
			Prefer not to answer						
BJL1520		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64 65-74						
			65-74			_			
			75 or older Prefer not to answer						

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

			SSA My Social Security CUSTOM Q	JESTION	LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D)		Y	Skip Logic Group	Password
			No						
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			l don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
				СС					
			Partially No	СС					
SAC7238	СС	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQWro0020553		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	A					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
			No (not receiving any benefit or receiving Medicare Only)	С					
		What was your primary reason for visiting to do 0 (Chaole - 8 th st	I don't know or prefer not to answer	С	Dedie hutten ersternetigt	Cinala	N .	Chin Lenie Course	COL Only Drives
ACQWro0020554	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSI Only Primary Reason

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

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

		SSA My Social Security CUSTOM (QUESTION	LIST				
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		Call Social Security's 800 number						
		Submit an e-mail to Social Security						
		Write a letter to Social Security						
		Take no action						
		Other, please specify	YY					
YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
	Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
		The language used						
		How to print a statement						
		Instructions for resetting a password and/or recalling a username						
		Other						
	What did you like most about your experience today?			Text area, no char limit		N		OE_Like
				Text area, no char limit		N		OE_Dislike
			_	Drop down, select one	Single	N		Age
			+					
		Prefer not to answer	-					
	Logic Label	Logic Label Question Text Question Text Question Text YY Please tell us what other action you plan to take next. Was there any information on the site that was unclear to you? Question Text Question Text Question Text Question Text Question Text What the any information on the site that was unclear to you? Question Text Question Text Question Tex	Skip Logic Label Answer Choices (limited to 50 characters) Question Text Call Social Security's 800 number Submit an e-mail to Social Security Submit an e-mail to Social Security Write a letter to Social Security Write a letter to Social Security Vertice Take no action VY Please tell us what other action you plan to take next. VY Please tell us what other action you plan to take next. Vas there any information on the site that was unclear to you? No, all the information was clear How to print a statement Instructions for registering for a username and password Image: Second Conditional Second Conditin Second Conditional Second Conditional Second Conditional Second	Skip Logic Label Question Text Answer Choices (limited to 50 characters) Skip to Call Social Securitys 800 number Submit an e-mail to Social Security Image: Comparison of the second security Image: Comparison of the second security Write a letter to Social Security Take no action Image: Comparison of the second security Image: Comparison of the second security YY Please tell us what other action you plan to take next. Image: Comparison of the site that was unclear to you? No, all the information was clear Image: Comparison of the site that was unclear to you? No, all the information was clear Image: Comparison of the site that was unclear to you? No, all the information was clear Image: Comparison of the site that was unclear to you? Image: Comparison of the site that was unclear to you? No, all the information was clear Image: Comparison of the site that was unclear to you? Image: Comparison of the site that was unclear to you? No, all the information was clear Image: Comparison of the site that was unclear to you? Image: Comparison of the site that was unclear to you? No, all the information was clear Image: Comparison of the site that was unclear to you? Image: Comparison of the site that was unclear to you? No, all the information was clear Image: Comparison of the site that was unclear to you? Image: Comparison of the site	Logic LabelQuestion TextAnswer Choices (limited to 50 characters)Skip toType (select from list)Image: Answer Choices LabelSkip toSkip toSkip toType (select from list)Image: Answer Choices Image: Answer ChoicesSubmit an e-mail to Social Security's 800 numberImage: Answer Choices (Image: Answer Choices)Image: Answer Choices (Image: Answer Choices)Skip toImage: Answer Choices Image: Answer ChoicesSubmit an e-mail to Social Security's 800 numberImage: Answer Choices (Image: Answer Choices)Image: Answer Choices (Image: Answer Ch	Skip Logic Label Question Text Answer Choices (Imited to 50 chrancters) Skip to Type (select from list) Single or Multi Image: Call Social Security S00 number Image:	Skip Logic Label Question Text Answer Choices (limited to 50 characters) Skip to Type (select from list) Single or Nutti Required VIN Image: State of the state	Slip copie Question Text Answer Choices (minited to 50 characters) Skip to Type (select from list) Single or Multi Required VI Special instructions Image: Comparison of the second s

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

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

#REF!

