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

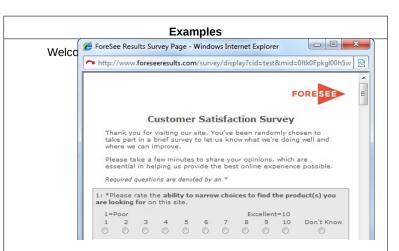
Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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

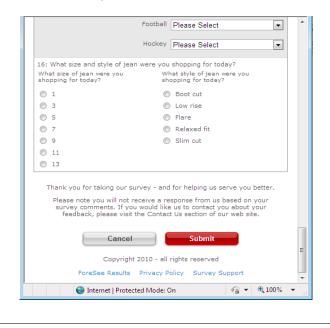
Thank You Text

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.



Thank You Text Example



Model Name

SSA MySSA V3

Model ID

FtssMMEVVU58x8hlxFYwdg4C

Partitioned

Yes - 2 MQ

Date

8/19/2019

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Underlined & Italicized: Re-order

Pink: Addition

Blue: Reword

				-				
	Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
		Site Performance (1=Poor, 10=Excellent, Don't Know)			Satisfaction	1		Recommend (1=Very Unlikely, 10=Very Likely)
1	Site Performance - Speed	Please rate the speed that pages and content loaded for you.	1	6 Satisfaction - 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 else?
2	Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.	1	7 Satisfaction - Expectations	How well does this application meet your expectations? (1=Falls Short, 10=Exceeds)			Use Other Online Services (1=Very Unlikely, 10=Very Likely)
3	Site Performance -Responsiveness	Please rate the responsiveness of the pages to your actions.	1	8 Satisfaction - 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		Please rate the visual appeal of the pages that you visited.						
5	Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.						
6	Look 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.						
8		Please rate the page layout on displaying content and links where you could find them.						
9	Navigation - 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.						
11	Site 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 Information	Please rate the presentation of essential account information.						

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	Skip			Agram Chairea			Descripted	Consider	
QID	Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123737		From where did you connect to SSA today?		At home		Radio button, one-up vertical	Υ		From Where Connected with SSA
				In office / place of employment]				
				At a Friend or Relative's place Public Library	1				
				Social Security Office	1				
				Social Security Kiosk Other Agency	-				
				Other					
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	CAS0045388A022 CAS0045388A023	Official Social Security website (www.ssa.gov)		check box, one up	Υ	Skip Logic Group	Learn about
			CAS0045388A023	Browsing SSA.gov's informational webpages 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	
CAS0045390	В	How did you learn about my Social Security?				Text area, no char limit	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	Υ		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?	BJL1506A01	Yes, I recently applied	Α	Radio button, one-up vertical	Υ	Skip Logic Group	Cash Benefits
				No, I am taking Medicare Only					
			D.11 4F0C40C	No, I am not receiving cash benefits					
RUS0166831	Α	What type of benefits are you receiving? (Check all that apply)	BJL1506A06	I don't know or prefer not to answer Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
		(-1		Disability	1				
				Spouses	-				
				Survivors Supplemental Security Insurance	-				
CAS0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			CAS0045395A002	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 CAS0045395A005	To make sure my earnings record is correct To replace my Social Security Card or get a new card	XMN				
				To check the Status of my recently filed application for benefits	Адици				
			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	К				
				To add Extra Security to my online account					
			CAS0045395A010	Just curious – wanted to see what information was contained in my Social Security account					
			CAS0045395A011	Other Reason for visiting today	Z				
CAS0045407	Α	How often do you review your online Social Security Statement?	CAS0045407A001	This is my first time	AA	check box one up vertical	Υ	Skip Logic Group	Freq View Statement
			CAS0045407A003 CAS0045407A004	At least once a year Every 6 months					
			CAS0045407A005	Every 3 months or more frequently					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001	Medicare		check box vertical one up	Υ	skip logic group	Agency Need
			CAS0045409A002	Medicaid State or Local Department of Social Services					
			CAS0045409A003	HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			CAS0045409A004 CAS0045409A005	USDA - SNAP (Food Stamps) Department of Veterans Affairs					
			CAS0045409A005 CAS0045409A006	IRS					
			CAS0045409A007	Court					
			CAS0045409A008	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				
CAS0045396 CAS0045397	BB Z	Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit	N N	Skip Logic Group	OPS_Other Agency
CAS0045397 CAS0076487		Please tell us what your primary reason was for visiting today: Please select the response that best reflects the action you took:		Viewed my SSA 1099 (or 1042S)		Text area, no Char limit Radio button, one-up vertical	Y Y	Skip Logic Group	OPS_Primary Reason SSA 1099 Action
		,		Viewed and printed my SSA 1099 (or SSA 1042S)		and an analysis of the second		, 20g.0 2.00p	
				Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed Other	L KK				
				Other	NN.	L			
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing		the state of the s		Text area, no Char limit	N	Skip Logic Group	Why Request 1099

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Comparison Com		SSA MY SOCIAL SECURITY VZ CUSTUM QUESTION LIST											
1982 1982		Skin											
		Logic			Answer Choices			Required	Special				
The control of the	QID	Label		AnswerIDs (DOT)	(limited to 50 characters)	Skip to		Y/N					
The control of the	CAS0076467	KK			V		Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action			
Part		×	Do you plan to replace your SSN card online through ISSNRC (Internet Social Security Number Replacement Card)?		No, this service is not yet available in my state		Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace			
Part			ropassinent Saraj.		No. I prefer to go to a field office								
Part					am not aware of this service								
Part					Don't know								
		M	For which purpose or program do you need a replacement SSN Card? (Check all that apply)		Proof of identity		checkbox vertical, one up	Υ	Skip Logic Group	Purpose for SSN Card			
					Tax purposes Education related								
					Required for my job								
					Passport								
					Bank or financial institution								
					Income assistance								
			Disease and big for which assessed as a section and a section and CCN and		Other (Please specify)	MM	Total and the Charling		Chin Lania Carre	ODC Durana Other			
		MIM	Mich best describes why you are applying for a replacement SSN card.		My original card was lost or stolon		Padio button, one un vertical	N V	Skip Logic Group	Why Applying for SSN Cord			
Application		- 14	which best describes why you are applying for a replacement 33N card?		My original card was not lost or stolen but someone else (e.g., family member) is		Radio buttori, one up vertical		Skip Logic Group	Willy Applying for 33N Card			
					holding it								
					Never had an SSN card]						
					Other (Please specify)	NN							
	0.1.000.15000	NN	Please explain why you are applying for a replacement SSN card.	0.1000.15000.1001			Text area, no Char limit		Skip Logic Group	OPS_Why Applying			
A	CASUU45398		Dru you register for your my social security offine of in person?	CAS0045398A001	Registered online after prior unsuccessful attempts		radio button, one-up vertical	1	Skip Logic Group	now Registered			
A Page Section Page													
A content to the presentative region of them took for you complete your regionation Accountment					Registered using the SSA Express	,0							
March Marc				CAS0045398A004	Not sure or don't remember								
Accordance Company C	CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time			
Accordation				CAS0045399A002	More than 15 but less than 30 minutes								
Company Comp	CACODAEAOO		Llaw many prior unquesceful opline registration attempts did you make?	CAS0045399A003	30 minutes or more		Dadia button and un vertical		Ckin Logio Croup	Dog Attompto			
Application	CA50045400	В	How many prior unsuccessiui omine registration attempts did you make?				Radio buttori, orie-up vertical		Skip Logic Group	Reg Attempts			
Mary Applications Company Co													
Performed registering for any Social Security account in persons and my SSA CC	CAS0045410	С	Why did you decide to register in-person?			CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person			
Column					I preferred registering for a my Social Security account in-person at my SSA	CC							
Accordance Company Present Security for present registration segments Company													
Degree for and Earn Security by your account?	0.1.000.15.101				Employee offered the option for me to register for a <i>my</i> Social Security account	СС				05.1			
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Associated Do you have any concerns about the security of the personal information contained in your my Social Security account? Security account? Y Skip Logic Group Security Concerns Security account? Yes A Yes Skip Logic Group Security Concerns Yes A Yes Skip Logic Group Security Concern Yes Skip Logic Group Security Concern Yes Skip Logic Group	0/100010120		Did you occurry mornitation accombing my cooking occurry positions of features.	CAS0045415A002	No		radio battori, one ap vertical	•		Geodiny Foliolog			
Security account?	CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social				Radio Button, One-up	Y	Skip Logic Group	Security Concerns			
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ACADU32E7912 Was it easy to sign in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account visit enable you to accomplish what to? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A What did you find difficult about signing in to your <i>my</i> Social Security account? A Pagado button, one up Y Skip Logic Group A Ext area, no char limit N Skip Logic O E Trying to accomplish A Ext area, no char limit N Skip Logic O E Trying to accomplish A Check box vertical CASO045427A002 CASO045427A003 CASO045427A003 CASO045427A004 CASO045427A005 CASO045427A005 CASO045427A005 CASO045427A006 CAS	CA C00 4F 40F		N dil-	CAS0045424A002	Yes	Α	Total control of the limit		Chiral ania Co	OF Counity County			
A What did you find difficult about signing in to your my Social Security account? A What did you find difficult about signing in to your my Social Security account visit enable you to accomplish what you wanted to do? A What did you find difficult about signing in to your my Social Security account visit enable you to accomplish what you wanted to do? A What specifically were you trying to accomplish what you wanted to do? A Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please Select all that apply) CAS0045427 B Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please Select all that apply) CAS0045427A002 Send an e-mail to Social Security CAS0045427A003 Cas0045427A004 Call Social Security office CAS0045427A005 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A006 Cas0045427A006 Cas0045427A007 Visit a local Social Security office CAS0045427A007 Visit a local Social Security office CAS0045427A007 Visit a local Social Security office CAS0045427A007 Visit a		A	Was it easy to sign in to your my Social Security account?		Yes				Skip Logic Group	Easy Sign In			
AWDIGGOVED A What did you find difficult about signing in to your my Social Security account? AWhat did you find difficult about signing in to your my Social Security account visit enable you to accomplish what /ou wanted to do? AWhat specifically were you trying to accomplish? AWhat specifically were you trying to accomplish? AWhat specifically were you trying to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) CASO045427A001 CASO045427A002 CASO045427A003 CASO045427A004 CASO045427A004 CASO045427A005 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A007 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A007 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A007 CASO045427A006 CASO045427A006 CASO045427A006 CASO045427A007 CASO045427A006 CASO045427A0			and the second s			A	o dattori, offic up		Simp Logic Group	Oign iii			
Did the information obtained during your my Social Security account visit enable you to accomplish what CAS0045422A002 Yes	KAU0126792	Α	What did you find difficult about signing in to your my Social Security account?				Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In			
CASO045427 B Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) CASO045427A002 CASO045427A002 Send an e-mail to Social Security CASO045427A003 Call Social Security S80 number CASO045427A004 CASO045427A005 Visit a local Social Security office CASO045427A005 Visit a local Social Security office CASO045427A006 Visit a local Social Security office CASO045427A006 Visit a local Social Security office CASO045427A007 Visit a local Social Security office CASO045427A008 Vi	CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what	CAS0045422A001	Yes			Yes	Skip Logic Group	Ability to Accomplish			
ASO045426 A What specifically were you trying to accomplish? B Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please Select all that apply) CASO045427A001 CASO045427A002 Send an e-mail to Social Security CASO045427A003 Call Social Security 800 number CASO045427A004 Call a local Social Security office CASO045427A005 Visit a local Social Security office CASO045427A006 Other, please specify B Please tell us what "other" action you plan to take next. CASO045427A008 Was the information in your my Social Security account clear to you? CASO045373 Was the information or instructions were not clear CASO045437A002 Send an e-mail to Social Security CASO045427A003 Call social Security office CASO045427A004 Call a local Social Security office CASO045427A006 Other, please specify BB Please tell us what "other" action you plan to take next. CASO045427A006 Visit a local Social Security office CASO045427A007 Visit a local Social Security office CASO045427A007 Visit a local Social Security office CASO045427A008 Other, please specify BB Please tell us what "other" action you plan to take next. CASO045427A008 Visit a local Social Security office CASO045373 Was the information in your my Social Security account clear to you? CASO045373A001 Ves CASO045373A002 No A Please tell us what information or instructions were not clear Text area, no char limit N Skip Logic OE Trying to accomplish Did you use the "Get Help" button or "Call Back" button only Yes, I used the "Get Help" button only Yes, I used the "Get Help" button only Yes, I used the "Get Help" button and "Call Back" button Yes, I used to the "Get Help" button and "Call Back" button Text area, no char limit N Skip Logic OE Trying to accomplish Did you use the "Get Help" button or "Call Back" button only Yes, I used to the "Get Help" button only Yes, I used to the "Get Help" button and "Call Back" button			you wanted to do?										
ASO045427 B Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please CAS0045427A001 Return online and try again CAS0045427A002 Send an e-mail to Social Security CAS0045427A003 Call Social Security So 0n umber CAS0045427A004 Call Social Security So 0n umber CAS0045427A005 Visit a local Social Security office CAS0045427A006 Visit a local Social Security office CAS0045427A008 Visit a local Social Security office CAS0045427A006 Visit a local Social Security office CAS0045427A007 Visit a local Social Security office CAS0045427A007 Visit a local Social Security office CAS0045427A007 Visit a local Social Security office CAS0045427A006 Visit a local Social Security office CAS0045427A006 Visit a local Social Security offi	0.4.000.45.400		NA	CAS0045422A002	No	A,B	Total and the Fig.		Chin I ania	OF Trains to account to			
Select all that apply)		A	writer specifically were you trying to accomplish?	CAS004E427A001	Poture online and toy again			N	Skip Logic	Do Novt			
CAS0045427A002 Send an e-mail to Social Security Security Send an e-mail to Social Security Secu	CA30043427	P .	select all that apply)	CA30043427A001	neturn online and by dyalli		Grieck box vertical	,	Skip Lugic	DO INEXT			
CAS0045427A003 Call Social Security 800 number CAS0045427A004 Call a local Social Security office Security off			41'97	CAS0045427A002	Send an e-mail to Social Security								
CAS0045427A005 CAS0045427A005 Visit a local Social Security office CAS0045427A005 Visit a local Social Security office CAS0045427A005 Visit a local Social Security office CAS0045427A006 Take no action CAS0045427A006 Take n				CAS0045427A003	Call Social Security's 800 number								
CASO045427A006 Take no action CASO045427A006 Take no action CASO045427A008 Other, please specify BB Please tell us what "other" action you plan to take next. CASO045373 Was the information in your my Social Security account clear to you? CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or "Call Back" button only use the "Get Help" button or "Call Back" button only CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or "Call Back" button only use the "Get Help" button or "Call Back" button only CASO045374 A Please tell us what information or "Call Back" button only use the "Get Help" button or "Call Back" button only CASO045374 A Please tell us what information or "Call Back" button only CASO045374 A Please tell us what information or "Call Back" button only CASO045374 A Please tell us what information or "Call Back" button only CASO045374 A Please tell us what information or "Call Back" button only CASO045374 A Please tell us what information or "Call Back" button only CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instructions were not clear CASO045374 A Please tell us what information or instruction were not clear CASO045374 A Please tell us what information or instruction were not clear to put the "Call Back" button only CASO045374 A Please tell us what information or instruction were not clear to put the "Call Back" button only CASO045374 A Pleas				CAS0045427A004	Call a local Social Security office								
CAS0045427A008 Other, please specify BB Please tell us what "other" action you plan to take next. AS0045373 Was the information in your my Social Security account clear to you? CAS0045373A001 Yes CAS0045373A002 No A Please tell us what information or instructions were not clear CAS0045373 APP (lease tell us what information or instructions were not clear CAS0045374 A Please tell us what information or instructions were not clear Did you use the "Get Help" button or "Call Back" button only Yes, I used the "Get Help" button only				CAS0045427A005	Visit a local Social Security office								
AS0045428 BB Please tell us what "other" action you plan to take next. AS045428 Vas the information in your my Social Security account clear to you? CAS0045373A001 Yes CAS0045373A001 Yes CAS0045373A002 No A Please tell us what vinformation in your my Social Security account clear to you? CAS0045373A002 No A Please tell us what information or instructions were not clear Text area, no Char limit N OPS Do Next CAS0045373A001 Yes CAS0045373A002 No A Please tell us what information or instructions were not clear Text area, no Char limit N Skip logic CAS0045373A002 No A Please tell us what information or instructions were not clear N Skip logic Account Clarity Text area, no Char limit N OPS Do Next CAS0045373A001 Yes CAS0045373A001 Yes Text area, no Char limit N Skip logic Account Clarity Get Help' button on' Call Back' button, one up vertical Y Skip logic Account Clarity Text area, no Char limit N OPS Do Next CAS0045373A001 Yes CAS0045373A001 Yes Text area, no Char limit N Skip logic Account Clarity Radio button, one up vertical Y Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account Clarity Text area, no Char limit N Skip logic Account C						P.D.							
AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear Yes, I used the "Get Help" button only A A Please tell us what information or instructions were not clear Yes, I used the "Get Help" button only AS0045374 A Please tell us what information or instructions were not clear Yes, I used the "Get Help" button only Yes, I used the "Get Help" but	CAS0045420	DD.	Please tell us what "other" action you plan to take next	CAS0045427A008	Other, please specify	BB	Toyt area no shor limit	N1		OBS Do Novt			
AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear AS0045374 A Please tell us what information or instructions were not clear Yes, I used the "Get Help" button only A A Please tell us what information or instructions were not clear Yes, I used the "Get Help" button only AS0045374 A Please tell us what information or instructions were not clear Yes, I used the "Get Help" button only Yes, I used the "Get Help" but	CAS0045428	DB	Was the information in your my Social Security account clear to you?	CAS0045373A001	Yes		radial button, one un vertical		skip logic	Account Clarity			
CASO045374 A Please tell us what information or instructions were not clear Text area, no Char limit N Skip Logic Group OE Account Clarity Text area, no Char limit N Skip Logic Group OE Account Clarity Yes, I used the "Get Help" button only Yes, I used both the "Get Help" button and "Call Back" button Yes, I used both the "Get Help" button and "Call Back" button Yes, I used both the "Get Help" button and "Call Back" button	2.100010010		The second of the year of the second of the	CAS0045373A002	No	А	oatton, one up vertical		omp logic	- Indiana,			
STE0093222 Did you use the "Get Help" button or "Call Back" button during your visit today? Yes, I used the "Get Help" button only Radio button, one up vertical Y Get Help Button or Call Back Yes, I used the "Call Back" button only Yes, I used both the "Get Help" button only Yes, I used both the "Get Help" button only	CAS0045374	Α	Please tell us what information or instructions were not clear				Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity			
Yes, I used the "Call Back" button only Yes, I used both the "Get Help" button and "Call Back" button	STE0093222						Radio button, one up vertical	Y					
					Yes, I used the "Call Back" button only								
No, i used neitner													
					INO, I useu Heililei								

