Model Instance Name:
SSA My Social Security V3

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.

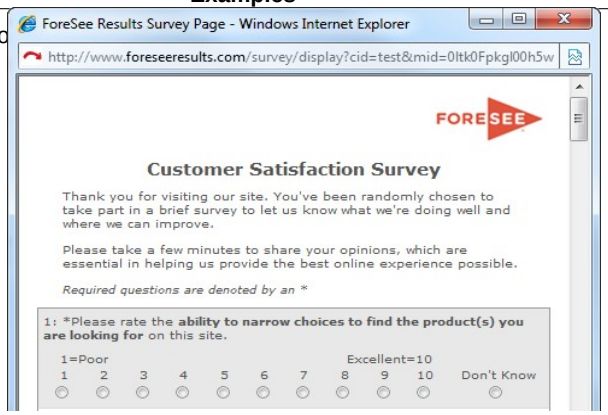
Thank You Text

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

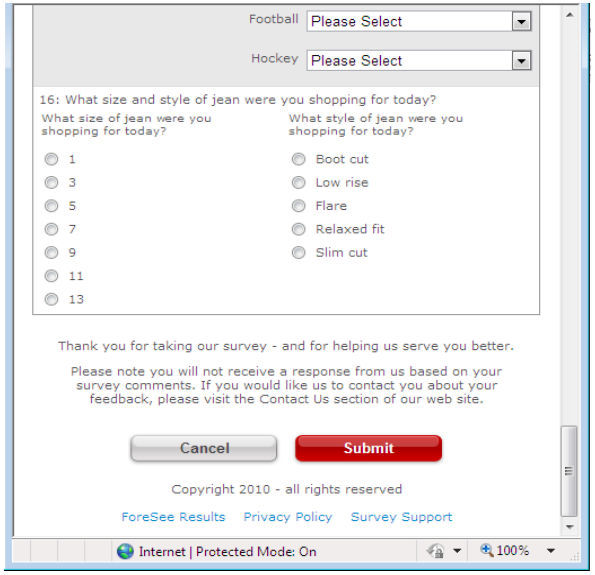
Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welc



Thank You Text Example



Model Name	**SSA MySSA V3**
Model ID	**FtssMMEVVU58x8hlxFYwdg4C**
Partitioned	**Yes - 2 MQ**
Date	**8/19/2019**

~~Red & Strike-Through~~: Delete

Underlined & Italicized: Re-order

Pink: Addition

Blue: Reword

	Label	Element Questions
		Site Performance (1=Poor, 10=Excellent, Don't Know)
1	**Site Performance - Speed**	Please rate the **speed** that pages and content loaded for you.
2	**Site Performance - Completeness**	Please rate the consistency of **complete loading** of pages and content.
3	**Site Performance -Responsiveness**	Please rate the **responsiveness** of the pages to your actions.
		Look and Feel (1=Poor, 10=Excellent, Don't Know)
4	**Look and Feel - Appeal**	Please rate the **visual appeal** of the pages that you visited.
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	**Navigation - Layout**	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**.

	Label	Satisfaction Questions
		Satisfaction
16	**Satisfaction - Overall**	What is your **overall satisfaction** with this application? (1=Very Dissatisfied, 10=Very Satisfied)
17	**Satisfaction - Expectations**	How well does this application **meet your expectations**? (1=Falls Short, 10=Exceeds)
18	**Satisfaction - Ideal**	How does this application **compare to your idea of an ideal application**? (1=Not Very Close, 10=Very Close)

	Label	Future Behaviors
		Recommend (1=Very Unlikely, 10=Very Likely)
19	**Recommend**	How likely are you to **recommend this application** to someone else?
		Use Other Online Services (1=Very Unlikely, 10=Very Likely)
20	**Use Other Online Services**	How likely are you to **use other Social Security online services**?