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg==

Partitioned Yes 2/8/2012

	1		SSA My Social Security v2 CUSTOM (QUESTIO	NLISI			1	1
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			To get a Benefit Verification Letter Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary
	В	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement		Radio button, one-up vertical	Single	×	Skip Logic Group	Reason Cash Benefit
		apply)				Ungic	·		Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
	BB		other reason for visiting today.		Text area, no char limit		N	Skip Logic Group	OE_Cash Benef
		Please tell us what your primary reason was for visiting today:				e:			primary reason
	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	CC					
	CC				Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
CQwil0011885	-	Please tell us what your primary reason was for visiting today: What was your primary reason for visiting today?	To print my Coolel Coourity Statement		Chaelkhey	Multi	V	Chin Logio Croun	
CQWIIUU11885	F	what was your primary reason for visiting today?-	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_Yes
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
CQwil0011886	FF	Diseas tell us what your primery reason was for visiting today.	Cherreason for visiting today.	++	Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
AC7243	×	Please tell us what your primary reason was for visiting today: What was your primary reason for visiting today?-	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary
			To check my carnings record						Reason_No
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
AC7244	AA			~~	Text area, no char limit		N	Skip Logic Group	OE Primary
		Please tell us what your primary reason was for visiting today:			rox area, no onar innic			Chip Logic Croup	Reason No

SSA My Social Security v2

#REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012

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

		Question Setup <u>HE CQ LABELS AS THEY ARE LABELED B</u>	r <mark>ed & strike-through</mark> : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING				
			CUSTOM QUESTION LIST				
QID Skip (Group ID) Labe Generic spend" ntention for enchmarking nd to ompare to 008, 2009 nd 2010		Question Text Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	Answer Choices (limited to 50 characters) A lot more Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANS - DO NOT ADD ANSWER CHOICES OR DELETE			Single or Multi Single	Required Y/N Y
		Do you expect to spend more or less online during the 2010	- DO NOT CHANGE ORDER OF ANSWER CHOIC order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the	1	u would like answei		Y
Spend ntention with his retailer		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	order changed, please request randomization - DO NOT change the CQ LABELS	1	u would like answei		
Spend ntention with			order changed, please request randomization - DO NOT change the CQ LABELS	1	u would like answei		
Spend ntention with			order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the	question	u would like answei		
Spend ntention with			order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more I expect to spend about the same amount as last year A little less	question	u would like answei		
Spend ntention with			order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more Lexpect to spend about the same amount as last year A little less A lot less	question	u would like answei		
Spend ntention with		holiday season with <i>retailer.com</i> compared to 2009?	order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more I expect to spend about the same amount as last year A little less A lot less Not sure	question	u would like answei	d in BLUE	Y
Spend ntention with	R	holiday season with <i>retailer.com</i> compared to 2009?	order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection	question	u would like answei		
Spend ntention with	R	holiday season with <i>retailer.com</i> compared to 2009? Why do you expect to spend more online with <i>retailer.com</i> this	order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more Lexpect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy	question	u would like answei	d in BLUE	Y
Spend ntention with	R	holiday season with <i>retailer.com</i> compared to 2009? Why do you expect to spend more online with <i>retailer.com</i> this	order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices	question	u would like answei	d in BLUE	Y
Spend ntention with	R	holiday season with <i>retailer.com</i> compared to 2009? Why do you expect to spend more online with <i>retailer.com</i> this	order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs	question	u would like answei	d in BLUE	Y
Spend ntention with	R	holiday season with <i>retailer.com</i> compared to 2009? Why do you expect to spend more online with <i>retailer.com</i> this	order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices	question	u would like answei	d in BLUE	Y



Special Instructions
Skip Logic Group
Skip Logic Group

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

			SSA My Social Security v2 CUSTOM	QUESTIO	N LIST				
QID SAC7234	Skip Logic Label	Question Text Did you register for a username and password today?	Answer Choices (limited to 50 characters) Yes	Skip to A,B,C,D,D	Type (select from list)	Single or Multi	Required Y/N Y	Special Instructions Skip Logic Group	CQ Label Password
			No	X				- r - 3 r	
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			l don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	СС					
			No	СС					
SAC7238	СС	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
0.1.070.40			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
SAC7243	х	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No

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

			SSA My Social Security v2 CUSTOM	QUESTIO	N 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
QID	Laber	Question Text	To check my earnings record	Skip to	Type (Select Holl list)	Inditi	1718	Special Instructions	CQ Laber
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA			AA	Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today:							Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
SAC7245		Mare you able to accomplish what you wanted to an the site	Other		Dedie butten one un verticel	Cingle	Y	Ekin Logio Croun	Task
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Ŷ	Skip Logic Group	Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.	Other, please specify		Text area, no char limit		N		OE Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi		Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age