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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)	Required Y/N ¥	Special Instructions	CQ Label How Connected with SSA
			Smartphone					
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up	Υ	Skip Logic Group	From Where Connected with
0.20220.0.		Trom more and you common to con troudy.			verticalb	•	Citip Logic Croup	SSA
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library	A				
			Social Security Office					
			Social Security Kiosk	B				
			Other Agency					
			Other	E				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	¥	Skip Logic Group	Use SSA Icon
			No	AA				
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N		OE_How Linked to SSA (library)
STE0123738	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	E	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	И		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 my 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	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	Omp Logic Group	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					
			l-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	A				
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					

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				<u>, </u>				
	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
	!	NAME at the second by a second as a second	I don't know or prefer not to answer		Ohaali harraana waxaatiaal	.,	Chia Lania Carre	Daniella Trons
	Α	What type of benefits are you receiving? (Check all	Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
		that apply)	Dischility	-				
			Spances	+				
			Sunivors	+				
			Sunnlemental Security Insurance	+				
CAS0045395		What is your reason for visiting my Social Security	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
0/100010000		today? (Check all that apply)	Joseph a Bottonic Formioadori Editor	_	oncon son one up verueu.		Citip Logic Croup	l milary reason
		7 (113)	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,€</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	<u>K</u>				
			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	This is my first time	AA	check box one up vertical	Υ	Skin Logic Group	Freq View Statement
0/100040401	^	Security Statement?	This is my mot time	7.7	one one up vertical	·	Okip Logic Group	l red view statement
		,	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?						
0.4.000.45.400			No			.,	11.1.1	
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	Medicare		check box vertical one up	Υ	skip logic group	Agency Need
		berient verification Letter? (Check all that apply)	Medicaid 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			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
0400045007		Benefit Verification information?			Taut anna na Cl. III ii		Chin Lani O	ODC Deiror - D
CAS0045397	Z	Please tell us what your primary reason was for			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CA 50072000		visiting today:	Voc	н	Padia buttan ana un unwita-l	¥	Ckin Logic Crous	LICO DE
CAS0073009	е	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	- +	Radio button, one up vertical	Ť	Skip Logic Group	Use RE
		Visiting your my Social Security account today?	No	1				
CAS0073010	н	Did you have difficulty navigating between my	Yes	- t	Radio button, one-up vertical	¥	Skip Logic Group	Difficulty Navigating Between
C/1300/3010	"	Social Security and the Retirement Estimator?		3	radio button, one-up vertical		Only Logic Group	mySSA and RE
		ing the second s	No.					,
			y · · •					

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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	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ŧ	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	Đ	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Trouble Finding RE
CAS0073014	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
			N o					
CAS0073015	F	Did you have trouble finding the other online- benefit calculators?	Yes		Radio button, one up vertical	¥	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	¥	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	K	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				
0.4.00070.400			Other	KK			01: 1 : 0	VIII D. 14000
CAS0076488		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	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		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	Α	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					
CAS0045400	В		One		Radio button, one-up vertical	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 to do so in-person	СС	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				
			Employee offered the option for me to register for a <i>my</i> Social Security account	cc				
CAS0045401		Please describe your in-person registration experience.			Text area, no char limit	N		OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	¥	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
CTE0120701	0.0	Did you register using the CCA Everyor Min 1. "	Other Descriptored without assistance		Dadio button granusti.)/	Ckin Logic Con	EK Assistance
STE0123761	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 Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:	negisicieu wiin viuco assistanee		Text area, no char limit	N	Skip Logic Group	EK-Experience
CAS0045411			Yes		Radio button, one-up vertical	Y		Xtra Security Reg
		your account?	· 		Sattori, one up verticul	'		3000m, 1.0g

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) No	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			I tried but was unsuccessful					
			I don't know					
KAU0126773		Was it easy to create a my Social Security	Yes		Radio button, one-up vertical	Υ	Skip Logic Group	Easy Create Account
		account?						,
			No	Α				
KAU0126790	Α	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 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?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
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.	No	A	Text area, no char limit	N	Skip Logic Group	OE_Instructions
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?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
	_		Yes	Α				
CAS0045425 KAU0126791	Α	Please describe your security concerns.	Vaa		Text area, no char limit	N		OE_Security 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	Α				
KAU0126792	A	What did you find difficult about signing in to your my 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?			Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426 CAS0045427		What specifically were you trying to accomplish?	Deturn online and tru again		Text area, no char limit	N Y	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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	ВВ	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	Υ	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		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	B				
			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?

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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
			2					
			3					
			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	¥	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
								
			8					
			10=Very Helpful					
			Don't know					

Model Instance Name: SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes FPI Included(Y/N)?

Date: 6/12/2013



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

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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 Y	Special Instructions	CQ Label How Connected with SSA
			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
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library	A				
			Social Security Office					
			Social Security Kiosk	В				
			Other Agency					
	_		Other	С				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
0750400750			No	AA	- L 10 10		01. 1 . 0	
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				

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
CAS0045390	В	How did you learn about my Social Security?	· ·	<u>.</u>	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					
			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
		(Cristinal and Spp.)	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	D,E				
			To use SSA's other online benefit calculators	<u> </u>				
			To apply only for Social Security or Medicare Only benefits					
			To request a replacement SSA-1099 (or SSA-10425) for tax purposes	<u>K</u>				
			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	Z				
				=				

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OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045407	Α	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					
			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	Υ	skip logic group	Agency Need
			<u>Medicaid</u>					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8	<u>Housing</u>				
			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	С	Did you use the Retirement Estimator before visiting your my 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 my 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

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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					
CAS0073014	Е	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					
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	KK				
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	KK	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
			Two					
			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	Y	Skip Logic Group	Reg In person
			I preferred registering for a my Social Security account in-person at my SSA office	СС				
			Employee offered the option for me to register for a <i>my</i> Social Security account	CC				
CAS0045401	cc	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	Υ	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					

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QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123761		-	Registered without assistance	, in the second	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					
			I don't know					
KAU0126773		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				
KAU0126790	Α	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 <i>my</i> Social Security's instructions for creating a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	Α				
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_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	Α	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security 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	Α				
KAU0126792	Α	What did you find difficult about signing in to your my 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	Α	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					

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	T							
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 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
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	Α				
CAS0045374	Α	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	A, B				
			No, I used neither					
STE0093223	Α	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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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 Y	Special Instructions	CQ Label How Connected with SSA
			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
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library	A				
			Social Security Office					
			Social Security Kiosk	В				
			Other Agency					
	_		Other	С				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
0750400750			No	AA	- L 10 10		01. 1 . 0	
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				

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QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045390		How did you learn about my Social Security?	(minute to 50 state association)	Cimp to	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					
			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 Reasor
			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					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K				
			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	Α	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

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OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CO Label
Q.5	Luber	Quosion Text	At least once a year	Citip to	Type (select irom list)	1,11	mon donono	OQ LUBC:
			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)	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	I				
CAS0073010	Н	Did you have difficulty navigating between my 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		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 my 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	Υ	Skip Logic Group	Trouble Finding Calculators
			No					

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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?			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	No Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099
C/100070407		action you took:	Viewed in 35/ 1055 (of 10425)		radio batton, one up vertical	'	Skip Logic Group	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	KK				
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	KK	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	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Υ	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
			Two					
			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	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	СС				
			Employee offered the option for me to register for a <i>my</i> Social Security account	CC				
CAS0045401	cc	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	Υ	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
075046050			Other		5 11 11 11			EI(A)
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					
07504605		DI 1 " 001 T 1"	Registered with video assistance					EIV E
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 for Extra Security to your account?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg

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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				Skip Logic Group Skip Logic Group	
			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 No	A				
	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 <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	A				
			No	A				
CAS0045414		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_Instructions
CAS0045415		Did you see any information describing my Social	Yes		Radio button, one-up vertical	Y		Security
		Security's security policies or features?	No					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	Α	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 my Social Security account?	Yes		Radio button, one up	Y	Skip Logic Group	Easy Sign In
			No	Α				
	A	What did you find difficult about signing in to your my Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign
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	А	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	ВВ	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next

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	Skip							
QID	Logic Label	Ouestion 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 my Social Security	Yes	Skip to	radial button, one up vertical	Y	skip logic	AccountClarity
0/100043070		account clear to you?			radia batton, one up vertical		Skip logic	recountenanty
			No	А				
CAS0045374		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 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	A, B				
			No, I used neither					
STE0093223		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					
			0					
			2					
			9					
			10=Very Helpful					
			Don't know					
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	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

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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 Y	Special Instructions	CQ Label How Connected with SSA
			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
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library	A				
			Social Security Office					
			Social Security Kiosk	В				
			Other Agency					
	_		Other	С				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
0750400750			No	AA	- L 10 10		01. 1 . 0	
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				

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	Skip							
OID	Logic	Overetion Tout	Answer Choices	Clein to	True (a deat from list)	Required	Special	CO Label
QID CAS0045390	Label	Question Text How did you learn about my Social Security?	(limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Y/N N	Instructions Skip Logic Group	CQ Label OPS Learn
CA30043330	"	now and you rearn about my social security:			Text area, 110 chai iiiiii	I IV	Skip Logic Oroup	about
HAR0069569		How often do you access (or plan to access) your	Once a year		Radio button, one up vertical	Y		Access
		my Social Security account?						Frequency -
								NEW
			Once every six months					
	-		Once every three months					
			Once a month More than once a month					
			Not sure					
BJL1506	1	Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits		Radio button, one-up vertical	Υ		Cash Benefits
		3	(Retirement, Disability, Spouses or Survivors)		, , , , , , , , , , , , , , , , , , , ,			
			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					
0.4.000.45005		, , , , , , , , , , , , , , , , , , ,	I don't know or prefer not to answer				01: 1 : 0	D: D
CAS0045395		What is your reason for visiting my 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 Reaso
			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					
			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	Α	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

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OID	Skip Logic	Ourselien Tout	Answer Choices	Claim 4	Tama (aslast from 15-4)	Required	Special	CO Label
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
			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?			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					
0.4.000.45000			Other agency or program	BB	T		01: 1 : 0	
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	l l				
CAS0073010	Н	Did you have difficulty navigating between my 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 my 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					
CAS0073014	E	Did you expect to find the Retirement Estimator within your my 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	Υ	Skip Logic Group	Trouble Finding Calculators
			No					

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				I				T
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?		·	Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
CAC007C407	К	Diagon colont the very man that heat velicets the	No		Dadia button and un vertical		Chin Lonio Cuova	CCA 1000
CAS0076487	K	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	KK				
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	KK	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	Α	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
			Two					
			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	Υ	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	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	Υ	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
0750400704		5:1 : 1 004 5 16:1 :	Other				01: 1 : 0	E1(A
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					
CTE0100744		Places describe your CCA Firmers Ideal	Registered with video assistance		Tout once no chan limit		Claim Logic Con	EK Eventrian
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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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
			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	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	Α				
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	OE_Instructions
CAS0045415		Did you see any information describing my Social	Yes		Radio button, one-up vertical	Υ		Security
07.000.10.120		Security's security policies or features?	No		Tradic sation, one up vertical			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	Α	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	Α	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 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	ВВ	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	Α				
CAS0045374		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 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	A, B				
			No. I used neither					
STE0093223		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?

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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
			3	8				
			4 5					
			6					
			7					
			8	3				
			9					
			10=Very Helpful Don't know					
STE0093224	В		1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2	2				
			3	3				
			4					
			5					
			7	,				
			8	3				
			9)				
			10=Very Helpful					
			Don't know					

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	Skip		A Oh . i			Did	0	
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
QiD	Labei	Question Text	Desktop computer/laptop from my home	Skip to	Radio button, one-up vertical	1/IN	ilisti uctions	CQ Laber
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computernaptop from my nome		radio battori, one-up vertical	¥	Skip Logic Group	How Connected
0,1000,0100		with 55% curing your visit today:	Desktop computer/laptop from a friend or relative's			·	Randomize	With SSA
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library	A				
			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	B				
			Other (please specify)	E			Anchor Answer Choice	
		Did you connect through a unique Social Security	Yes		Radio button, one-up vertical		CHOICE	
CAS0076468	A	icon featured on the computer's desktop?	163		Tradio button, one-up vertical	¥	Skip Logic Group	Use SSA Icon
C/100010100	"	ioon reactive on the computer of decided.	No	AA			Omp Logio Group	OSC SCATICOIT
					Text area, no char limit			OE How
								Linked to SSA
CAS0076469	AA	How did you link to the SSA website?				N	Skip Logic Group	(library)
					Text area, no char limit			OE Location of
CAS0076490	B	Please describe the location.				₩	Skip Logic Group	Kiosk
					Text area, no char limit			OPS_How
		Please tell us how and from where you connected						Connected with
CAS0076470	Е	with SSA during your visit today?				N	Skip Logic Group	SSA
			Desktop		Radio button, one-up vertical			
		How did you connect to Social Security today?				Y		How Connected with SSA
			Laptop					
			Smart Phone					
			Tablet					
			At home		Radio button, one-up verticalb			From Where
		Energy where did you are a second of a second of					Older Level C	Connected with
		From where did you connect to SSA today?	In office / place of apple marks			Y	Skip Logic Group	SSA
			In office / place of employment At a Friend or Relative's place					
			Public Library	Α				
			Social Security Office	A				
			Social Security Office Social Security Kiosk	В				
			Other Agency					
			Other	С				
		Did you connect through a unique Social Security	Yes		Radio button, one-up vertical			
	Α	icon featured on the computer's desktop?				Υ	Skip Logic Group	Use SSA Icon

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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
								Linked to SSA
	AA	How did you link to the SSA website?				N	Skip Logic Group	(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 my Social Security account" page that new 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
		and you can straig out the straig out the straight of the straight out the	Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			l recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					

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	Skip							
OID	Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
QID	Laber	Question Text	l am entitled to Medicare Only coverage - no cash	Skip to	Type (Select Holli list)	1714	mstructions	CQ Laber
			benefits-I am eligible to receive monthly benefits or					
			Medicare at this time but am not receiving cash benefits yet					
			l am 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					
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
		(Oneck all that apply)	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 To add Extra Security to my online account	В				
			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	.,0				
			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 –	K	+			
			1042S) for tax season	K				
			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	7				
CAS0045407	A	How often do you review your online Social	Other reason for visiting today:	Z AA	check box one up vertical	Y	Skip Logic Group	Freq View
CA30043401	^	Security Statement?	This is my first time	^^	check box one up vertical	'	Skip Logic Group	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	Other Yes		radio button one up vertical		skip logic group	Plan to View
C, 1300-13400	^^	online again?			radio button one up vertical		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	Y	skip logic group	Agency Need
		, TF //	IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					

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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	ВВ	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		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	ı				
CAS0073010	Н	Did you have difficulty navigating between my 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		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		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		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
			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					
CAS0073016		Did you expect to find the other online benefit calculators within your my Social Security account?			Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487		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	KK				
CAS0076488		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

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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
CAS0076467	KK	What action did you take?	(minute to 50 small actions)	Jp 15	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	Υ	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	Α	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
			Two					
			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	Υ	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					
	А3	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 password?	Vos		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
		passworu?	Yes	^				
			Partially No	A A				
CAS0045414	Α	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 my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Y		Security Policies

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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
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	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
			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					
			Other, please specify	BB				
CAS0045428	ВВ	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	Α	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 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	A, B				
			No, I used neither					
STE0093223	Α	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	Υ	Skip Logic	Get Button Helpful?
			2					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

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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	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					
			4					
			6					
			8					
			10=Very Helpful					
CAS0045375		Please select the category that includes your age.	Don't know Under 25		Drop down, select one	N		New Age
			26 to 45 46 to 55					
			56 to 60 61 to 64					
			65 to 66 67 or older					
			Prefer not to answer					