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Partitioned Yes 2/8/2012

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pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123737		From where did you connect to SSA today?		At home		Radio button, one-up vertical	Y		From Where Connected with SSA
				In office / place of employment					
				At a Friend or Relative's place					
				Public Library					
				Social Security Office					
				Social Security Kiosk					
				Other Agency					
				Other					
CAS0045388		How did you learn about *my* Social Security? (Check all that apply.)	CAS0045388A022	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			CAS0045388A023	Browsing SSA.gov's informational webpages				Randomize	
				Social Security's Frequently Asked Questions (FAQs)					
			CAS0045388A024	The "Manage Your Benefits with a *my* Social Security account" page					
			CAS0045388A009	An email reminder from Social Security					
			CAS0045388A017	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	Friend, spouse, relative, neighbor, or acquaintance					
			CAS0045388A019	Social Security employee					
			CAS0045388A020	Community group or association					
			CAS0045388A021	Government agency other than Social Security (e.g., State, Federal)					
			CAS0045388A004	Other, please explain	**B**			Anchor answer choice	
CAS0045390	**B**	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?	BJL1506A01	Yes, I recently applied	**A**	Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits
				No, I am taking Medicare Only					
				No, I am not receiving cash benefits					
			BJL1506A06	I don't know or prefer not to answer					
RUS0166831	**A**	What type of benefits are you receiving? (Check all that apply)		Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
				Disability					
				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	***B***	check box one up vertical	Yes	Skip Logic Group	Primary Reason
				To view my Benefits and Payment Details					
			CAS0045395A002	To enroll in or update my direct deposit					
			CAS0045395A003	To change my address with SSA					
				To print or view my online Social Security Statement	***A***				
			CAS0045395A004	To make sure my earnings record is correct					
			CAS0045395A005	To replace my Social Security Card or get a new card	X,M,N				
				To check the Status of my recently filed application for benefits					
			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	***K***				
				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	**A**	How often do you review your online Social Security Statement?	CAS0045407A001	This is my first time	**AA**	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			CAS0045407A003	At least once a year					
			CAS0045407A004	Every 6 months					
			CAS0045407A005	Every 3 months or more frequently					
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001	Medicare		check box vertical one up	Y	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	USDA - SNAP (Food Stamps)					
			CAS0045409A005	Department of Veterans Affairs					
			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	**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
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

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0076467	KK	What action did you take?				Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
	X	Do you plan to replace your SSN card online through iSSNRC (Internet Social Security Number Replacement Card)?		Yes		Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
				No, this service is not yet available in my state					
				No, I prefer to go to a field office					
				I am not aware of this service					
				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	Y	Skip Logic Group	Purpose for SSN Card
				Tax purposes					
				Education-related					
				Required for my job					
				Passport					
				Bank or financial institution					
				Income assistance					
				Other (Please specify)	MM				
	MM	Please explain for which purpose or program you need a replacement SSN card.				Text area, no Char limit	N	Skip Logic Group	OPS_Purpose Other
	N	Which best describes why you are applying for a replacement SSN card?		My original card was lost or stolen		Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
				My original card was not lost or stolen but someone else (e.g., family member) is holding it					
				Never had an SSN card					
				Other (Please specify)	NN				
	NN	Please explain why you are applying for a replacement SSN card.				Text area, no Char limit		Skip Logic Group	OPS_Why Applying
CAS0045398		Did you register for your *my* Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B				
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C				
				Registered using the SSA Express					
			CAS0045398A004	Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes					
			CAS0045399A003	30 minutes or more					
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two					
			CAS0045400A003	Three or more					
CAS0045410	C	Why did you decide to register in-person?		I was unsuccessful registering online and was required to do so in-person	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	CC				
				Employee offered the option for me to register for a *my* 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
CAS0045411		Did you request to add Extra Security to your account?	CAS0045411A001	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			CAS0045411A002	No					
			CAS0045411A003	I tried but was unsuccessful					
			CAS0045411A004	I don't know					
KAU0126773		Was it easy to create a *my* Social Security account?		Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
				No	A				
KAU0126790	A	Please tell us why it was not easy to create a *my* Social Security account.				Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you find the instructions for creating a username, password and registering a second factor to be clear?	CAS0045413A001	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			CAS0045413A002	Partially	A				
			CAS0045413A003	No	A				
CAS0045414	A	Please explain what was not clear about any of the instructions.				Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	CAS0045415A001	Yes		Radio button, one-up vertical	Y		Security Policies
			CAS0045415A002	No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?	CAS0045424A001	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			CAS0045424A002	Yes	A				
CAS0045425	A	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 *my* Social Security account?		Yes		Radio button, one up	Y	Skip Logic Group	Easy Sign In
				No	A				
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 *my* Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			CAS0045422A002	No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?				Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			CAS0045427A002	Send an e-mail to Social Security					
			CAS0045427A003	Call Social Security's 800 number					
			CAS0045427A004	Call a local Social Security office					
			CAS0045427A005	Visit a local Social Security office					
			CAS0045427A006	Take no action					
			CAS0045427A008	Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your *my* Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			CAS0045373A002	No	A				
CAS0045374	A	Please tell us what information or instructions were not clear				Text area, no Char limit	N	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		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 and "Call Back" button					
				No, I used neither					