#REF! SSA My Social S #REF! Partitioned Yes	Security v2 25w0N58	sJ5AkRkYUg4pVFg==	red & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			SSA My Social Security v2 CUSTOM	QUESTIO	N LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) 25-34	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			35-44 45-54						
			45-54 55-59						
			60-64						
			65-74 75 or older						
			Prefer not to answer						

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yє2/8/2012

			SSA My Social Security v2 CUSTC	M QUESTI	ON LIST				
QID	Skip Logic Label	Question Taxt	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7233	Laber	Question Text How often do you access your online statement?	This is my first time	Skip to	Dropdown (Select-one)	Single	¥	Special instructions	Visit Frequency
5AC7255		now onen do you access your onnine statement?	Daily		Biopdown (Select-one)	Single	т		visit requercy
			Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D D,E,F			Y	Skip Logic Group	Password Registration
			No	X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
SAC7236	В		Greater than 1 hour				N	Skip Logic Group	ExtraSecurityReg
0/10/200		Did you register for Extra Security today?	Yes						ExtraSecurity/reg
			No						
SAC7237	С		l don't know			Single	N	Skip Logic Group	Instructions
	C	Did you understand all the instructions for registering for a username and password today?	Yes			Siligie		Skip Logic Group	
			Partially	CC					
			No	CC					
SAC7238	СС	Please explain what you did not understand about the instructions.			Text area,no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240			No			Cinala			
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record To view my estimated benefits						

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

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

SSA My Social Security v2 #REF! Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yε2/8/2012

Lo	Skip .ogic .abel Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How to print a statement						
		Instructions for registering for a username and password						
		Instructions for resetting a password and/or recalling a username						
		Other , please specify	Z					
SAC7249 Z	Please specify what information was unclear to you today.			Text area, no char limit		N	Skip Logic Group	OE_Clarity
SAC7250	What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251	What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252	Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253	Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
		25-34			enigio			7.90
		35-44						
		45-54						
		55-59 64						
		60-64						
		65-74						
		75 or older						
		Prefer not to answer						

#REF!	red & strike through: DELETE
SSA My Social Security v2	underlined & italicized: RE-ORDER
#REF! Z5w0N58sJ5AkRkYUg4pVFg==	pink: ADDITION
Partitioned Y2/8/2012	blue +>: REWORDING

			SSA My Social Security v2 CUSTO	M QUESTI	ION LIST				
	Skip Logic Label	Question Toxt	Answer Choices (limited to 50 characters)	Skip to	Tune (colort from list)	Single or Multi	Required Y/N	Special Instructions	
QID SAC7233	Laber	Question Text How often do you access your online statement?	This is my first time	SKIP to	Type (select from list) Dropdown (Select-one)	Single	Y	Special Instructions	CQ Label Visit Frequency
3761233	-		Daily	-	Diopuoliin (Select one)	Single			visit i requeriey
			Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234	_	Did you register for a username and password today?	Yes	Α			Y	F	assword Registrati
SAC7235	A		No	B	De d'a la dia d	Single	Y		Registration SAT
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes	B	Radio button, one-up vertical	Single	Ŷ	Skip Logic Group	Registration SAT
			16 minutes - 30 minutes	B					
			31 minutes - 1 hour	В					
			Greater than 1 hour	В					
SAC7236	В	Did you register for Extra Security today?	Yes	С			Y	Skip Logic Group	ExtraSecurityReg
			No	С					
SAC7237	-	Did you condensities all the instructions for which the fit	I don't know	C		Single	N	Skin Logia Crous	Instructions
5401231	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes No	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions	110	DDD,E, F		Single	N	Skip Logic Group	Security Concerns
	00	on this website?	Yes	000, L , P		Single		Ship Logic Group	county concerns
			No	E,F					
SAC7241 SAC7242	DDD E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit Text area, no char limit		N N	Skip Logic Group	OE_Security Conce OE_Reg Improvem
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_Ye
			To view my estimated benefits						
			Other reason for visiting today:	FF					
	FF	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reaso
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_N
			To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reaso
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
SAC7246	Y		No Poturn and the again	Y	Checkbox	Multi	Y	Skip Logic Group	Do Next
SAC1240	, r	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Спесквох	Mulu	Y Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used How to print a statement Instructions for registering for a username and						
			RESERVENTIS IN TESERING A PASSWORD AND/OF						
			Other, please specify	Z					
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N	Skip Logic Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N	1	OE Dislike