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Ski Log	ic	Answer Choices	Skin to	Time (calcut from list)	Single or Multi	Required Y/N	Special	CO Label
QID Lab	el Question Text	(limited to 50 characters) Desktop computer/laptop from my home	Skip to	Type (select from list) Radio button, one-up vertical	Mulu	Y/IN	Instructions	CQ Label
CAS0076489	Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from a friend or relative's		Radio buttori, orie-up vertical	Single	Y	Skip Logic Group	How Connected with SSA
		home					Randomize	
		Desktop computer/laptop from my place of employment						
		Public computer workstation in a library	Α					
		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	
CAS0076468 A	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					
CAS0076469 AA	A How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
C/186818186 / U	The war and year mink to ano early tropoles.			Text area, no char limit	Оро		Ciup Logic Group	OE Location of
CAS0076490 B	Please describe the location.				Open	N	Skip Logic Group	Kiosk
CAS0076470 C	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
	(a see as a secondary)	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 COSTOM Q	J_C.1.C.1.					
	Skip								
OID	Logic	Overstion Tout	Answer Choices	Claire to	Towns (and and from that)		Required	Special	CO Labal
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	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 <i>my</i> Social Security?					N		about
									Access
		How often do you access (or plan to access) your							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						
			Not sure						
BJL1506			Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Single	Υ		Cash Benefits
DOLISOO		Are you currently receiving cash benefits?	(SSI)		Tradio Battori, orie ap vertical	Olligic	'		Cash Benefits
		l l l l l l l l l l l l l l l l l l l							
			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	I don't know or prefer not to answer	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
CA30043393		today? (Check all that apply)	To print or view my online Social Security Statement	A, C	Check box one up vertical	iviuiti	163	Skip Logic Group	Filliary Reason
		то выдух (стигот выполерну)	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	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 –	К					
			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						

SSA My Social Security v2 CUSTOM QUESTION LIST

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			SSA My Social Security v2 CUSTOM C	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label
4.5		Quodion 10AC	Other reason for visiting today:	Z	Type (edicat mem mety	11101101	.,,,		5 Q 2 0000.
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?	enter agency or program	55	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		Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
		visiting your my Social Security account today?	Yes						
			No	I					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i>		J	Radio button, one-up vertical	Single	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 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	ı	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						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding RE
			No						

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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
CAS0073014	E	· ·	, , , , , , , , , , , , , , , , , , ,	·	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Expect to Find
		Did you expect to find the Retirement Estimator within your my Social Security account?	Yes No						RE in mySSA
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?			Radio button, one-up vertical	Single	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	Single	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	KK					
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	KK	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		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 Not sure or don't remember	A,C					
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
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		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					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						

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	Skip								
QID	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
CAS0045413	Labei	†	(ilinited to 50 characters)	SKIP IO	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
CA30043413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Tradio button, one-up vertical	Single	'	Skip Logic Group	Understand
		password?	Yes Portially						
			Partially No	A					
CAS0045414	Α	Disease explain what you did not understand about	140		Text area, no char limit		N	Skip Logic Group	OE_Instructions
0,100040414	,	Please explain what you did not understand about my Social Security's registration instructions			Toxt area, no onar min			Onip Logic Group	OL_mondonons
CAS0045415					Radio button, one-up vertical	Single	Υ		Security
		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes						Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	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	А	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 Other, please specify	BB					
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.	Ottler, please specify	ВВ	Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
		,	No	Α					
CAS0045374	Α	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	Υ	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	A, B					
			No, I used neither						
	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	Υ	Skip Logic	Get Button Helpful?

SSA My Social Security v2 CUSTOM QUESTION LIST

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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
			3						
			4						
			5						
			7						
			8						
			9						
			10=Very Helpful						
			Don't know						
	ь	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			Skip Logic	Call Back Button Helpful?
	P	to you. (1=Not Helpful at All, 10=Very Helpful)			know	Single	Υ	Skip Logic	Button Helpful?
			2						
			3						
			4						
			5						
			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 Button
			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						
			3						
			4						
			5						
			7						
			9						
			g g						
			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						
	1		protection answer	l	I			I.	

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Chin								
Skir Logi	c	Answer Choices	Chin to	Time (calcut from liet)	Single or Multi	Required Y/N	Special	COLobal
QID Labe	Question Text	(limited to 50 characters) Desktop computer/laptop from my home	Skip to	Type (select from list) Radio button, one-up vertical	Mulu	Y/IN	Instructions	CQ Label
CAS0076489	Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from a friend or relative's		Radio button, one-up vertical	Single	Y	Skip Logic Group	How Connected with SSA
		home					Randomize	
		Desktop computer/laptop from my place of employment						
		Public computer workstation in a library	Α					
		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	
CAS0076468 A	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					
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)
7.0	The transfer mine to the Ger the series.			Text area, no char limit	Оро		Ciup Logic Group	OE Location of
CAS0076490 B	Please describe the location.				Open	N	Skip Logic Group	Kiosk
CAS0076470 C	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 my 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 QI	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
			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?	Open a year		Radio button, and un vertical	Single	Y		Access Frequency - NEW
HAR0009509		my Social Security account?	Once a year Once every six months		Radio button, one up vertical	Single	Y		INEVV
			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	Υ		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 or prefer not to answer	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Drimary Bassan
CA30045395		Security today? (Check all that apply)	To print or view my online Social Security Statement	А, С	check box one up vertical	Mulu	res	Skip Logic Group	Pililary 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	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	K					
			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						

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
OID	Skip Logic Label	Overtion Tout	Answer Choices	Skin to	Tune (colort from ligh)	Single or Multi	Required Y/N	Special	CO Label
QID	Labei	Question Text	(limited to 50 characters) Other reason for visiting today:	Skip to Z	Type (select from list)	Multi	T/IN	Instructions	CQ Label
CAS0045407	Α	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
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	No USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Deficit verification Letter: (Check all that apply)	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	0: 1	N		OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
		visiting your my Social Security account today:	No	1					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i>		j	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
		Social Security and the Retirement Estimator?	Yes						
		and the second s	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	ı	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						
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						

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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
CAS0073014	E	· ·	, , , , , , , , , , , , , , , , , , ,	·	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Expect to Find
		Did you expect to find the Retirement Estimator within your my Social Security account?	Yes No						RE in mySSA
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?			Radio button, one-up vertical	Single	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	Single	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	KK					
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	KK	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		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 Not sure or don't remember	A,C					
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
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		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					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						

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			SSA My Social Security V2 COSTOM (SOESTION FIST					
	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			Гана запан, така ар така			- compression compression	Understand
		password?	Yes						
		passivitati	Partially	Α					
			No	A					
CAS0045414	Α		140		Text area, no char limit		N	Skip Logic Group	OE Instructions
CA30043414	^	Please explain what you did not understand about			rext area, no chai ilinit		''	Skip Logic Group	OL_IIIStructions
		my Social Security's registration instructions							
CA C004F 41F					Dadia huttara area un un trattical	Cinala	V		Ca accepts o
CAS0045415					Radio button, one-up vertical	Single	Y		Security Policies
		Did you see any information describing <i>my</i> Social							Policies
		Security's security policies or features?							
			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 <i>my</i> Social							Concerns
		Security account?	No						
		, , , , , , , , , , , , , , , , , , ,	Yes	Α					
CAS0045425	Α				Text area, no char limit		N		OE_Security
0, 1000 10 120	'`	Please describe your security concerns.			Toke di bay 110 bilai iii iii				Concern
CAS0045422		Did the information obtained during your <i>my</i> Social	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to
0/1000-10-122		Security account visit enable you to accomplish	100		rtadio battori, orie ap	Sirigio	1.00	Chip Logic Group	Accomplish
		what you wanted to do?							, iooop.io
		,	No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?	110	Λ,υ			N	Skip Logic	OE_Trying to
CA30043420	^	what specifically were you trying to accomplish:			Text area, no char limit		"	Skip Logic	accomplish
CAS0045427	В					Multi	Y	Skip Logic	Do Next
CA30043421	6	Since you were not able to accomplish what you			Check box vertical	iviuiti		Skip Logic	DO NEXT
		wanted to do, what do you plan to do next? (Please	Deturn and true again		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						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take			Text area, no char limit		N		OPS_Do Next
		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?							
			No	A					
CAS0045374	Α	Please tell us what information or instructions were			Text area, no Char limit		N		OE_Account
		not clear							Clarity
		Did you use the "Get Help" button during your visit	Yes	Α	Radio button, one up vertical			Skip Logic	Get Help Button
		today?		^		Single	Υ	Skip Logic	Oet Help Button
			No						
	Α	Please rate how helpful the "Get Help" button was	1=Not Helpful at All		Radio button, scale, has don't			Chin Logio	Get Button
	^	to you. (1=Not Helpful at All, 10=Very Helpful)			know	Single	Υ	Skip Logic	Helpful?
				2					
				3					
				4					
				5					

SSA My Social Security v2 CUSTOM QUESTION LIST

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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
			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						

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			SSA My Social Security V2 COSTOM QC	22011011 2101					
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	Labei	Question Text	Desktop computer/laptop from my home	Skip to	Radio button, one-up vertical	Willia	T/IN	IIISTIUCTIONS	CQ Label
		Please tell us how and from where you connected with SSA during your visit today?			Radio button, one-up vertical	Single	Y	Skip Logic Group	How Connected with SSA
			Desktop computer/laptop from a friend or relative's					Dandania	
			Desktop computer/laptop from my place of employment					Randomize	
			Public computer workstation in a library	Α					
			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)	ь				Anchor Answer	
			Carrot (product operator)	С				Choice	
	Α	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Use SSA Icon
			No	AA	T				
					Text area, no char limit				OE_How Linked to SSA
	AA	How did you link to the SSA website?				Open	N	Skip Logic Group	(library)
	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
		Please tell us how and from where you connected			Text area, no char limit				OPS_How Connected with
	С	with SSA during your visit today?				Open	N	Skip Logic Group	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 CUSTOM QUESTION LIST

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			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
			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
11/41/0009309		my Social Security account:	Once every six months		Tradio batton, one up vertical	Sirigie	'		INLVV
			Once every three months						
			Once a month						
			More than once a month						
D 11 4 500			Not sure		Dadia hattara ana ara-	0:1-	.,		Octob Barretin
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		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						
			l 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	I don't know or prefer not to answer	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
G/ 1000-10000		Security today? (Check all that apply)	To print or view my online Social Security Statement	7., 0	one one up vertical	Ividiti	105	Chip Logic Croup	l milary 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	F, G					
			To apply online for Social Security or Medicare Only benefits	1,0					
			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	K					
			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						

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			SSA My Social Security v2 CUSTOM (DUESTION LIST	T .				
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
			Other reason for visiting today:	Z					
CAS0045407	Α	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	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	1					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i>		J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
		·	Yes						
CA C0070044	-		No		Tout area as Objectively		.	Chin Lacia Car	OE Ditt. It
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	ı	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						
CAS0073013	D	Did you have trouble finding the Retirement	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
			No						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip		A			0		0	
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
CAS0073014	E	Question Text	(illinited to 55 shardsters)	Omp to	Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find
		Did you expect to find the Retirement Estimator							RE in mySSA
			Yes						
			No						
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Voc		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
		benefit calculators?	Yes No						Calculators
CAS0073016	G		140		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find
					, ,				Calculators in
		Did you expect to find the other online benefit							mySSA
		calculators within your my Social Security account?							
	l/		No		Dadia button, and un vertical	Cinalo	V	Chip Logio Croup	CCA 1000
	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099 Action
		action you took.	Viewed and printed my SSA 1099 (or SSA 1042S)						
			Viewed my SSA 1099 (or SSA 1042s) and requested a	L					
			replacement to be mailed						
			Other	KK	Taut and a Charlingit	0	N.I.	Chia Lagia Casua	M/h. Danisant
	L	Please explain why you requested a copy to be mailed since it was available for viewing and			Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
		brinting online.							2000
	KK				Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099
		What action did you take?							Action
CAS0045398				Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in							
			Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local	A,C					
			SSA office Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took	Not sure of don't remember		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
		for you complete your registration	Less than 15 minutes		,,	Jg.c			
			More than 15 but less than 30 minutes						
04 000 45 400			30 minutes or more		Dadia la Mara	0:1-		Olia Lasia Ossana	D
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:	Two						
			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	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
CAS0045401	СС	Places describe your in particular residential	Don't remember or prefer not to say	СС	Toyt area, no char limit		N		OE In parcon
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		IN		OE_In-person Experience
CAS0045411					Radio button, one-up vertical	Single	Υ		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful I don't know						
			I UOTE KHOW						

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			SSA My Social Security v2 CUSTOM	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Ckin to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label
CAS0045413	Labei		(iiiiiled to 50 characters)	Skip to	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
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	Ť	Skip Logic Group	Understand
		·	Partially	Α					
			No	Α					
CAS0045414	А	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			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	Α	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	Α	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						
04.00045.400			Other, please specify	BB					ODO D. Nort
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						