#REF! SSA My Socia #REF! Partitioned Y	ial Securit 25w0N5	BsJ5AkRkYUg4pVFg==	r ed & strike through : DELETE underlined & italicized; RE-ORDER pink: ADDITION blue +>: REWORDING						
			SSA My Social Security v2 CUSTO	I QUESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-64 65-74						
			75 or older						
			Prefer not to answer						

#REF!	red & strike through: DELETE
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			SSA My Social Security v2 CUSTO	M QUESTI	ON LIST				
	Skip Logic		Answer Choices			Single or	Required		
QID SAC7233	Label	Question Text How often do you access your online statement?	(limited to 50 characters) This is my first time	Skip to	Type (select from list) Dropdown (Select-one)	Multi Single	Y/N Y	Special Instructions	CQ Label Visit Frequency
5767233			Daily		biopuowii (Sciect olic)	Single	<u> </u>		visit i requeriey
			Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	A			Y	P	assword Registrati
SAC7235	A	Please tell us how long it took you to complete your	No	X B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
3AC1233	^	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio bullon, one-up vertical	Single	T	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
SAC7236		Did you register for Extra Sequrity today 2	Greater than 1 hour	B			Y	Skip Locie Crew	ExtraCocurityD
SAC/230	В	Did you register for Extra Security today?	Yes No	C C			Y	Skip Logic Group	ExtraSecurityReg
			I don't know	C C					
SAC7237	С	Did you understand all the instructions for registering for a		D		Single	N	Skip Logic Group	Instructions
		username and password today?	Yes						
			Partially	CC, D					
SAC7238	СС		No	CC, D	Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7236		Please explain what you did not understand about the instructions.			rext area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions	N	DDD		Single	N	Skip Logic Group	Security Concerns
		on this website?	Yes No	E					
SAC7241	DDD	Please describe your concerns with the security of this site.	110		Text area, no char limit		N		OE_Security Conc
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improven
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			To check my earnings record						
			To view my estimated benefits Other reason for visiting today:	AA					
SAC7244	AA		Other reason for visiting today.	AA			N	Skip Logic Group	OE_Primary Reas
0/10/244		Please tell us what your primary reason was for visiting today:						Ship Logic Oroup	OE_I mary reas
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y			L		
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	OPS	Clarity of Info
			The language used					Skip Logic Group	
			How to print a statement						
			instructions to resetting a password and/or						
			Other, please specify	Z					
SAC7249	z	Please specify what information was unclear to you today.			<100 text field Text area, no char limit		N	OPS- Skip Logic Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251	-	What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24	+	Drop down, select one	Single	N		Age
			25-34				1	1	<i>.</i>

#REF! SSA My Soci #REF! Partitioned \	ial Security 2 5w0N58	/ V2 sJ5AkRkYUg4pVFg==	r od & strike through : DELETE underlined & italicized: pink: ADDITION blue +>: REWORDING						
			SSA My Social Security v2 CUSTO	M 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
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						

SSA My Social Security V3 FtssMMEVVU58x8hlxFYwdg4C Partitioned Yes 1/11/2018

QID	Skip Logic Label	Question Text
SBD8779Q001		How often do you access (or plan to access) your <i>my</i> Social Security account?
SZA0375687		Did you create a new <i>my</i> Social Security account today?
SBD8779Q002		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)
SBD8779Q003	В	How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online?
SBD8779Q004	С	Do you have any suggestions for improving our online notices?

SBD8779Q005	D	If you owed us money, would you like the option to make a payment on line?
SBD8779Q006	E	Are you aware that the communication delivery preference gives you the option to get your notices either electronically or by mail?
SBD8779Q007	L	How easy or difficult was it to change your communication delivery preference?
SBD8779Q008	F	Are you comfortable receiving notices electronically?
SBD8779Q009	G	Would you recommend accessing notices online to your family and friends?
SBD8779Q010	Н	How often do you review your online Social Security Statement?
SZA0375707	U	Did use of the Retirement Calculator help eliminate the need to call our national phone service or visit a local Social Security office?
SZA0375708	V	Were the estimates from the Retirement Calculator easy to understand?
SZA0375727	W	Please indicate your level of agreement with the following statements: The estimates provided by the Retirement Calculator were displayed in an easy to understand format which allowed me to understand my Social Security Retirement options.

SZA0375747	Y	What suggestions do you have for displaying retirement estimates?
SZA0375767	X	The Retirement Calculator gave me an understanding of how my future earnings may affect my Social Security Retirement benefits.
SBD8779Q011	A	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)
SBD8779Q012	М	Which "other" agency or program requested your Benefit Verification information?
SBD8779Q013	К	Please tell us what your primary reason was for visiting today:
SBD8779Q014	I	For which purpose or program do you need a replacement SSN Card? (Check all that apply)
SBD8779Q015	N	Please explain for which purpose or program you need a replacement SSN card.
SBD8779Q016	J	Who are you reporting wages for?

SBD8779Q017	Q	What is your relationship to the individual you are reporting wages for?
SBD8779Q018	Р	What type of benefits does the person you are reporting for receive?
SBD8779Q019	0	Was the person you wanted to report wages for listed?
SBD8779Q020	J	Was the employer listed?
SBD8779Q021	J	Are you reporting for more than one employer for the same person?
SBD8779Q022	J	Are you currently working?
SBD8779Q023	J	How long did it take you to submit your wages?
SBD8779Q024	J	Before today's visit, what other methods have you used to report wages? (Check all that apply)
SBD8779Q025	J	Do you plan to <u>electronically</u> report additional wages in the future?
SBD8779Q026	R	How do you plan to report future wages?
SBD8779Q027	S	What method do you prefer to use to report your wages?

SBD8779Q028	J	Were the instructions you received helpful?
SBD8779Q029	т	How can we improve the wage reporting application?
		Are you currently receiving Special Notice Options (SNO) like Braille, Audio CD, Data CD, or Large Print as your notice format?
	A	How satisfied are you with your current SNO format?
	В	Do you use your SNO notice?
	D	Would you like to stop receiving your notice in its current SNO format?
	E	Do you know how to change/stop receiving your notice in its current SNO format?
	F	Why would you like to stop receiving your notice in its current SNO format?
SBD8779Q030		Did you register for your <i>my</i> Social Security online or in person?
SBD8779Q031	A	Please select the approximate length of time it took for you complete your registration
SBD8779Q032	В	Why did you decide to register in-person?
SBD8779Q033	С	Please describe your in-person registration experience.
SBD8779Q034		Did you find the instructions for creating a username, password and registering a second factor to be clear?

SBD8779Q035	A	Please explain what was not clear about any of the instructions.
SBD8779Q036		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?
SBD8779Q037	В	Please describe your security concerns.
SBD8779Q038		Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration.
SBD8779Q039		This interaction increased my confidence in the Social Security Administration.
SBD8779Q040		My need was addressed.
SBD8779Q041		It was easy to complete what I needed to do.
SBD8779Q042		It took a reasonable amount of time to do what I needed to do.

SBD8779Q043		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?
SBD8779Q044		Did you contact Social Security during your online visit?
SBD8779Q045	Α	How did you contact Social Security?
SBD8779Q046	В	How long was your wait to Chat with a representative online?
SBD8779Q047	С	Did the Chat representative answer your question?
SBD8779Q048	D	Do you still have to call the 1-800 number or go into a field office?
SBD8779Q049	D	How satisfied were you with the Chat Service you received today?
SBD8779Q050	D	How satisfied were you with the Chat Representative who assisted you today?
SBD8779Q051	E	Please share any other feedback with us regarding your Chat experience today.
SBD8779Q052		Did you use the "Get Help" button or "Call Back" button during your visit today?
SBD8779Q053		Did you view the "Message Center" section during your visit today?
SBD8779Q054	В	Do you plan to view the "Message Center" in the future?
SBD8779Q055		Please select the category that includes your age:

SBD8779Q056	Please enter your 5 digit ZIP Code:
SBD8779Q057	Do you have any suggestions for improving the <i>my</i> Social Security registration process?
SBD8779Q058	Do you have any suggestions for improving <i>my</i> Social Security's content and features?