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Are you currently receiving 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				SSA My Social Security v2 CUSTOM Q	JESTION LIST					
Social Security Floring Spots Security Multi PV Skip Learn about Check of this apply) Social Security Asset Questions (FA/29) Social Security Asset Questions (FA/29) Social Security Security International International Processing Security Security International	QID	Logic	Question Text		Skip to	Type (select from list)				CQ Label
Broweng SSA pays informational webgages Social Security's Prequently Asked Questions (FAQs) The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security (e.g., Social Security (e.g., Social Security Security account?" The "Manage Your Benetits win a ny Social Security?" The "Manage Your Benetits win a ny Social Security (e.g., Social Security Security Security (e.g., Social Security Se	CV6004E366			Social Security Home Page		check box, one up	Multi	_	Skin	Loarn about
The "Manage Your Baretts with a ny Social Security account" gage that now appears at the completion of the cinities application An email eminded from Social Security Social Security Statement that if received in the mail A general web search (e.g., Coopte, Birg, etc.) Radio or television and A prespace or magazine article or ad An expaper or magazine article or ad An epinne ad on another website (e.g., banner, image, elc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, Spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Covernment agency other than Social Security (e.g., State, Federal) Other, please explain Example of the wide you learn about my Social Security Other, please explain B Text area, no char limit CASI045390 B Haw did you learn about my Social Security One, please explain CASI045390 A Haw did you learn about my Social Security One a year Access Frequency	CA30043300		(Check all that apply.)	Browsing SSA.gov's informational webpages			IVIGILI		Зкір	Learn about
Social Security Statement that I received in the mail A general web search (e.g., Google, Bing, etc.) Radio or selevision and A newspaper or magazine article or ad A newspaper or magazine article or ad A newspaper or magazine article or ad An notine 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 Covernment agency other than Social Security (e.g., State, Federal) CASD045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your of my Social Security account? Once every six months Once every three morths Once a normh Not sure Yes, I am receiving Social Security planeling Redio button, one-up vertical Single Y Cash Benefits CRITICATE Cash Benefits Cash Bene				The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of						
A general web search (e.g., Google, Bing, etc.) Radio or television ad A revespage or 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., Substance) CAS0045390 B How did you learn about my Social Security? How often do you access (or plan to access) your once a year Once a year Once a year Once a year Once every sk months Once a month Not sure Radio button, one up vertical Frequency Radio button, one-up vertical Single Y Cash Benefits Pys. I am receiving both Scial Security Benefits (Retirement, Disabilly, or Sourcey) Frest are served. Radio button, one-up vertical Single Y Cash Benefits Frequency Y Selectivement, Disabilly, or Sourcey) Frest, I am receiving both Scial Security Benefits (Retirement, Disabilly, or Sourcey) on SSII Am entitled to Medicare Only coverage - no cash benefits I am entitled to Medicare I am on certified to medicare I am not entitled to medicare I am not entit				,						
Radio in relevision ad A newspaper or magazine article or ad A newspaper or magazine article or ad A nomine ad on another website (e.g., banner, image, etc.) An online ad on another website (e.g., banner, image, etc.) Friend, spouse, relative, neighbor, or acquaintance 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 B Text area, no char limit Text area, no char limit Text area, no char limit Frequency- New often do you access (or plan to access) your my Social Security? Access Frequency- New often do you access (or plan to access) your my Social Security account? Once every six months Once every six months Once every six months Once every six months And were than once a month Not sure Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SS) Yes, I am receiving both Ssi and Social Security Serverians (Revierement, Disability, Spouses of Survivors) Precently applied for Social Security Benefits (Revierement, Disability, Spouses on Survivors) Precently applied for Social Security Benefits (Revierement, Disability, Spouses on Survivors) Precently applied for Social Security Benefits I am not entitled to Medizare I am not entitled to monthly benefits or Medicare				Social Security Statement that I received in the mail						
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, Federar) CAS0045390 Be How did you learn about my Social Security? HAR0069569 How did you learn about my Social Security? HAR0069569 Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SS) Yes, I am receiving Supplemental Security Income (Retirement, Disability, Spouses or Survivors) (Retirement, Disability, Spo				A general web search (e.g., Google, Bing, etc.)						
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) CAS0045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your once a year once a year once a year once a year once than social Security account? Once every three months				Radio or television ad						
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., talker, Federial) Other, please explain B Text area, no char limit CAS0045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your my Social Security? Once every six months Once every six months Once every six months Once every six months Once a month Worl than none a month Not sure Yes, I am receiving Supplemental Security income (SS) Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security income (SS) Readio button, one-up vertical Single Y Cash Benefits Redirement, Disability, Spouses or Survivors) Sendits (Redirement, Disability, Spouses or Survivors) Sendits (Redirement, Disability, or Survivors) Sendits (Redirement, Disability, or Survivors) Readio button, one-up vertical Single Y Cash Benefits Redirement, Disability, Spouses or Survivors) Rediction or St. Rediction or Redictio				A newspaper or magazine article or ad						
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 B Text area, no char limit OPS_Learn about my Social Security? How often do you access (or plan to access) your my Social Security account? Once a year Once a year Once every three months Once every three months Once every three months Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Sciar/Worsy) Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI I am a mort entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to medicare on Medicare I am not entitled to medicare on Medicare										
Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) Other, please explain B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your my Social Security? Once a year Once a year Once every six months Once every three months Once every three months Once a month More than once a month More than once a month Not sure Yes, I am receiving Social Security Income (SSI) Yes, I am receiving Social Security Senefits (Retirement, Disability, Spouses or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security penefits (Retirement, Disability, or Survivors) I am entitled to Medicare				Social media (e.g., Facebook, Twitter, blog, etc.)						
CASO045390 B How did you learn about my Social Security? CASO045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your my Social Security account? Once a year Once a year Once a wery six months Once every three months Once a month Not sure BJL1506 Are you currently receiving 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, Spouses or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, Spouses or Survivors) Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) Yes, I am receiving spoint SSI and Social Security Benefits (Retirement, Disability, Spouses or Survivors) Yes, I am receiving spoint SSI and Social Security Benefits (Retirement, Disability, Spouses or Survivors) I am entitled to Medicare Only coverage - no cash benefits I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare				Friend, spouse, relative, neighbor, or acquaintance						
Government agency other than Social Security (e.g., State, Federal) Other, please explain B Text area, no char limit N OPS_Learn About My our learn about my Social Security? How often do you access (or plan to access) your my Social Security account? Once a year Once every three months Once every three months Once every three months Once a month Not sure BJL1506 Are you currently receiving cash benefits? 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) Yes, I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare I am not entitled to monthly benefits or Medicare Amount				Social Security employee						
State, Federal) Other, please explain B How did you learn about my Social Security? How often do you access (or plan to access) your my Social Security account? Once a year Once every three months Once every three months Once every three months Once every three months Once a wenth of the tan once a month More than once a month More than once a month Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) I am entitled to Medicare on Dr. covers Medicare I am entitled to Medicare on Medicare I am entitled to Medicare on Medicare Other Amenda Medicare on Medicare Text area, no char limit N Are tarea, no char limit N Access Frequency NEW Access Freq				Community group or association						
CAS0045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your my Social Security account? Once a year Once a year Once every six months Once every three months Once a month More than once a month Not sure Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Benefits (Retirement, Disability, or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthyly benefits or Medicare										
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Access How often do you access (or plan to access) your my Social Security account? HAR0069569 How often do you access (or plan to access) your my Social Security account? Once every six months Once every three months Once a month Once a month Once a month Ont sure BJL1506 Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (Retirement, Disability, or Survivors) Yes, I am receiving both Sst and Social Security Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits Retirement, Disability, or Survivors) I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare						Text area, no char limit				
HAR0069569 How often do you access (or plan to access) your my Social Security account? Once a year 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 Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare										
How often do you access (or plan to access) your my Social Security account? Once a year Once every six months Once every three months Once a month Not sure BJL1506 Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (Retirement, Disability, or Survivors) Yes, I am receiving benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare I am not entitled to monthly benefits or Medicare Radio button, one up vertical Single Y Frequency-NEW A Radio button, one up vertical Single Y Cash Benefits Radio button, one-up vertical Single Y Cash Benefits Receive particular and particular	CAS0045390	В	How did you learn about my Social Security?					N		
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) 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) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare	HAR0069569					Radio button, one up vertical	Single	Y		Frequency -
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(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				Benefits (Retirement, Disability, or Survivors)						
benefits I am not entitled to monthly benefits or Medicare				(Retirement, Disability, or Survivors) or SSI						
				benefits						
IL QUIT MIOW OF DETECTION OF GROWER				I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045395	Laber	What is your primary reason for visiting my Social	(minted to 30 characters)	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
0,1000-10000			To print or view my online Social Security Statement	7., 0	orieda box orie ap vertical	IVIGILI	105	Citip Logic Croup	i iiiiaiy reasor
			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 To use SSA's other online benefit calculators	D, E F, G					
			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	Α	How often do you review your online Social	Other reason for visiting today.	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
CA30043401		Security Statement?	This is my first time		check box one up vertical	Sirigie	<u>'</u>	Skip Logic Group	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
		ormite 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
		Beriefit Verification Letter: (Griedit all that apply)	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						
CACOO45000			Other agency or program	BB	Tout area no Chan limit				ODC Other
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			Н	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Use RE
		Did you use the Retirement Estimator before victing							
		Did you use the Retirement Estimator before visting your <i>my</i> Social Security account today?	Yes						
		, I m, Cook Cooking addodnic today .	No	ı					

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			SSA My Social Security v2 CUSTOM QI	JESTION LIST					
QID CAS0073010	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to J	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions Skip Logic Group	CQ Label
CAS0073010	-	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio buttori, Orie-up vertical	Sirigle	ľ	Skip Logic Group	Navigating Between mySSA and RE
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.	No		Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		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?	No Yes		Radio button, one-up vertical	Single	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	Single	Y	Skip Logic Group	Trouble Finding Calculators
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
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					
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 More than 15 but less than 30 minutes 30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	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	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	СС	Please describe your in-person registration experience.	Service indicates of project notite day		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

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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						
			I tried but was unsuccessful						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and	I don't know		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions	NO		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	Α					
CAS0045425	Α	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						
			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	Α					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						-
			46 to 55 56 to 60			-			
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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Are you currently receiving 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				SSA My Social Security v2 CUSTOM Q	JESTION LIST					
Social Security Floring Spots Security Multi PV Skip Learn about Check of this apply) Social Security Asset Questions (FA/29) Social Security Asset Questions (FA/29) Social Security Security International International Processing Security Security International	QID	Logic	Question Text		Skip to	Type (select from list)				CQ Label
Broweng SSA pays informational webgages Social Security's Prequently Asked Questions (FAQs) The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security The "Manage Your Benetits win a ny Social Security (e.g., Social Security (e.g., Social Security Security account?" The "Manage Your Benetits win a ny Social Security?" The "Manage Your Benetits win a ny Social Security (e.g., Social Security Security Security (e.g., Social Security Se	CV6004E366			Social Security Home Page		check box, one up	Multi	_	Skin	Loarn about
The "Manage Your Baretts with a ny Social Security account" gage that now appears at the completion of the cinities application An email eminded from Social Security Social Security Statement that if received in the mail A general web search (e.g., Coopte, Birg, etc.) Radio or television and A prespace or magazine article or ad An expaper or magazine article or ad An epinne ad on another website (e.g., banner, image, elc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, Spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Covernment agency other than Social Security (e.g., State, Federal) Other, please explain Example of the wide you learn about my Social Security Other, please explain B Text area, no char limit CASI045390 B Haw did you learn about my Social Security One, please explain CASI045390 A Haw did you learn about my Social Security One a year Access Frequency	CA30043300		(Check all that apply.)	Browsing SSA.gov's informational webpages			IVIGILI		Зкір	Learn about
Social Security Statement that I received in the mail A general web search (e.g., Google, Bing, etc.) Radio or selevision and A newspaper or magazine article or ad A newspaper or magazine article or ad A newspaper or magazine article or ad An notine 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 Covernment agency other than Social Security (e.g., State, Federal) CASD045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your of my Social Security account? Once every six months Once every three morths Once a normh Not sure Yes, I am receiving Social Security planeling Redio button, one-up vertical Single Y Cash Benefits CRITICATE Cash Benefits Cash Bene				The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of						
A general web search (e.g., Google, Bing, etc.) Radio or television ad A revespage or 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., Substance) CAS0045390 B How did you learn about my Social Security? How often do you access (or plan to access) your once a year Once a year Once a year Once a year Once every sk months Once a month Not sure Radio button, one up vertical Frequency Radio button, one-up vertical Single Y Cash Benefits Pys. I am receiving both Scial Security Benefits (Retirement, Disabilly, or Sourcey) Frest are served. Radio button, one-up vertical Single Y Cash Benefits Frequency Y Selectivement, Disabilly, or Sourcey) Frest, I am receiving both Scial Security Benefits (Retirement, Disabilly, or Sourcey) on SSII Am entitled to Medicare Only coverage - no cash benefits I am entitled to Medicare I am on certified to medicare I am not entitled to medicare I am not entit				,						
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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, Federar) CAS0045390 Be How did you learn about my Social Security? HAR0069569 How did you learn about my Social Security? HAR0069569 Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SS) Yes, I am receiving Supplemental Security Income (Retirement, Disability, Spouses or Survivors) (Retirement, Disability, Spo				A general web search (e.g., Google, Bing, etc.)						
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) CAS0045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your once a year once a year once a year once a year once than social Security account? Once every three months				Radio or television ad						
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., talker, Federial) Other, please explain B Text area, no char limit CAS0045390 B How did you learn about my Social Security? HAR0069569 How often do you access (or plan to access) your my Social Security? Once every six months Once every six months Once every six months Once every six months Once a month Worl than none a month Not sure Yes, I am receiving Supplemental Security income (SS) Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security income (SS) Readio button, one-up vertical Single Y Cash Benefits Redirement, Disability, Spouses or Survivors) Sendits (Redirement, Disability, Spouses or Survivors) Sendits (Redirement, Disability, or Survivors) Sendits (Redirement, Disability, or Survivors) Readio button, one-up vertical Single Y Cash Benefits Redirement, Disability, Spouses or Survivors) Rediction or St. Rediction or Redictio				A newspaper or magazine article or ad						
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Government agency other than Social Security (e.g., State, Federal) Other, please explain B Text area, no char limit N OPS_Learn About My our learn about my Social Security? How often do you access (or plan to access) your my Social Security account? Once a year Once every three months Once every three months Once every three months Once a month Not sure BJL1506 Are you currently receiving cash benefits? 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) Yes, I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare I am not entitled to monthly benefits or Medicare Amount				Social Security employee						
State, Federal) Other, please explain B How did you learn about my Social Security? How often do you access (or plan to access) your my Social Security account? Once a year Once every three months Once every three months Once every three months Once every three months Once a wenth of the tan once a month More than once a month More than once a month Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) I am entitled to Medicare on Dr. covers Medicare I am entitled to Medicare on Medicare I am entitled to Medicare on Medicare Other Amenda Medicare on Medicare Text area, no char limit N Are tarea, no char limit N Access Frequency NEW Access Freq				Community group or association						
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More than once a month Not sure BJL1506 Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) Penefits (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										
BJL1506 Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) 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										
Are you currently receiving 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										
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	BJL1506		Are you currently receiving cash benefits?			Radio button, one-up vertical	Single	Υ		Cash Benefits
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				(Retirement, Disability, Spouses or Survivors)						
(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				Benefits (Retirement, Disability, or Survivors)						
benefits I am not entitled to monthly benefits or Medicare				(Retirement, Disability, or Survivors) or SSI						
				benefits						
IL QUIT MIOW OF DETECTION OF GROWER				I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						

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	,		SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID.	Skip Logic		Answer Choices	China ta	Turn (calcad from Eas)		Required	Special	001-1-1
QID	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 <i>my</i> Social		A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
		Security today? (Check all that apply)	To print or view my online Social Security Statement						
			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	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 learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was						
			contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social	outer reason for visiting today.	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
CA30043401		Security Statement?	This is my first time		check box one up vertical	Single	'	Skip Logic Group	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	ВВ	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			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						
		your my coolar occurry account today!	No	1					
			INO TOTAL PROPERTY OF THE PROP						

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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)	Multi	Required Y/N	Special Instructions	CQ Label
	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
		Coolea Cooleany and the Netherneth Estimator.	No No						
	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
	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	Υ	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 within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
	F	Did you have trouble finding the other online benefit calculators?	No Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Expect to Find Calculators in mySSA
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
		persons	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	Α	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 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 I preferred registering for <i>my</i> Social Security in-person a	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	СС	Please describe your in-person registration experience.	Don't remember or prefer not to say	CC	Text area, no char limit		N		OE_In-person Experience
CAS0045411			Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg

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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						
			I tried but was unsuccessful						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and	I don't know		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions	NO		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	Α					
CAS0045425	Α	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						
			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	Α					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						-
			46 to 55 56 to 60			-			
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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	SSA My Social Security v2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about		
07.000.0000		(Ciroux air anat appryr)	Browsing SSA.gov's informational webpages					Op			
			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		
0.1000		The state of the s							Access		
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		Frequency - NEW		
			Once every six months		, ,						
			Once every three months								
			Once a month More than once a month								
			Not sure		+						
			Not suic								
		How often do you plan to access your my Social									
CAS0045394		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								
	1	1	- · · · · · · · · · · · · · · · · · · ·		1		1		ı		

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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
BJL1506		Are you currently receiving each honofite?	Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Single	Υ		Cash Benefits
		Are you currently receiving cash benefits?	(SSI) Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	I don't know or prefer not to answer 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 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 Security Statement?	, i	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
		Security Statement?	This is my first time Less frequently than once a year						Statement
			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
		onine again:	No						Ctato again
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						
			moundana						

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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			
			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		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	А	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 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		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									
			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			
			। preferred registering for my Social Security in-person ६	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									
			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	А	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	Α								
CAS0045425	Α	Dlagga dascriba your socurity concorns			Text area, no char limit		N		OE_Security Concern			
		Please describe your security concerns.							Concern			

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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
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	А	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						
			Other, please specify	BB					
CAS0045428	ВВ	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	Α					
CAS0045374	Α	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						Ĭ
			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 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		•	, ,	Skip to	check box, one up	Iviaiu	1/14	ilistructions	CQ Laber
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page	A		Multi	Υ	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				
									OPS_Learn
CAS0045390	В	How did you learn about my Social Security?			Radio button, one up vertical		N		about
		Where on the Official Social Security website did	Social Security Home Page		radio button, one up vertical				Where on SSA.gov
HAR0062542	A	you primarily learn abour <i>my</i> Social Security?				Single	¥	Skip Logic Group	Learned
			Social Security's Frequently Asked Questions						

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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
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application						
			Other (please specify)	e					
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
		Including today, how often have you accessed your							
CAS0045392		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 my Social Security account?	Once a year		Radio button, one up vertical	Single	Υ		Access Frequency - 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						
BJL1506			Once a year		Dadia button, and un vertical	Cinalo	Υ		Cook Bonofito
BJL1200		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Sirigle	ľ		Cash Benefits
		activities and the second seco	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

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	Skip								
OID	Logic Label	Ougation Tout	Answer Choices (limited to 50 characters)	Ckin to	Type (select from list)		Required Y/N	Special Instructions	CO Label
QID	Labei	Question Text	To make sure my earnings record is correct	Skip to	Type (select from list)	Multi	T/IN	instructions	CQ Label
			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	Α	How often do you review your online Social	Other reason for visiting today.	AA	check box one up vertical	Single	Υ	Skip Logic Group	Fred View
CA30043401		Security Statement?	This is my first time		check box one up vertical	Sirigie	'	Skip Logic Group	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 COO 4E 400		De la constanta de la constant	Other		undia button and un unitad			alia lasia susus	Diam to Misson
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		in a second seco		Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registere
		Did you register for <i>my</i> Social Security online or in			, 5112 57 151000	.9.2		, . J.: 2.: up	3,513,6
			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						
			INOU SUITE OF WOLLD LIBERTINE						

SSA My Social Security v2 CUSTOM QUESTION LIST

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			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
CAS0045399	A	Please select the approximate length of time it took	(miniou to or one testing)	Cp 10	Radio button, one-up vertical	Single	Y		Reg Time
		for you complete your registration	Less than 15 minutes						
			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						
			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	Υ	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					Radio button, one-up vertical	Single	Υ		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Voc		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		passworu?	Yes Partially	Α					
			No	A	<u> </u>				
CAS0045414	Α	Please explain what you did not understand about my Social Security's registration instructions	NO		Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415					Radio button, one-up vertical	Single	Υ		Security
CA30043413		Did you see any information describing <i>my</i> Social Security's security policies or features?			radio buttori, orie-up vertical	Siligie	'		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
		account.	Yes	Α					
CAS0045425	А	Please describe your security concerns.	TC5		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	А	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						

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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
			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	А					
CAS0045374	А	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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L	Skip Logic								1
	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	ь	How did you look obout my Social Cook it 2					N		OPS_Learn about
CAS0045590	В	How did you learn about my Social Security?			Radio button, one up vertical		IN		Where on
		Where on the Official Social Security website did you primarily learn abour my Social Security?	Social Security Home Page			Single	Y	Skip Logic Group	SSA.gov 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 (please specify)	С				OPS Group	
	С	Where else do you learn about <i>my</i> Social Security?	leann.hartka: Added question text.		Text field, <100 char		N	OPS Group	OPS_Where on SSA.gov Learned