AnswerIDs (DOT)

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

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SSA My Social Security V3 CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)			
Once a year			
Once every six months			
Once every three months			
Once a month			
More than once a month			
Not sure			
Yes, this is my first time accessing my Social Security			
No, I had already had a <i>my</i> Social Security account			
To get a Benefit Verification Letter			
To access my online notices (e.g., COLA)			
To view my Benefits and Payment Details			
To enroll in or update my direct deposit			
To use the myRetirement Calculator			
To change my address with SSA			
To print or view my online Social Security Statement			
To make sure my earnings record is correct			
To replace my Social Security Card or get a new card			
To check the Status of my recently filed application for benefits			
To learn about the benefits to which I might be entitled			
To apply only for Social Security or Medicare Only benefits			
To report my wages			
To request a replacement SSA-1099 (or SSA-10425) for tax purposes			
To add Extra Security to my online account			
Just curious – wanted to see what information was contained in my Social Security account			
Other Reason for visiting today			
Very difficult			
Somewhat difficult			
Neither difficult or easy			
Somewhat easy			
Very easy			

Yes
No
Don't know/Not applicable
Yes
No
Very difficult
Somewhat difficult
Neither easy or difficult
Somewhat easy
Very easy
Don't know/Not applicable
Yes
No
Don't know
Yes
Νο
Don't know/Not applicable
This is my first time
At least once a year
Every 6 months
Every 3 months or more frequently
Yes
No
I was exploring the tools available within my Social Security and had not planned to contact SSA.
Yes
No
Don't know
1=Strongly Disagree
2
3

4 5 =Strongly Agree 1=Strongly Disagree 2 3 4 5=Strongly Agree Medicare Medicaid State or Local Department of Social Services HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing USDA - SNAP (Food Stamps) Department of Veterans Affairs IRS Court Want a copy for personal use Bank or financial institution Education-related Medical-related Healthcare signup and/or verification Requesting a Retirement Visa from another country Other agency or program Proof of identity Tax purposes Education-related Required for my job Passport Bank or financial institution Income assistance Other (Please specify) Myself only My spouse only Myself and my spouse

Myself and another individual (not spouse)
Other relative only
Other
Disability
Disability
Supplemental Security Income (SSI)
Both Disability and SSI
Don't know
Yes
No
Yes
No
Yes
No
Yes
No
5 minutes or less
6-10 minutes
11-15 minutes
More than 15 minutes
Unsure
Did not submit wages
Field Office
Mail
Fax
Phone
Other
Yes
No
Don't know
Desktop/Laptop
Tablet
Mobile Device
Don't know
Field Office
Mail
Fax
Phone
Other

Yes
No
Yes
No
Don't Know
1=Very Dissatisfied
2=Somewhat dissatisfied
3=Neither satisfied or dissatisfied
4=Somewhat satisfied
5=Very satisfied
Yes
No
Don't Know
Yes
No
Don't Know
Yes
No
Don't Know
Registered online on my first attempt
Registered online after prior unsuccessful attempts
Registered with in-person assistance from my local SSA office
Registered using the SSA Express
Not sure or don't remember
Less than 15 minutes
More than 15 but less than 30 minutes
30 minutes or more
I was unsuccessful registering online and was required to do so in-person
I preferred registering for a <i>my</i> Social Security account in-person at my SSA office
Employee offered the option for me to register for a <i>my</i> Social Security account
Yes
Partially

No	
No	
Yes	
1=Strongly Disagree	
2	
3	
4	
Strongly Agree=5	
1=Strongly Disagree	
2	
3	
4	
Strongly Agree=5	
1=Strongly Disagree	
2	
3	
4	
Strongly Agree=5	
1=Strongly Disagree	
2	
3	
4	
Strongly Agree=5	
1=Strongly Disagree	
2	
1=Strongly Disagree 2 3 4	

Yes
No
Yes
No
Requested a Call Back
Email
Chat with an Online representative
About what I expected
Longer than I expected
Yes
Partially
No
Yes
No
Very Satisfied
Satisfied
Not Satisfied
Very Dissatisfied
Very Satisfied
Satisfied
Not Satisfied
Very Dissatisfied
Yes, I used the "Get Help" button only
Yes, I used the "Call Back" button only
Yes, I used both the "Get Help" button and "Call Back" button
No, I used neither
Yes
No
Yes
No
35 and under
36 to 50
51 to 61
62
63
64

65	
65 66	
67	
68 to 70	
71 or older	
Prefer not to answer	

Skip to	Type (select from list)	Require d Y/N	Special Instructions
	Radio button, one up vertical	Y	
	Radio button, one up vertical	Y	
A B,C,D,E,F,G	check box, one up vertical	Y	Skip Logic Group
U			
H	-		
•			
J			
K			
	Radio button, one-up vertical	Y	Skip Logic Group
	text, no char limit	N	Skip Logic Group