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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
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
C/ (CCC-1CCC)		my coolar cecumy account.	Once a month		radial battori, one up vertical	Cirigic	•		71000331104
			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		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						
CAS0045395		What is your primary reason for visiting <i>my</i> Social	I don't know or prefer not to answer	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
C/ 1000 10000		Security today? (Check all that apply)	To print or view my online Social Security Statement		one one up remous		. 55		, mary 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	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View Statement
			Less frequently than once a year						

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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
			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
04.00045.400			No		also also become discolored	NA JC - L-		at the faculty and an	A
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		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	А	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			Not sure or don't remember			0: 1	.,,	01: 1 : 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						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	30 minutes or more One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
		attempts did you make?	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	Υ	Skip Logic Group	Reg In person
C. 1000 10110		The feet access to register in person.	I preferred registering for <i>my</i> Social Security in-person a	CC	radio sattori, orie up vertical	Olligic		Chip Logic Group	
			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
		Did you register for Extra Occurry:	No No						9
			I tried but was unsuccessful						
			I don't know						

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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
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	A					
			No	Ä					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <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
			Yes	Α					
CAS0045425	Α	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	А	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 Other, please specify	BB					
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.	Other, piedae specify	DD .	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	Α	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						
	1		56 to 60						
			61 to 64						
	+		65 to 66 67 or older	+					-
	1	I.	U	1	1	1	1	I .	1

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Skip Logic Logic Logic Logic Question Text (limited to 50 characters) Skip to Type (select from list) Single or Multi Special Instructions	CQ Label Learn about
Answer Choices (limited to 50 characters) CAS0045388 How did you learn about my Social Security? Check all that apply.) A general web search (e.g., Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine ad A newspaper or magazine ad A nonline ad (e.g., banner, image, etc.) An online video Skip to Type (select from list) Check box, one up Multi Y Skip Multi Y Skip Multi Y Skip Skip The televison An email from Social Security 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	
CASO045388 How did you learn about my Social Security? Official Social Security website Check box, one up Multi Y Skip	
CAS0045388 Flow doi you learn about my Social Security 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 A nonline ad (e.g., banner, image, etc.) An online video Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance	
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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	
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	
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	
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	
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	
An online video Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance	
Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance	
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 A	
Text area, no char limit	
CAS0045390 A How did you learn about my Social Security?	OPS_Learn about
Including today, how often have you accessed your	
	Access Freq
Once a month Once every three months	
Once every six months	
Once a year	
How often do you plan to access your <i>my</i> Social CAS0045394 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	

SSA My Social Security v2 CUSTOM QUESTION LIST

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			SSA My Social Security v2 CUSTOM Q	JESTION 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 year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		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						
			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						
CAS0045408			Other		radia huttan ana un un disal			okin logio gre	Dlan to View
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
CA C00 4F 4C0			No		abaal, harring this allows	N.A. aldinal -	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	alsia lauria aus	A manage Alas d
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						
			inicalouis						

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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
			Medicaid						
			State or Local Department of Social Services						
CA C00 4F20C			Other agency or program	BB	Taut area are Char limit		N.		ODC Other
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	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					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
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	CC	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No		Radio button, one-up vertical	Single	Y		Xtra Security 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 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 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			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
0400015105			Yes	Α	-				05.0. "
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern

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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
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	А	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						
			Other, please specify	BB					
CAS0045428	ВВ	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	Α					
CAS0045374	Α	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						Ĭ
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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Answer Choices (illusted to 50 characters) Answer Choices (illusted to 50 characters) Answer Choices (illusted to 50 characters) CASO045388 A tended you learn about ny Social Security? Check all that apply.) A general web seator (e.g., Googie, Birg., etc.) The seator (e.g., Googie, Birg., etc.) A newspaper or magazine article A newspaper or magazine article A newspaper or magazine at all elements within the seator (e.g., Googie, Birg., etc.) A newspaper or magazine at all elements within the seator (e.g., Googie, Birg., etc.) A nonline ad (e.g., Encotrout, Twiller, Birg., etc.) An online ad (e.g., E				SSA My Social Security v2 CUSTOM C	UESTION LIST					
CASDIGASSIAN Autodation statuting control security Official Social Security website Pred box, one up Autodation Autoda	QID	Logic	Question Text		Skip to	Type (select from list)		Required Y/N		CQ Label
CASOMSSISS (Check all that apply)			How did you learn about my Social Security?	Official Social Security website		check box, one up				
The radio	CAS0045388		(Check all that apply.)	-			Multi	Y	Skip	Learn about
The tutervision An email from Social Security An emapage or imagazine article A newspaper or imagazine and A published or other printed ad A newspaper or imagazine ad A published or other printed ad A northine video An orthine video An ort										
An email from Social Security An emapazine and elegal a				The radio						
A newspaper or magazine article A newspaper or magazine ad A newspaper or m				The television						
A newspaper or magazine ad A billoard or other printed ad A billoard or other printed ad An online add (e.g., banner, image, etc.) An online add (e.g., bann				An email from Social Security						
A billboard or other printed ad An online ad (e.g., banner, image, etc.) An online video 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) Community group or association Community group or association Community group or association Covernment approxy other than Social Security (e.g., State, Fodoral) A How did you learn about my Social Security A How did you learn about my Social Security Once every three months Once every three months Once every three months Once every three months Security account in the future? At least once a month Once every three months Once every three months Once every three months Security account in the future? At least once a month Once every three months				A newspaper or magazine article						
An online aid (e.g., banner, image, etc.) An online video Social media (e.g., Facebook, Twitter, blog, etc.) Filend, spouse, relative, neighbor, pr acquaintance Mailed Social Security Statement Other direct mail (e.g., Post Card) Social Security employee Community group or association Green remaining aper, order than Social Security (e.g., State, Federal) CAS0045390 A How did you learn about my Social Security Once a month Once every three months Once every six months Once a month Once a month Once every three months				A newspaper or magazine ad						
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) A How did you learn about my Social Security my Social Security account? This is my first time radial button, one up vertical Once every three months Once every three months Once every six months Once a year Al least once a month Once a month Once every three months				A billboard or other printed ad						
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 Statement Other direct mail (e.g., Post Card) Other direct mail (e.g., Post Card) Social Security Statement Other direct mail (e.g., Post Card) Other direct mail (e.g., Post Card) Social Security Statement Community group or association Community group or association Covernment agency other than Social Security (e.g., State, Federar) Other, please explain A Text area, no char limit OPS_Learn about my Social Security Including today, how other have you accessed your my Social Security account? This is my first time radial button, one up vertical Once a wear CAS0045390 A How other do you plan to access your my Social Security account in the future? At least once a month A least				An online ad (e.g., banner, image, 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 A Text area, no char limit CAS0045390 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security Once a month Once every three months Once a year CAS0045394 How often do you plan to access your my Social Security account in the future? At least once a month Once a year At least once a month Once once a month Onc				An online video						
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., Sitate, Federal) Other, please explain A Text area, no char limit CAS0045390 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security CAS045392 CAS045392 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? This is my first time Once every three months Once every three months Once every three months A Text area, no char limit Text area, no char limi				Social media (e.g., Facebook, Twitter, blog, etc.)						
CASO045390 A How did you learn about my Social Security CASO045390 Factor about my Social Security CASO045390 A How did you learn about my Social Security CASO045390 Factor about my Social Security account? CASO045390 Factor about my Social Security CASO045390 Factor about my Social Security account? CASO045390 Factor about my Social Security CASO045390 Factor about my Social Security account? CASO045390 Factor about my Social Security CASO045390 Factor about my Social Security account? CASO045390 Factor about my Social Security account? CASO045390 Factor about my Social Security account my Social Security account in the future? CASO045390 Factor about my Social Security account my Social Security account in the future? CASO045390 Factor about my Social Security account my Social Security account in the future? CASO045390 Factor about my Social Security account my Social Security account in the future? CASO045390 Factor about my Social Security account my Socia				Friend, spouse, relative, neighbor, pr acquaintance						
Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) Other, please explain A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? This is my first time Once every three months Once every six months Once a year CAS0045394 How often do you plan to access your my Social Security account in the future? At least once a month Once every three months Once a month Once a year CAS0045394 CAS004				Mailed Social Security Statement						
CAS0045390 A How did you learn about my Social Security CAS045390 Including today, how often have you accessed your my Social Security account? This is my first time once a month once every three months Once every six months CAS0045394 How often do you plan to access your my Social Security account in the future? A tleast once a month once on the future? At least once a month once up vertical Single Y At least once a month radial button, one up vertical Single Y Future Use CAS0045394 Future Use Once a month once overy three months Once every six months once up vertical Single Y Future Use				Other direct mail (e.g., Post Card)						
Government agency other than Social Security (e.g., State, Federal) Other, please explain A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? This is my first time Once a month Once every three months A Text area, no char limit N OPS_Learn about radial button, one up vertical Single Y Access Freq Access				Social Security employee						
Government agency other than Social Security (e.g., State, Federal) Other, please explain A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? This is my first time Once a month Once every three months A Text area, no char limit N OPS_Learn about radial button, one up vertical Single Y Access Freq Access				Community group or association						
CAS0045390 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? CAS0045392 This is my first time Once a month Once every three months Once a year CAS0045394 How often do you plan to access your my Social Security account in the future? A How often do you plan to access your my Social At least once a month Once every three months Once a wonth Once a month Once a wenth Once a month Once a wenth Once				Government agency other than Social Security (e.g.,						
A How did you learn about my Social Security CAS0045392 Including today, how offen have you accessed your my Social Security account? This is my first time Once a month Once every three months Once every six months Once a year CAS0045394 How often do you plan to access your my Social Security account in the future? At least once a month Once overy three months				·	Α					
CAS0045392 A How did you learn about my Social Security CAS0045392 Including today, how often have you accessed you my Social Security account? This is my first time Once a month Once every three months Once a year CAS0045394 How often do you plan to access your my Social Security account in the future? At least once a month Once a wenth Once a month Once a wenth Once a month Onc						Text area, no char limit				
CAS0045392	CAS0045390	Α	How did you learn about my Social Security					N		
CAS0045394 Once a month Once a	CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Sinale	Y		Access Fred
CAS0045394 How often do you plan to access your my Social Security account in the future? At least once a month Once a worth Once a month Once every three months Indicate the future of			,	-		, г. г.				
CAS0045394 How often do you plan to access your my Social Security account in the future? At least once a month Once a month Once a month Once every three months				Once every three months						
How often do you plan to access your my Social Security account in the future? At least once a month Once a month Once every three months Tradial button, one up vertical Single Y Future Use				Once every six months						
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 a year						
Once every three months	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 every three months				Once a month						
				Once every six months						

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			SSA My Social Security v2 CUSTOM Q	JESTION 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 year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		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						
			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						
CAS0045408			Other		radia huttan ana un un disal			okin logio gre	Dlan to View
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
CA C00 4F 4C0			No		abaal, harring this allows	N.A. aldinal -	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	alsia lauia aug	A manage Alas d
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						
			inicalouis						

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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
			Medicaid						
			State or Local Department of Social Services						
CA C00 4F20C			Other agency or program	BB	Total area are Charalization		N.		ODC Other
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	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					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
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	CC	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No		Radio button, one-up vertical	Single	Y		Xtra Security 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 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 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			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
0400015105			Yes	Α	-				05.0. "
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern

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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
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	А	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						
			Other, please specify	BB					
CAS0045428	ВВ	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	Α					
CAS0045374	Α	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						Ĭ
			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 Q	UESTION 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
			,	•	check box, one up				
			Learned about <i>my</i> Social Security on the SSA website						
CAS0045388		How did you learn about my Social Security?				Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				
CAS0045390	Α	How did you learn about my Social Security					N		OPS_Learn 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
CA30043392		my Social Security account:	Once a month		radiai buttori, orie up verticai	Sirigie	1		Accessified
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		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 To make sure my earnings record is correct	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			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	Α	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
CAS0045398		j		Α	Radio button, one-up vertical	Single	Υ	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	Α	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
		ior you complete your regionation							
CAS0045400	B	How many prior unsuccessful online registration	Statistics of more		Radio button, one-un vertical	Single	Y	Skin Logic Group	Reg Attempts
0, 1300 10 100			One		Table battern, one up vertical	Cirigio		Cp Logic Croup	, tog / ttompto
CAS0045399 CAS0045400	В	Please select the approximate length of time it took for you complete your registration How many prior unsuccessful online registration attempts did you make?	Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more One		Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Skip Logic Group Skip Logic Group	

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	_		SSA My Social Security V2 COSTOM Q	OLSTION LIST					
	Skip								
O.D.	Logic	Out of Total	Answer Choices	01.			Required		001.4
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			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	Single	Y	Skip Logic Group	Dog In porcon
CA30045410	-	with did you decide to register in-person?	I preferred registering for <i>my</i> Social Security in-person a	CC	Radio button, one-up vertical	Siriyie	T	Skip Logic Group	Reg III person
			Don't remember or prefer not to say	CC					
CAS0045401	СС	Please describe your in-person registration	Don't remember of prefer flot to say		Text area, no char limit		N		OE In-person
CA30043401	00	experience.			Text area, no char illilli		IN IN		Experience
CAS0045411		Схрепенее.			Radio button, one-up vertical	Single	Y		Xtra Security
C/1000+3+11		Did you register for Extra Security?	Yes		readio battori, one up vertical	Sirigic	· '		Reg
		Did you register for Extra occurry.	No						1.09
			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			,			and region aroup	Understand
		password?	Yes						
		·	Partially	Α					
			No	Α					
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						1 1 1 1 1 1 1 1 1 1	
		my coolar coolarity of togreat attention metabolicine							
CAS0045415		Did you see any information describing <i>my</i> Social			Radio button, one-up vertical	Single	Υ		Security
		Security's security policies or features?							Policies
		, , , , , , , , , , , , , , , , , , ,	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 <i>my</i> Social							Concerns
		Security account?	No						
			Yes	Α					
CAS0045425	Α				Text area, no char limit		N		OE Security
		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?							
			No	A,B					
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to
					Text area, no char limit				accomplish
CAS0045427	В	Since you were not able to accomplish what you				Multi	Υ	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	DD					
0.000.45.405			Other, please specify	BB					000 0 1
CAS0045428	BB	Please tell us what "other" action you plan to take			Text area, no char limit		N		OPS_Do Next
CA C00 4F070		next.	V		,	Cimals	V	aliin Innia	A = = = votCls ::
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
		,	Nie						
			No	A					

SSA My Social Security v2 CUSTOM QUESTION LIST

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pink: ADDITION

			SSA My Social Security v2 CUS	TOM 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
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						

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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						
CAS0045388		How did you learn about my Social Security?				Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				
CAS0045390	А	How did you learn about my Social Security					N		OPS_Learn 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
CA30045392		I'my Social Security account?	Once a month		radiai buttori, orie up verticai	Sirigle	T		Access Fleq
			Once every three months						
			Once every six months						
			Once a year						
			2-4 times						
			5-8 times						
			9 or more times						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
D 11 1506			9 or more times		Dadia button, and un vertical	Cinalo	V		Cook Donofito
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						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
	1		I don't know or prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip								
OID	Logic	Ougation Tout	Answer Choices	Clain to	Type (coloct from list)		Required Y/N	Special	CO Label
QID CAS0045395	Label	Question Text What is your primary reason for visiting my Social	(limited to 50 characters)	Skip to A	Type (select from list) check box one up vertical	Multi Multi	Yes	Instructions Skip Logic Group	CQ Label Primary Reason
CA30043333		Security today? (Check all that apply)	To print or view my online Social Security Statement	^	check box one up vertical	IVIUIU	163	Skip Logic Group	I filliary 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	Α	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						
04.000.45.400			Other		and in the state of the state of			alda la da ana ana	Diameter Vices
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	ВВ	Which "other" agency or program requested your Benefit Verification information?	Sales agency or program	00	Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		visiting today:		Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
CA30043336				^	Tradio button, one-up vertical	Sirigie	'	Skip Logic Group	i low 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	A,C					
			SSA office						
			Not sure or don't remember						

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			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
CAS0045399	Α	Please select the approximate length of time it took	(Radio button, one-up vertical	Single	Υ	Skip Logic Group	
		for you complete your registration	Less than 15 minutes						
			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						
			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	CC					
			Don't remember or prefer not to say	СС					
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		The second secon				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	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	A					
			No	Α					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <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	IVO		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					
CAS0045425	Α	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	А	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						

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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
			Other, please specify	BB					1
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	А					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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				SSA My Social Security v2 CUSTOM QUESTION L	IST					
	Skip									
	Logic			Answer Choices			Single or	Required	Special	
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
						check box, one up				
				Learned about <i>my</i> Social Security on the SSA website						
CAS0045388		How did you learn about my Social Security?	CAS0045388A001				Multi	Y	Skip	Learn about
				SSA field office representative encouraged me to sign						
			CAS0045388A002	ир						
				SSA 800 Number representative encouraged me to						
			CAS0045388A003	sign up						
			CAS0045388A004	Other, please explain	Α					
						Text area, no char limit				
	_									OPS_Learn
CAS0045390	Α	How did you learn about my Social Security						N		about
		Including today, how often have you accessed your								
CAS0045392		my 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						
		How often do you plan to access your my Coolel								
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	CAS0045394A001	At least once a month		radial button, one up vertical	Single	Y		Future Use
		,	CAS0045394A002	Once every three months						
			CAS0045394A003	Once every six months						
			CAS0045394A004	9 or more times						
BJL1506			BJL1506A01	Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Single	Υ		Cash Benefits
		Are you currently receiving cash benefits?		(SSI)		, , , , , , , , , , , , , , , , , , , ,	3 -			
			BJL1506A02							
				Yes, I am receiving Social Security Benefits						
			BJL1506A03	(rRetirement, Disability, Spouses or Survivors) Yes, I am receiving both SSI and Social Security						
			50210007100	Benefits (Retirement, Disability, or Survivors)						
			BJL1506A04	Recently applied for Social Security Benefits						
			BJL1506A07	(Retirement, Disability, or Survivors) or SSI I am entitled to Medicare Only coverage - no cash						
			DOLLOUNOI	benefits						
			BJL1506A08	I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting my Social	BJL1506A06 CAS0045395A001	I don't know or prefer not to answer	A	chock how one up vertical	Multi	Yes	Skip Logic Croup	Primary
CA30043395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	CA30043393A001	To print or view my online Social Security Statement	A	check box one up vertical	IVIUIU	res	Skip Logic Group	Reason
		1177	CAS0045395A002	To make sure my earnings record is correct						
			CAS0045395A003	To view my Benefits and Payment Details						
			CAS0045395A004 CAS0045395A005	To get a Benefit Verification Letter Add Extra Security to my online account	В					
			CAS0045395A005	To use SSA's online benefit calculators						
			CAS0045395A007	To apply online for Social Security or Medicare Only						
			CA C004E30EA000	benefits To change my address with SSA						
			CAS0045395A008 CAS0045395A009	To change my address with SSA To enroll in or update my direct deposit						
			CAS0045395A010	To learn about the benefits to which I might be entitled						
			CAS0045395A011	Just curious - wanted to see what information was						
			CAS0045395A012	contained in <i>my</i> Social Security account Other reason for visiting today:	Z					
			CV300439390015	Other reason for visiting today.						

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				SSA My Social Security v2 CUSTOM QUESTION LI	IST					
	Skip									
	Logic			Answer Choices				Required	Special	
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045407	A	How often do you review your online Social	CAS0045407A001		AA	check box one up vertical	Single	Υ	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	Every 6 months						
			CAS0045407A005	Every 3 months						
			CAS0045407A006	Once a month						
			CAS0045407A007	More frequently than once a month						
			CAS0045407A008	Other						
CAS0045408	AA	Do you plan to view your Social Security Statement	CAS0045408A001	Yes		radio button one up vertical			skip logic group	Plan to View
		online again?								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	Department of Veterans Affairs (VA)						
			CAS0045409A005	Requesting a Retirement Visa from another country						
			CAS0045409A006	Medicare						
			CAS0045409A007	Medicaid						
			CAS0045409A008	State or Local Department of Social Services						
			CAS0045409A009	Other agency or program	BB					
CAS0045396	ВВ	Which "other" agency or program requested your		<u> </u>		Text area, no Char limit		N		OPS Other
		Benefit Verification information?								Agency
CAS0045397	Z	Please tell us what your primary reason was for				Text area, no Char limit		N		OPS Primary
		visiting today:								Reason
CAS0045398			CAS0045398A001		Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registere
						, сто ср				l
		Did you register for my Social Security online or in								
		person?		Registered online on my first attempt						
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B					
			CAS0045398A003	Registered with in-person assistance from my local	A,C					
				SSA office						
			CAS0045398A004	Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took				Radio button, one-up vertical	Single	Υ	Skip Logic Group	Rea Time
	''	for you complete your registration		Less than 15 minutes		, сто ср				
		ior you complete your region and	CAS0045399A002	More than 15 but less than 30 minutes						
			CAS0045399A003	30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration	CAS0045400A001	oo miniatee er mere		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Attempts
CA30043400	"	attempts did you make?	CA30043400A001	One		radio buttori, oric up verticar	Sirigic		Skip Logic Oroup	rteg Attempts
		accomple and you make.	CAS0045400A002	Two						
			CAS0045400A002	Three or more						
CAS0045410	С	Why did you decide to register in-person?	O/ 100040400/1000	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CA30043410	 	Willy did you decide to register in person:		I preferred registering for my Social Security in-person a	CC	readio buttori, oric up verticar	Sirigic	<u> </u>	Skip Logic Oroup	rteg in person
				Don't remember or prefer not to say	CC					
CAS004E401	CC	Diago describe your in person registration		Don't remember of prefer not to say	CC	Toyt area, no char limit		N		OF In person
CAS0045401	cc	Please describe your in-person registration experience.				Text area, no char limit		IN		OE_In-persor Experience
CAS0045411		ехрепенсе.	CAS0045411A001			Padia button and un vortical	Cinala	Y		Xtra Security
CA30045411		Did you register for Extra Security?	CA30045411A001	Vac		Radio button, one-up vertical	Single	T		Reg
		Did you register for Extra Security?	CA COO 45 41 1 A OCC	Yes No						rteg
			CAS0045411A002	110						
			CAS0045411A003	I tried but was unsuccessful						
0.10001511-			CAS0045411A004	I don't know			a: 1		01: 1 : 0	
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								Understand
		password?		Yes						
			CAS0045413A002	Partially	Α					
I	1		CAS0045413A003	No	Α					1

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				SSA My Social Security v2 CUSTOM QUESTION	LIST					
	Skip									
	Logic			Answer Choices				Required		
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	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	OE_Instructions
CAS0045415		Did Cocial	CAS0045415A001			Radio button, one-up vertical	Single	Y		Security
CA30043413		Did you see any information describing <i>my</i> Social Security's security policies or features?	CA30043413A001			readio battori, one up vertical	Singic	'		Policies
		becamy a security policies of features:		Yes						
			CAS0045415A002	No						
CAS0045424		Do you have any concerns about the security of the	CAS0045424A001			Radio Button, One-up	Single	Y	Skip Logic Group	Security
		personal information contained in your <i>my</i> Social								Concerns
		Security account?		No						
			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	А	What specifically were you trying to accomplish?				Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			CAS0045427A002	Visit a local Social Security office						
			CAS0045427A003	Call a local Social Security office						
			CAS0045427A004	Call Social Security's 800 number						
			CAS0045427A005	Submit an e-mail to Social Security						
			CAS0045427A006	Write a letter to Social Security						
			CAS0045427A007	Take no action						
			CAS0045427A008	Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			CAS0045373A002	No	А					
CAS0045374	A	Please tell us what information or instructions were not clear				Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	CAS0045375A001	Under 25		Drop down, select one	Single	N		New Age
			CAS0045375A002	26 to 45						
			CAS0045375A003	46 to 55						
			CAS0045375A004	56 to 60						
			CAS0045375A005	61 to 64	-					
	-		CAS0045375A006 CAS0045375A007	65 to 66	-					+
			CAS0045375A007 CAS0045375A008	67 or older Prefer not to answer	-					
			CA30043373A008	Freier not to answer	1	L	1		l .	

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			SSA My Social Security v2 CUSTOM C	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 <i>my</i> 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	A					
					Text area, no char limit				
	Α	How did you learn about my Social Security					N		OPS_Learn about
		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Υ		Access Freq
			2-4 times						
			5-8 times						
			9 or more times						
		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once every three months						
			Once every six months						
			9 or more times						
BJL1497		Did you register for a username and password	Yes No	A,B,C,D,DD,E	Radio button, one-up vertical		¥	Skip Logic Group	Password
BJL1498	A	Please tell us now long it took you to complete your			Radio button, one-up vertical	Single	N	Skip Logic Group	Registration
DJL1490	*	registration:	Less than 10 minutes		Radio buttori, orie-up verticar	Single	14	Skip Lugic Group	SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
D 11 1 400	-		Greater than 1 hour		Dadia button and universidad		NI	Chia Lasia Cuarra	Estra Ca assitu D
BJL1499	В	Did you register for Extra Security today?	Yes		Radio button, one-up vertical		N	Skip Logic Group	ExtraSecurityR
			No						
			I don't know						
BJL1500	e	Did you understand all the instructions for registering for a username and password today?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Instructions
			Partially	ee					
			No	ee					
BJL1501	ee	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions

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BJL1592 D Duty you see any information describing the velobality of proteins or features? Ne				SSA My Social Security v2 CUSTOM (QUESTION LIST	•				
Substitute Part P	OID	Logic	Ouestion Text		Skip to	Type (select from list)				CQ Label
No N				,		7				-
Section Position										
Selection Sele	3JL1503	ĐĐ			DDD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security Concerns
Balt 1994 BPD Please describe your concerns with the security of this distinct in the security of this distinct is the security of the secu				No.						
Ball 1506 Are you currently receiving cash benefits? Yes, I am receiving Social Security Income SSI) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving both SSI and Social Security Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI B William and the security applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI B William and the security Statement (Salage and Payment) or Salage and Payment Benefits (Retirement, Disability, or Survivors) or SSI B William and the security Statement (Salage and Payment Benefits (Salage and Payment) or Salage and Payment Benefits (Salage and Payment) or Salage and Payment Benefits (Salage and Payment Benefits and	3JL1504	ĐĐĐ				Text area, no char limit		N		OE_Security Concerns
Are you currently receiving cash benefits? Vest, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Vest, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Vest, I am receiving poth SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) (Recently ap	3JL1505	E				Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
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) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Cell Company Recently applied for Social Security Benefits Cell Company Retirement, Disability, or Survivors) Cell Company Retirement, Disability, or Survivors) Cell Company Recently applied for Social Security Benefits Cell Company Retirement Celeckhox, one-up vertical Cell Cell Company Retirement Cell Cell Company Retirement Cell Cell Cell Cell Cell Cell Cell Cell	3JL1506		Are you currently receiving cash benefits?		A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI am entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to mentity benefits or Medicare No froth receiving any benefit or receiving Medicare Chriy) A What was your-primary reason for visiting-today? To print my-Social-Security-Statement To view my Benefit and Payment Details To get a Benefit Verification Letter Add Extra Security to my online account Just curlous - wanted to see what information was available with an online account Other reason for visiting today? To print my-Social-Security-Statement To check all-that apply) B What was your-primary reason for visiting today? To print my-Social-Security-Statement To check all-that apply) To check all-that apply) To check all-that apply) To check all-that apply) To check my serrings record To view my Benefits and Payment Details To get a Benefit Verification Letter Other reason for visiting today? To print my-Social-Security-Statement Checkbox, one-up-vertical Single V Skip-Logic-Group Other-Printing Reason To view my Benefits and Payment Details To get a Benefit Verification Letter Add Extra Security to my online account Just curlous - wanted to see what information was available with an online account Just curlous - wanted to see what information was available with an online account To view my Benefits and Payment Details To get a Benefit Verification Letter Add Extra Security to my online account To use my Benefits and Payment Details To use my Benefits and Payment Details To get a Benefit Verification Letter Add Extra Security to my online account To use with an online account To use the manual to the what your primary reason for visiting today? To use with					В					
Retirement, Disability, or Survivors) or SSI am entitled to Medicare Only coverage - no cash benefits am not entitled to monthly benefits or Medicare No (not-receiving any benefit or receiving Medicare Only Onther North Check in that annivity A What was your primary reason for visiting today? (Check all that annivity To effect my seminger record To view my benefits and Payment Details To get a Benefit Verification Letter Add Extra Security Statement Other reason for visiting today? Ball 1509 B Mark was your primary reason was for visiting today? A Please tell us what your primary reason was for visiting today? To print my Social Security Statement Other reason for visiting today? To print my Social Security Statement Other reason for visiting today. Ball 1509 B Mark was your primary reason was for visiting today? To print my Social Security Statement Other reason for visiting today. To print my Social Security Statement Checkbox, one-up vertical Single Y Skip Logic Group Other reason for visiting today. To print my Social Security Statement Checkbox, one-up vertical Single Y Skip Logic Group Other reason for visiting today. To print my Social Security Statement Checkbox, one-up vertical Single Y Skip Logic Group Other Statement Checkbox, one-up vertical Single Y Skip Logic Group Other Statement To view my benefits and Payment Details To get at Benefit Verification Letter Add Extra Security to my online account To update my address										
benefits I am not entitled to monthly benefits or Medicare I am not entitled I am not entitl					e					
No (not receiving any benefit or receiving Medicare Only) BJL1507 A What was your primary reason for visiting today? I don't know or prefer not to answer Check all that annibl To effeck my earnings record To view my Benefits and Payment Details To get a Benefit Verification Letter Add Extra Security or was a variable with an online account Other reason for visiting today? To print my Social Security Statement Checkbox, one-up vertical Checkbox, one-up vertical Checkbox, one-up vertical Skip Logic Group SSI Only Primary Check all that annibl N Skip Logic Group Other Private and Payment Details N Skip Logic Group Other Private and Payment Details N Skip Logic Group Other Private and Payment Details To print my Social Security Statement Checkbox, one-up vertical N Skip Logic Group Other Private and Payment Details To print my Social Security Statement 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 Just curious wanted to see what information was available with an online account To update an annihity of the Private 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 an online account To update an online account To update my address				benefits						
Only I don't know or prefer not to answer To print my-Social-Security-Statement To check my-earnings-record To view my Benefits and Payment Details I detail that annivity										
BJL1507 A What was your primary reason for visiting today? (Check all that annib) To eheck my earnings record To view my Benefits and Payment Details To get a Benefit Verification Letter Add Extra Security to my online account Other reason for visiting today: AA Please tell us what your primary reason was for visiting today: BJL1509 B What was your primary reason for visiting today? (Check all that apply)- To eheck my earnings record To view my Benefits and Payment Details To print my Social Security Statement Other reason for visiting today: To print my Social Security Statement Other reason for visiting today: To print my Social Security Statement Other reason for visiting today: To print my Social Security Statement Check all that apply)- To eheck my earnings record To view my Benefits and Payment Details To get a Benefit Verification Letter Add Extra Security Statement Details and Payment Details To get a Benefit Verification Letter Add Extra Security Statement Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Letter Details and Payment Details To get a Benefit Verification Verification Was available with an online account To update my address				Only)						
Check all finat annival Fo check my earnings record Fo vice my Benefits and Payment Details Fo get a Benefit Verification Letter Fo print my Social Security Statement Fo print my Social Security Statement Fo print my Social Security Statement Fo get a Benefit Verification Letter Fo get a Benefit Verification Le	211 1507		Mile at a second primary and a second for a distinguished a second		E	Charles and an area are	Cinala	V	Chia Lasia Casus	CCI Only
Fo 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: BJL1508 AA Please tell us what your primary reason was for visiting today: (Check all that apply) 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 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 Just curious - wanted to see what information was available with an online account Just curious - wanted to see what information was available with an online account Just curious - wanted to see what information was available with an online account To update my address	3JL1507	A		, ,		Checkbox, one-up vertical	Single	¥	Skip Logic Group	
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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: BJL1508 AA Please tell us what your primary reason was for visiting today? (Cheek-all that apply) B What was your primary reason for visiting today? (Cheek-all that apply) To print my Social Security Statement Checkbox, one-up-vertical Checkbox, one-up-vertical Single Y Skip Logic Group Cash Be Primary Reason To check my carnings 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				·						
Just curious - wanted to see what information was available with an online account Other reason for visiting today: BJL1508 AA Please tell us what your primary reason was for visiting today? (Check all that apply) B What was your primary reason for visiting today? (Check all that apply) 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				· ·						
BJL1509 By What was your primary reason for visiting today: What was your primary reason for visiting today? (Check all that apply) To print my Social Security Statement (Check all that apply) To eheck 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 update my address Text area, no char limit N Skip Logic Group Cash Benefit Y Skip Logic Group Cash Benefit Y Skip Logic Group Cash Benefit Verification Checkbox, one up vertical Checkbox, one up vertical Single Y Skip Logic Group Cash Benefit Verification Checkbox, one up vertical Checkbox, one				Just curious - wanted to see what information was						
BJL1509 B What was your primary reason for visiting today? (Check all that apply) 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				Other reason for visiting today:	AA					
BJL1509 B What was your primary reason for visiting today? (Check all that apply) To effect my social Security Statement To effect my earnings record To view my Benefits and Payment Details To get a Benefit Verification Letter 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 Checkbox, one-up vertical Single Y Skip Logic Group Ship	3JL1508	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
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	3JL1509	В	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	
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 check my earnings record						
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Just curious - wanted to see what information was available with an online account To update my address				<u> </u>						
available with an online account To update my address To update my address										
To update my address										
Other reason for visiting today: BB										

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			SSA My Social Security V2 COSTOM Q	OLUTION LIST	<u> </u>				
	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
BJL1510	BB				Text area, no char limit		H	Skip Logic Group	OE_Cash
		Please tell us what your primary reason was for							Benefit primary
		visiting today:							reason-
BJL1511	E	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	No cash Benefit
		(Check all apply)							
			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	cc		,		Text area, no char limit		N	Skip Logic Group	OE No cash
		Please tell us what your primary reason was for							Benefit Primary
		visiting today:							Reason
		What is your primary reason for visiting <i>my</i> Social		Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
		Security today? (Check all that apply)	To print or view my online Social Security Statement		i i				
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account	_					
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only						
			benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was						
			contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
	Α	How often do you review your online Social	outer reason for violating today.	AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time	7.0.1	onesit sex one ap vertical	Sing.e		Cimp Logic Group	Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
	AA	Do you plan to view your Social Security Statement	Yes		radio button one up vertical			skip logic group	Plan to View
	7.0.1	online again?	. 55		Tadio Sation one ap vertical			omprogre group	State again
			No						
	В	For which Agency or program do you need a			check box vertical one up	Multiple	Υ	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP		one on box vertical one ap	manapio		omprogre group	, igonoj i toda
		(Shook an that apply)	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					
			outer agone, or program	טט					