	Radio button, one-up vertical	Y	Skip Logic Group
L	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
V,W,X	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
Y	Radio button, scaled, no don't k	Y	Skip Logic Group
Y			

	Text area, no Char limit	N	Skip Logic Group
	Radio button, scaled, no don't k	Y	Skip Logic Group
	check box vertical one up	Y	Skip Logic Group
M	Text area, no Char limit	N	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
Ν	checkbox vertical, one up	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
O,P O,P	Radio button, one-up vertical	Y	Skip Logic Group

O,P,Q O,P			
O,P,Q	Text area, no Char limit	N	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Checkbox, one-up vertical	Y	Skip Logic Group
R S	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group

т	Radio button, one-up vertical	Y	Skip Logic Group
• •	Text area, no Char limit	N	Skip Logic Group
A, B, D	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
E	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
А А А,В	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
c c c	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
А	Radio button, one-up vertical	Y	Skip Logic Group

Α			
	Text area, no char limit	N	Skip Logic Group
В	Radio Button, One-up	Y	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	

	Radio button, one up	Yes	Skip Logic Group
A	Radio button, one-up vertical	Y	Skip Logic Group
B,C,D,E	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
	Radio button, one up vertical	Y	
В	Radio button, one up	Y	Skip Logic Group
	Radio button, one up	Y	Skip Logic Group
	Radio button, one up	N	

Text area, 100 char limit	N	
Text area, no char limit	N	
Text area, no char limit	N	

CQ Label Access Frequency - NEW

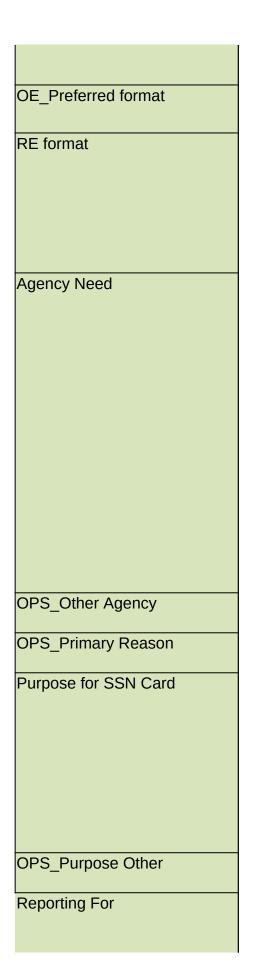
Create mySSA account

Primary Reason

Ease of access COLA

Improve Online notices

Pay online option	
Understand communication delivery preference	
Ease of changing communication delivery	
Comfortable receiving notices online	
Recommend accessing notices online	
Freq View Statement	
RE eliminated need to call or <i>r</i> isit	
Estimates easy to understand	
RE gave understanding of uture earnings	



OE_Report For

Benefit Type Reporting

OE_Relationship

Employer listed

Reporting multiple employers

Currently working

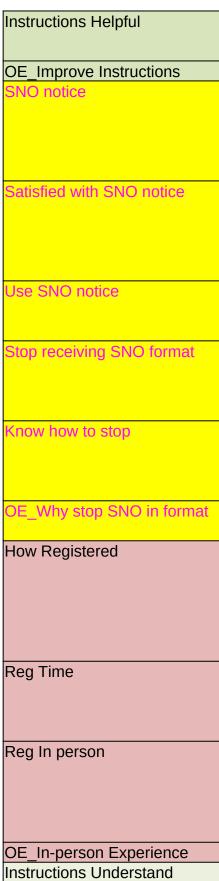
Time Submit Wage

Other reporting methods

Plan report electronically

How Report Again

Preferred method reporting



OE_Instructions
Coourity Concerns
Security Concerns
OE_Security Concern
A11-Satisfied
A11-Trust
A11-Quality
A11-Ease
A11-Speed
•

Ability to Accomplish
Contacted SSA
Contacted SSA
How contacted SSA
Click to chat wait
Click to chat answer
Click to chat Call
Click to chat service
Click to chat representative
Chat Feedback
Get Help Button or Call Back
Message Center
Use Message Center Future
Age

OE_ZIP	
OE_Improve Reg	
OE_Improve Contents	