SSA My Social Security v2 CUSTOM QUESTION LIST

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			SSA My Social Security V2 COSTOM Q						
	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
	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			Text area, no Char limit		N		OPS_Primary
		visiting today:			Dadia huttan ana un continal	Cinala	V	Chin Lania Curva	Reason
				Α	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	A,C					
			SSA office						
	_		Not sure or don't remember		De die lee tree een een een die el	O'reals		Olde Levie Over	D Time
	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
		lor you complete your registration	More than 15 but less than 30 minutes						
			30 minutes or more						
	В	How many prior unsuccessful online registration	of finitions of files		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Attempts
		attempts did you make?	One		l l l l l l l l l l l l l l l l l l l	5			
			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	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
	CC	Please describe your in-person registration			Text area, no char limit		N		OE_In-person Experience
		experience.			Dadia button, one un vertical	Cinalo	Υ		100000000000000000000000000000000000000
		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Req
		Did you register for Extra Security:	No.						rtog
			I tried but was unsuccessful						
			I don't know						
		Did you understand all of <i>my</i> Social Security's			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Instructions
		instructions for registering a username and							Understand
		password?	Yes						
			Partially	Α					
			No	Α	Total consumer than Park			Olde Levie Over	05 1
	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							
		Did you one ony information describing any Control			Radio button, one-up vertical	Single	Y		Security
		Did you see any information describing <i>my</i> Social Security's security policies or features?			Table Batteri, one up vertical	Onigic			Policies
		Coounty 5 Security policies of features:	Yes						
			No						
		Do you have any concerns about the security of the			Radio Button, One-up	Single	Υ	Skip Logic Group	Security
		personal information contained in your <i>my</i> Social							Concerns
		Security account?	No						
			Yes	Α					
	Α	N 1 1 1			Text area, no char limit		N		OE_Security
D.H. 1510		Please describe your security concerns.	Land from continuity of the control		Drandeum (Calact and)	Cinale	V		Concern
BJL1513		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	¥		View Statement
			At least once a year						
•		•	•		•	•			•

SSA My Social Security v2 CUSTOM QUESTION LIST

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			SSA My Social Security v2 CUSTOM C	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
		-	Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
		Did the information obtained during very as Conicl	Other		Dedic button one un	a in a la	V/a-a	Chia Lagia Casus	A la Historia
		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					
	Α	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
		Select all that apply)	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
BJL1514		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	Task Accomplishmen
			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	VV					
			Other, 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	Α	Tout one on Charling		b.1		05.4
	Α	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	N		Clarity of Info
			The language used						
			How to print a statement						

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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) Instructions for registering for a username and	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			password Instructions for resetting a password and/or recalling a						
			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			+			+
			60-64 65-74			+			
		1	75 or older			+			+
			Prefer not to answer						

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MID: Z5w0N58sJ5AkRkYUg4pVFg==
Partitioned Yes 2/8/2012

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			SSA My Social Security CUSTOM Q	JESTION	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	Type (select from list)	Single or Multi	Required Y/N Y	Special Instructions Skip Logic Group	CQ Label Password
0,10,120+			No	71,0,0,0,0	<u> </u>		'	OKIP LOGIC CTOUP	T assivoid
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
0.4.07000	<u> </u>		Greater than 1 hour					01: 1 : 0	5
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			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
			Partially	CC					
			No	СС					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.	110		Text area, no char limit		N		OE_Security Concerns
SAC7242	Е	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)	Α	Radio button, one-up vertical	Single	Υ	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					
ACQWro0020554	A	What was your primary reason for visiting today? (Check all that	I 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)	To check my earnings record		Sales Sales, Sile up veriloui	Jg.0		20g.0 010up	Reason

Err:508
SSA My Social Security
MID: Z5w0N58sJ5AkRkYUg4pVFg==
Partitioned Yes 2/8/2012

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			SSA My Social Security 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
			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:	ВВ					
ACQWro0020576	ВВ	Please tell us what your primary reason was for visiting today:	and the second s		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	Υ	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:	СС					
ACQWro0020579	СС	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	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
, 10 Q.1.0.1001		think you'll return to review it?	At least once a year		l copacim (coloct one)	J. Igio	·		View Statement
			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						

Err:508 SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012 red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

				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
		Submit an e-mail to Social Security						
		Write a letter to Social Security						
		Take no action						
		Other, please specify	YY					
				Text area, no char limit		N		OE_Do Next
	Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
		The language used						
		How to print a statement						
		Instructions for registering for a username and password						
		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
	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.	18-24		Drop down, select one	Single	N		Age
					1			
					+		-	-
			-					
	YY	Logic Label 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	Logic Label Question Text Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify YY Please tell us what other action you plan to take next. Was there any information on the site that was unclear to you? The language used How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or recalling a username What did you like most about your experience today? What did you like least about your experience today? What did you like least about your experience today?	Logic Label Question Text Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify YY Please tell us what other action you plan to take next. Was there any information on the site that was unclear to you? The language used How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or recalling a username What did you like most about your experience today? What did you like least about your experience today? Please select the category that includes your age. 18-24 25-34 35-44 45-54 55-59 60-64 65-74 75 or older	Label Question Text Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify YY Please tell us what other action you plan to take next. Was there any information on the site that was unclear to you? The language used How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or recalling a username What did you like most about your experience today? What did you like least about your experience today? Please select the category that includes your age. What did you like least about your experience today? Social Security Write a letter to Social Security Text area, no char limit	Logic Label Label Question Text Submit an e-mail to Social Security Write a letter to Social Security Type (select from list) Submit an e-mail to Social Security Take no action Take no action Type Please tell us what other action you plan to take next. Was there any information on the site that was unclear to you? The language used How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or receding a username and password What did you like most about your experience today? Please select the category that includes your age. 18-24 18-	Logic Label Question Text Submit an e-mail to Social Security Type (select from list) Single or Multi NYN Submit an e-mail to Social Security Take no action Take no action Take no action Text area, no char limit Noval instructions for registring for a username and password and/or recalling a username What did you like most about your experience today? Noval to the category that includes your age. Assume that the submit of the category that includes your age. Assume that the submit and the sub	Logic Label Question Text (limited to 50 characters) Skip to Type (select from list) Multi of

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SAC7294 Duty or register for a serimene and password toking? Yes A,B,C,D,D Y Skip Logic Group Peasword Peasword Interest Peasword In				SSA My Social Security v2 CUSTOM (QUESTIO	N LIST				
A Place let us how long it took you to complete your uses shan 10 minutes 1		Logic		(limited to 50 characters)				Y/N		CQ Label
SAC7239 A Please tell us how long it took you to complete your uses than 10 minutes 15 m	SAC7234		Did you register for a username and password today?)		Y	Skip Logic Group	Password
Presentation: Less than 10 minutes 15				NO	*					
16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour No Greater than 1 hour No John Joyou register for Extra Security today? Ves No John Joyou understand all the instructions for registering for a username and password today? Partially CC Radio button, one-up vertical Single No Sup Logic Group OE_Instructions SAC7239 Did you see any information describing the websiter's security yes SAC7241 DDD Ob you have any concerns about the security of transactions on this website? No DDD Pesses describe your concerns with the security of transactions on this website? No DDD Pesses describe your concerns with the security of transactions on this website? No DDD Pesses describe your concerns with the security of transactions on this website? No DDD Pesses describe your concerns with the security of transactions on this website? No DDD Pesses describe your concerns with the security of this site. No Text area, no char limit No Skip Logic Group Security Concerns No DDD Ob you have any concerns about the security of transactions on this website? No DDD Pesses describe your concerns with the security of this site. Yes, I am receiving Social Security Income Yes, I am receiving Social Security Dennitry Yes, I am receiving Social Security Dennitry No Redio button, one-up vertical No OE_Security Concerns A Radio button, one-up vertical No OE_Security Concerns	SAC7235	A		Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC7286 B Did you register for Extra Security today?				11 minutes - 15 minutes						
SAC7236 B Did you register for Extra Security today? Ves No Idon't know SAC7237 C Did you understand all the instructions for registering for a ves username and password today? Partially CC Partially CC Please explain what you did not understand about the instructions. SAC7239 D D D Ou use earny information describing the website's security policies or features? No SAC7240 D D D D by un base any concerns about the security of transactions on this website? SAC7241 DDD Please describe your concerns with the security of this site. SAC7242 E Materially is increased any incompatible to the instructions of the security of this site. SAC7243 T Ext area, no char limit N Skip Logic Group OE_Instructions of the security of this site. SAC7244 Text area, no char limit N Skip Logic Group Security Cc Security Cc Concerns Yes Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SS) Yes, I am receiving Supplemental Security Denotes Security Partial Single Y Skip Logic Group Cash Benefits Restorment, Disability, or Survivors) or SSI No (Oncerness Agreement, Disability, or Survivors) or SSI No (Oncerness Agreement, Disability, or Survivors) or SSI No (Oncerness Agreement, Disability, or Survivors) or SSI No (Oncerness) and Security Benefits Restorment, Disability, or Survivors) or SSI No (Oncerness) penefits receiving C				16 minutes - 30 minutes						
SAC7237 C SAC7237 C SAC7238 C SAC7238 C SAC7239 D D D D D D D D D D D D D D D D D D D				31 minutes - 1 hour						
Did you register for Extra Security today? No No Idon't know SAC7237 C Did you understand all the instructions for registering for a username and passworld today? Partially CC Partially CC Please excitain what you did not understand about the instructions. SAC7238 CC Please excitain what you did not understand about the instructions. SAC7239 D Did you see any information describing the website's security yes SAC7240 DD D you have any concerns about the security of transactions on this website? No SAC7241 DDD Please describe your concerns with the security of transactions on this website? No SAC7242 E What would you like us to improve, if anything, about this site. SAC7243 Please describe your concerns with the security of this site. SAC7244 DDD Please describe your concerns with the security of this site. SAC7245 SAC7246 SAC7247 E What would you like us to improve, if anything, about this site. SAC7248 SAC7249 SAC7249 SAC7249 SAC7240 DD Rease describe your concerns with the security of this site. SAC7240 SAC7241 SAC7240 DD Rease describe your concerns with the security of this site. SAC7241 SAC7245 SAC7246 SAC7247 SAC7247 SAC7248 SAC7248 SAC7249 SAC7249 SAC7249 SAC7249 SAC7249 SAC7249 SAC7240 SAC7	CAC722C			Greater than 1 hour					Obia I ania Onessa	E. t. O
SAC7237 C Did you understand all the instructions for registering for a username and password today? Yes	SAC7230	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
SAC7237 C Did you understand all the instructions for registering for a username and password today? Partially SAC7238 C C Please explain what you did not understand about the instructions for registering for a vest area. No SAC7239 D Did you see any information describing the website's security policies or features? No SAC7240 DD Do you have any concerns about the security of transactions on this website? SAC7241 DDD SAC7242 E What would you like us to improve, if anything, about this site. SAC7242 E What would you like us to improve, if anything, about this site's registration process? Yes, I am receiving by Supplemental Security Income (SSI) Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving Supplemental Security Benefits (Retirement, Disability, or Survivors) Receiving Supplemental Security Benefits Retirement, Disability, or Survivors)				No						
Did you understand all the instructions for registering for a vername and password today? Partially CC SAC7228 CC Please explain what you did not understand about the instructions. SAC7239 Did you see any information describing the website's security yes Did you see any information describing the website's security yes Radio button, one-up vertical Single N Skip Logic Group Security Components on this website? No SAC7240 DD Do you have any concerns about the security of transactions on this website? No SAC7241 DDP Please describe your concerns with the security of this site. SAC7242 E What would you like us to improve, if anything, about this site's registration process? Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving Supplemental Security Income SSI) Yes, I am receiving Supplemental Security Income Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Recently Applied for Social Security Benefits (retirement, Disability, or Survivors) Recently Applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently Applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently Applied for Social Security Benefits (Retirement, Disability, or Survivors) No (not receiving any benefits or receiving C				I don't know						
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SAC7238 CC Please explain what you did not understand about the instructions. SAC7239 D Did you see any information describing the website's security policies or features? No DDD Do you have any concerns about the security of transactions on this website? No DDD Do you have any concerns about the security of transactions on this website? No DDD Please describe your concerns with the security of this site. SAC7240 DDD Please describe your concerns with the security of this site. SAC7241 DDD Skip Logic Group Security Concerns what the security of this site. SAC7242 E What would you like us to improve, if anything, about this site's registration process? Yes, I am receiving Supplemental Security Income (SSI) Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Benefits (Retirement, Disability, or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) No (not receiving) any benefit or receiving C C			assimante and passivora today.		СС					
SAC7238 CC Please explain what you did not understand about the instructions. Did you see any information describing the website's security Pes Did you see any information describing the website's security Pes No SAC7240 DD Do you have any concerns about the security of transactions on this website? No SAC7241 DDD Please describe your concerns with the security of this site. SAC7242 E What would you like us to improve, if anything, about this site's registration process? Yes, I am receiving Supplemental Security Income A Radio button, one-up vertical Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Recently apple Benefits (CC					
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Did you see any information describing the website's security policies or features? No SAC7240 DD Do you have any concerns about the security of transactions on this website? No SAC7241 DDD Single N Skip Logic Group Security Concerns Yes No Text area, no char limit N OE_Security Concerns SAC7242 E What would you like us to improve, if anything, about this sites registration process? Yes, I am receiving Supplemental Security Income Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes Recently Agplied for Social Security Papelletis (Retirement, Disability, or Survivors) Recently Applied for Social Security Senefits (Retirement, Disability, or Survivors) Recently Applied for Social Security Senefits (Retirement, Disability, or Survivors) No (not receiving any benefits (Retirement, Disability, or Survivors) Recently Applied for Social Security Benefits (Retirement, Disability, or Survivors) No (not receiving any benefits or Receiving Benefits or Receiving Benefits or Receiving Applied for Social Security Benefits (Retirement, Disability, or Survivors) No (not receiving any benefits or receiving Created and Security Benefits or Receiving Benefits or Recei	SAC7239	D	instructions.			Radio hutton, one-un vertical	Single	N	Skin Logic Group	Security
SAC7240 DD Do you have any concerns about the security of transactions on this website? NO SAC7241 DDD Single N Skip Logic Group Security Concerns No Text area, no char limit N Skip Logic Group Security Concerns Text area, no char limit N Skip Logic Group Security Concerns Text area, no char limit N Skip Logic Group Security Concerns Text area, no char limit N Skip Logic Group Security Concerns A Radio button, one-up vertical Yes, I am receiving Supplemental Security Income Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) No (not receiving any benefit or receiving C	0,10,120			Yes		radio battori, one up vertical	Sirigic	10	SKIP Edgic Group	Security
Do you have any concerns about the security of transactions on this website? No No Text area, no char limit N SAC7241 DDD Please describe your concerns with the security of this site. SAC7242 E What would you like us to improve, if anything, about this site's registration process? Yes, I am receiving Supplemental Security Income (SSI) Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) No (not receiving any benefit or receiving C				No						
SAC7242	SAC7240	DD		Yes	DDD		Single	N	Skip Logic Group	Security Concerns
SAC7242				No						
site's registration process? Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) A Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving) C Skip Logic Group Cash Bene (Ship Logic Group Cash Bene (SSI) C Skip Logic	SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
Are you currently receiving cash benefits? Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving C	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
(retirement, Disability, or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving C			Are you currently receiving cash benefits?	(SSI)		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefits
Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving C				(retirement, Disability, or Survivors)						
(Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving C				Benefits (Retirement, Disability, or Survivors)						
tto (not roothing arr) benefit of roothing				(Retirement, Disability, or Survivors) or SSI						
				Medicare Only)						
A What was your primary reason for visiting today? (Check all that apply) I don't know or prefer not to answer C Radio button, one-up vertical Single Y Skip Logic Group SSI Only P Reason		A		·	С	Radio button, one-up vertical	Single	Υ	Skip Logic Group	SSI Only Primary
To check my earnings record				To check my earnings record						11003011

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			SSA My Social Security v2 CUSTOM (QUESTIO	N LIST				
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			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					
	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 apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason
		11.77	To check my earnings record						i iiiiai y i toacon
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
	BB	Please tell us what your primary reason was for visiting today:	and the same of th		Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit 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	Υ	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
ACQwil0011885	F	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 Reason Yes
			To check my earnings record						reason_res
			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	×	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	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:						
			Taran Taran Tolling today.	AA					

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			SSA My Social Security v2 CUSTOM	QUESTIC	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
SAC7244	AA	Please tell us what your primary reason was for visiting today:	,		Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
SAC7246			No	Y					
	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 25-34		Drop down, select one	Single	N		Age
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older	1				-	
			Prefer not to answer						

red & strike-through: DELETE

underlined & italicized: RE-ORDER

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blue + -->: REWORDING

Availability of merchandise

Other (please specify):

Better personal economic circumstances this year

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

			CUSTOM QUESTION LIST				
QID (Group ID) Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010	Skip Logic Label	Question Text Do you expect to spend more or less online during the 2010 holiday season compared to 2009? Do you expect to spend more or less online during the 2010 holiday season with retailer.com 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 - 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 o	ANSWEI	R CHOICES u would like answe		Required Y/N Y
this retailer			A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S S			
	R	Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs		Checkbox, one-up vertical	Multi	Y



Special Instructions
Skip Logic Group
Skip Logic Group

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

SSA My Social Security v2 CUSTOM QUESTION LIST

			SSA My Social Security v2 CUSTOM	QUESTIO	N LIST				
OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			10 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						
			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
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	Е	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

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SSA My Social Security v2 CUSTOM QUESTION LIST

			SSA My Social Security v2 CUSTOM	QUESTIO	N 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 estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
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 SAC7248	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

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

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	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						
		55-59						
		60-64						
		65-74						
		75 or older						
		Prefer not to answer						

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

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			SSA My Social Security v2 CUSTO	M QUESTIC	ON 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
SAC7233	Labei	How often do you access your online statement?	This is my first time	Skip to	Dropdown (Select-one)	Single	Y	Special ilistructions	Visit Frequency
67.67266			Daily		Dispasivii (Sciest sile)	Origic			Viole Frequency
			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	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			l don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
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						``

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

SSA My Social Security v2 CUSTOM QUESTION LIST

			SSA My Social Security v2 CUSTOM	QUESTI	JN LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			To 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 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:	, , , , , , , , , , , , , , , , , , ,	AA	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	Υ		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
0407045		Management of the second Color of the second C	Other		Dadia button and constitution	Circuit.		Obia Lauia Oussus	Tools
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	Υ					
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	YY					
			Other, please specify	TT					
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

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SSA My Social Security v2 CUSTOM QUESTION LIST

			SSA My Social Security v2 CUSTON	/I QUESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other , please specify	Z					
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			Single	IN		Age
			35-44						
			45-54						
			55-59 64						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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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
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y	.,	Visit Frequency
			Daily						
			Two to three times per week						
			About once a month						
			Every few months						
SAC7234		Did you register for a username and password today?	Every 6 months or less often	A			Y		annuard Desistra
AC7234		Did you register for a dsername and password today?	Yes No	X			Y		assword Registra
SAC7235	А	Please tell us how long it took you to complete your		В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SA
		registration:	Less than 10 minutes		, , , , , , , , , , , , , , , , , , , ,				3
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
A 07006	-	Did	Greater than 1 hour	В			\ \ \ \	Chia Lagia Casus	F. tra Coor wit Doo
SAC7236	В	Did you register for Extra Security today?	Yes No	C			Y	Skip Logic Group	ExtraSecurityReg
			I don't know	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					
A C7220			No	CC, D	Tout ours are show limit			Chin Lagia Car	OF Instruction
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		DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		policies or features?	Yes			_			-
			No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions		DDD,E, F		Single	N	Skip Logic Group	Security Concern
		on this website?	Yes No	E,F					
SAC7241	DDD	Please describe your concerns with the security of this site.	INO	E,F	Text area, no char limit		N		OE_Security Con
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improve
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			To check my earnings record						
			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 Rea
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Poason
J. 1012-10		What has you primary reason for visiting today.	To check my earnings record		CHECKBOX	Ividiti	<u> </u>	OKIP LOGIC OTOUP	Timary (Cason_
			To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	L					N	Skip Logic Group	OE_Primary Rea
		Please tell us what your primary reason was for visiting today:							
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes	Y	Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishmen
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						
			การเก็นสาย เอา resetting a passworu anu/or						
24.07040			Other, please specify	Z					
SAC7249 SAC7250	Z	Please specify what information was unclear to you today. What did you like most about your experience today?			Text area, no char limit		N N	Skip Logic Group	OE_Clarity
SAC7250 SAC7251	+	What did you like most about your experience today? What did you like least about your experience today?		+	Text area, no char limit Text area, no char limit	+	N N		OE_Like OE_Dislike
		in the sea you are least about your experience loady?	l		I on a ca, no char min	1	1 17	1	O-Disinc

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			SSA My Social Security v2 CUSTOM	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
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						

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

blue + -->: REWORDING

			SSA My Social Security v2 CUSTO	M QUESTI	ON LIST				
	Skip Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequen
			Daily						
			Two to three times per week						
		+	About once a month Every few months		-				
			Every 6 months or less often	_					
SAC7234		Did you register for a username and password today?	Yes	Α			Y	F	assword Regis
			No	Х					
AC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration S
			11 minutes - 15 minutes	В					
			16 minutes - 30 minutes 31 minutes - 1 hour	В					
			Greater than 1 hour	B					
AC7236	В	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityF
			No	C					
			l don't know	С					
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
AC7238	CC	Please explain what you did not understand about the	No	CC, D	Text area, no char limit			Skip Logic Group	OE_Instruction
SAC7239	D	instructions. Did you see any information describing the website's security		DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		policies or features?	Yes No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Conce
		on this website:	No	E					
AC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE Security C
AC7242	Е	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 Impro
AC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reas
			To check my earnings record						
			To view my estimated benefits Other reason for visiting today:	AA					
AC7244	AA		Other reason for visiting today.	- AA			N	Skip Logic Group	OE_Primary R
, (O12-1-1	, AA	Please tell us what your primary reason was for visiting today:					"	Skip Logic Group	OL_I IIIIaly IX
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 Accomplishm
			No	Υ					
AC7246	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	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
		apply)	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
AC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Ne:
AC7248		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						
			massword and/or						
			Other, please specify	Z					
SAC7249	7	Please specify what information was unclear to you today.			<100 text field		N	OPS-Skip Logic Group	OE Clarity
					Text area, no char limit			OF 3 SKIP LUGIC GTOUP	- ′
AC7250		What did you like most about your experience today?		1	Text area, no char limit		N		OE_Like
AC7251	+	What did you like least about your experience today? Please specify what additional information or services you		+	Text area, no char limit		N		OE_Dislike OE_Add
AC7252		would like to have available on this site.			Text area, no char limit		N		Info/Service
AC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						

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

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

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?
		Have you elected a delivery preference for your notices in Message Center?
	A	Did you request to receive both a paper and online copy of notices in Message Center?
	D	NATIONAL STATE OF THE STATE OF
	В	Why did you request to receive both a paper and online copy of notices in Message Center?
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
3223113 Q 333		Adjustment (COLA) notice online?
SBD8779Q004	С	Do you have any suggestions for improving our online
0220110Q001		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?
00007700007		
SBD8779Q007	L	How easy or difficult was it to change your communication delivery preference?
		denvely presented.
SBD8779Q008	F	Are you comfortable receiving notices electronically?
3BB0113Q000	-	, we you connormable receiving nonces electronically.
SBD8779Q009	G	Would you recommend accessing notices online to your family and friends?
		iamily and menus:
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	Х	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	M	Which "other" agency or program requested your Benefit Verification information?
SBD8779Q013	K	Please tell us what your primary reason was for visiting today:

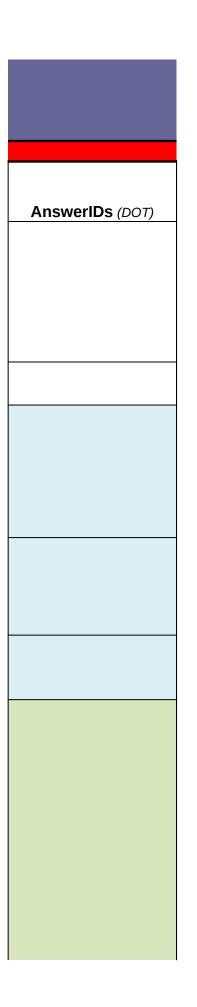
SBD8779Q014		For which purpose or program do you need a replacement SSN Card? (Check all that apply)
SBD8779Q015	N	Please explain for which purpose or program you need a replacement SSN card.
SBD8779Q016	J	Who are you reporting wages for?
SBD8779Q017	Q	What is your relationship to the individual you are reporting wages for?
SBD8779Q018	P	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?
	Α	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	Α	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	Α	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.

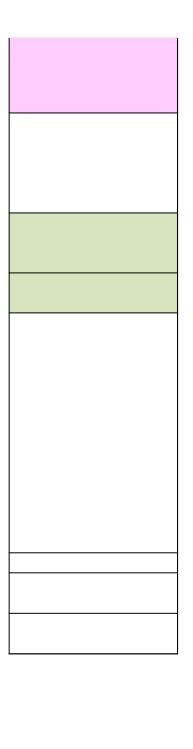
SBD8779Q041		It was easy to complete what I needed to do.
SBD8779Q042		It took a reasonable amount of time to do what I needed to do.
SBD8779Q043		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?
SBD8779Q044		Did you contact Social Security during your online visit?
SBD8779Q045	A	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?



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

pink: ADDITION

blue + -->: REWORDING

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 *my* Social Security account

Yes
No
Don't know
Yes
No
Don't know
To get a Benefit Verification Letter
To access your online metions (e.g. COLA)
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
No
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
2 3
4
5 =Strongly Agree
1=Strongly Disagree
1-Strongly Disagree
2
2 3
4
5=Strongly Agree
Medicare
iviedical e
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
Supplemental Security Income (SSI)
Both Disability and SSI
Don't know
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 Social Security account in-person at my SSA office
Employee offered the option for me to register for a 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
3
4
Strongly Agree=5
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				
Voc. Lucad the "Call Back" 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				
66				
67				
68 to 70				
71 or older				
Prefer not to answer				

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Skip to	Type (select from list) Radio button, one up vertical	Require d Y/N Y	Special Instructions
	Radio button, one up vertical	Υ	
A	Radio button, one up vertical	Y	Skip Logic Group
В	Radio button, one up vertical	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
Α	check box, one up vertical	Y	Skip Logic Group
B,C,D,E,F,G			
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J	_		
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K	_		
K	Radio button, one-up vertical	Υ	Skip Logic Group
		l	Skip Logic Group
	text, no char limit	N	Skip Logic Group
	Coxt, 110 onar mine		Chip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
	radio sattori, orio ap vortical	•	Chip Logic Group
L	Radio button, one-up vertical	Υ	Skip Logic Group
_	radio sattori, orio ap vortical		
	Radio button, one-up vertical	Υ	Skip Logic Group
	р толого		
	Radio button, one-up vertical	Υ	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
V,W,X	Radio button, one-up vertical	Υ	Skip Logic Group

	Radio button, one-up vertical	Υ	Skip Logic Group
V	Dadia button appled no doubt to	V	Chin Logio Crous
Y	Radio button, scaled, no don't k	Y	Skip Logic Group
Y			
	Text area, no Char limit	N	Skip Logic Group
	. One aroa, no onar anne	14	Simp Logio Group
	Radio button, scaled, no don't k	Υ	Skip Logic Group
	check box vertical one up	Υ	Skip Logic Group
	onesit sex verusus ene up	·	Chip Logic Croup
М			
	Text area, no Char limit	N	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group

N	checkbox vertical, one up	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
O,P O,P O,P,Q O,P O,P,Q	Radio button, one-up vertical	Y	Skip Logic Group
	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	Radio button, one-up vertical	Υ	Skip Logic Group
	•		
S			
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
т	Tadio Sattori, orio ap vortical		Simp 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	Υ	Skip Logic Group
	,		- p - 33
E	Radio button, one-up vertical	Y	Skip Logic Group
	Madio button, one-up vertical	1	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
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	Text area, no Char limit	N	Skip Logic Group
A	Radio button, one-up vertical	Y	Skip Logic Group
A			
A,B			

	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
A	Radio button, one-up vertical	Y	Skip Logic Group
	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
Α	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 Notice preference
Receive paper and online
Why receive notices both ways 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 visit

Estimates assute understand
Estimates easy to understand
RE gave understanding of future earnings
OE Preferred format
_
RE format
Agency Need
ODC Other Assessed
OPS_Other Agency
OPS_Primary Reason

Purpose for SSN Card
OPS_Purpose Other
Reporting For
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
Instructions Helpful
OF Image years by advanced to a
OE_Improve Instructions SNO notice
SIVO Houce
Satisfied with SNO notice
Gallenda Mar Gree House
Use SNO notice
Stop receiving CNO format
Stop receiving SNO format
Kara ka ka
Know how to stop
OE_Why stop SNO in format
How Registered

Reg	Time
	In person
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OF.	In-person Experience
	uctions Understand
OE_	Instructions
Secu	rity Concerns
OE_ Cx: S	Security Concern. OCBO Sentiment Analysis
O / C	
	A11-Satisfied
	A11-Trust
	A11-Quality

A11-Ease
A11-Speed
Ability to Accomplish
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. OCBO-Cx: Sentiment Analysis	
Get Help Button or Call Back	
Message Center	
Use Message Center Future	
Age	
OE_ZIP	
OE_Improve Reg	OE_Improve Contents. OCBO-Cx: Sentiment Analysis
OE_Improve Contents. OCBO-Cx: Sentiment Analysis	

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	K	Please tell us what your primary reason was for visiting today:
SBD8779Q014		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?

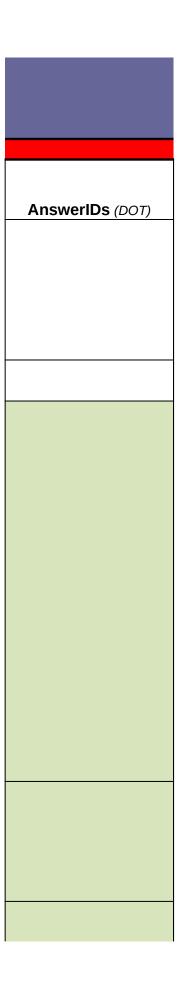
SBD8779Q017	Q	What is your relationship to the individual you are reporting wages for?
SBD8779Q018	Р	What type of benefits does the person you are reporting for receive?
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SBD8779Q029	Т	How can we improve the wage reporting application?
3DD0113Q023	•	Are you currently receiving Special Notice Options (SNO)
		like Braille, Audio CD, Data CD, or Large Print as your
		notice format?
		House format:
	Α	How satisfied are you with your current SNO format?
		, ,
	В	Do you use your SNO notice?
		Do you use your Sive notice:
	D	Would you like to stop receiving your notice in its current
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20001130031		complete your registration
		Complete your registration
CDD07700000	В	Why did you decide to register in never 2
SBD8779Q032	В	Why did you decide to register in-person?
000000000000000000000000000000000000000		
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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?
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SBD8779Q050	D	How satisfied were you with the Chat Representative who assisted you today?
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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?



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pink: ADDITION

blue + -->: REWORDING

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 my 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
No
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
yy -

Myself and another individual (not spouse)
Other relative only
Other
Disability
Supplemental Security Income (SSI)
Both Disability and SSI
Don't know
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
4.00
1=Strongly Disagree
2
2 3 4
Strongly Agree=5
1=Strongly Disagree
2
2 3 4
Strongly Agree=5
1=Strongly Disagree
2 3
4
Strongly Agree=5
1=Strongly Disagree
2
2 3
4
Strongly Agree=5
1=Strongly Disagree
2

3
4
Strongly Agree=5
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
66
67
68 to 70
71 or older
Prefer not to answer

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

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

	Tout area no Char limit	NI	Chin Logio Croup
	Text area, no Char limit	N	Skip Logic Group
	Radio button, scaled, no don't k	Υ	Skip Logic Group
	, ,		1 0 1
	check box vertical one up	Υ	Skip Logic Group
	оноон вожность отно о р	·	Tomp Logic Croup
М			
	Text area, no Char limit	N	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
	checkbox vertical, one up	Υ	Skip Logic Group
N	7	N.1	
	Text area, no Char limit	N	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
O,P O,P			
5 ,1			

0,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

	Dadio button and un vertical	V	Ckin Logio Croup
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
A	Radio button, one-up vertical	Υ	Skip Logic Group
A A,B			
	Radio button, one-up vertical	Y	Skip Logic Group
C C	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
A	Radio button, one-up vertical	Y	Skip Logic Group

A			
	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
А	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	Υ	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

5 U
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 visit
Estimates easy to understand
RE gave understanding of future earnings

OE_Preferred format
RE format
Agency Need
Agency Need
OPS_Other Agency
or 5_other Agency
OPS_Primary Reason
Purpose for SSN Card
OPS_Purpose Other
Reporting For

OE_Report For
Day 61 Table Day 15
Benefit Type Reporting
OE_Relationship
Employer listed
Employer listed
Reporting multiple employers
Currently working
Currently Working
Time Submit Wage
Other reporting methods
Plan report electronically
How Report Again
, ,
Preferred method reporting

Instructions Helpful
OE_Improve Instructions SNO notice
Satisfied with SNO notice
Use SNO notice
Stop receiving SNO format
Know how to stop
OE_Why stop SNO in format
How Registered
Reg Time
Reg In person
OE_In-person Experience Instructions Understand

DE_Instructions
Security Concerns
OE_Security Concern. OCBO- Cx: Sentiment Analysis
Cx: Sentiment Analysis
A11-Satisfied
A11-Trust
ATT Trust
A11-Quality
A11-Ease
A11-Speed

Ability to Accomplish
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. OCBO-Cx: Sentiment Analysis
Get Help Button or Call Back
Message Center
Jse Message Center Future
Age

OE_ZIP OE_Improve Reg	
OE_Improve Contents. OCBO-Cx: Sentiment Analysis	OE_Improve Contents. OCBO-Cx: Sentiment Analysis