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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
~~STE0123756~~		~~How did you connect to Social Security today?~~	~~Desktop~~		~~Radio button, one-up vertical~~	~~Y~~		~~How Connected with SSA~~
			~~Laptop~~					
			~~Smartphone~~					
			~~Tablet~~					
STE0123737		From where did you connect to SSA today?	At home		~~Radio button, one-up verticalb~~	Y	~~Skip Logic Group~~	From Where Connected with SSA
			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	~~C~~				
~~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~~
			~~No~~	~~AA~~				
~~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~~	~~B~~	~~Please describe the location.~~			~~Text area, no char limit~~	~~N~~	~~Skip Logic Group~~	~~OE_Location of Kiosk~~
~~STE0123739~~	~~C~~	~~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 *my* 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	**B**			Anchor answer choice	
CAS0045390	**B**	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) recently applied~~		Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits
			~~Yes, I am receiving Supplemental Security Income (SSI)~~					
			~~Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)~~					
			~~I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI~~					
			~~I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet~~					
			~~No, I am not eligible to receive monthly benefits or Medicare at this time~~					
			Yes, I recently applied	**A**				
			No, I am taking Medicare Only ~~coverage - no cash benefits~~					
			No, I am not receiving cash benefits					

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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 or prefer not to answer					
	A	What type of benefits are you receiving? (Check all that apply)	Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
			Disability					
			Spouses					
			Survivors					
			Supplemental Security Insurance					
CAS0045395		What is your reason for visiting *my* Social Security today? (Check all that apply)	To get a Benefit Verification Letter	***B***	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To view my Benefits and Payment Details					
			To enroll in or update my direct deposit					
			To change my address with SSA					
			To print or view my online Social Security Statement	***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~~	***~~F,G~~***				
			To apply only for Social Security or Medicare Only benefits					
			To request a replacement SSA-1099 (or SSA-10425) for tax purposes	***K***				
			To add Extra Security to my online account					
			Just curious – wanted to see what information was contained in my Social Security account					
			Other Reason for visiting today	***Z***				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			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 online again?~~	~~Yes~~		~~radio button one up vertical~~		~~skip logic group~~	~~Plan to View State again~~
			~~No~~					
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	Medicare		check box vertical one up	Y	skip logic group	Agency Need
			Medicaid					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			USDA - SNAP (Food Stamps)					
			Department of Veterans Affairs					
			IRS					
			Court					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
~~CAS0073009~~	~~C~~	~~Did you use the Retirement Estimator before visiting your *my* Social Security account today?~~	~~Yes~~	~~H~~	~~Radio button, one-up vertical~~	~~Y~~	~~Skip Logic Group~~	~~Use RE~~
			~~No~~	~~I~~				
~~CAS0073010~~	~~H~~	~~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~~					

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~~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 *my* 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~~	~~Y~~	~~Skip Logic Group~~	~~Trouble Finding Calculators~~
			~~No~~					
~~CAS0073016~~	~~G~~	~~Did you expect to find the other online benefit calculators within your *my* Social Security account?~~	~~Yes~~		~~Radio button, one-up vertical~~	~~Y~~	~~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				
			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 *my* Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	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	B	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	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required to do so in-person	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	CC				
			Employee offered the option for me to register for a *my* 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~~	~~Y~~	~~Skip Logic Group~~	~~EK Use~~
			~~It was faster~~					
			~~Online video assistance was available~~					
			~~Other~~					
~~STE0123761~~	~~A3~~	~~Did you register using the SSA Express Kiosk with or without assistance?~~	~~Registered without assistance~~		~~Radio button, one-up vertical~~	~~Y~~	~~Skip Logic Group~~	~~EK Assistance~~
			~~Registered with in-person assistance~~					
			~~Registered with video assistance~~					
~~STE0123741~~	~~A4~~	~~Please describe your SSA Express Kiosk registration experience:~~			~~Text area, no char limit~~	~~N~~	~~Skip Logic Group~~	~~EK Experience~~
CAS0045411		Did you ~~(register)~~ request to add Extra Security to your account?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg

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~~red & strike-through~~: DELETE
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pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			No					
			I tried but was unsuccessful					
			I don't know					
KAU0126773		Was it easy to create a *my* Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
			No	A				
KAU0126790	A	Please tell us why it was not easy to create a *my* Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		~~Did you 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				
			No	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.			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		Radio button, one-up vertical	Y		Security Policies
			No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791		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	A				
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 *my* 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	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your *my* Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	~~A~~	Radio button, one up vertical	Y	~~Skip Logic~~	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	~~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~~	~~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
			~~2~~					
			~~3~~					
			~~4~~					
			~~5~~					
			~~6~~					
			~~7~~					
			~~8~~					
			~~9~~					
			~~10=Very Helpful~~					
			~~Don't know~~					
~~STE0093224~~	~~B~~	~~Please rate how helpful the "Call Back" button was to you. *(1=Not Helpful at All, 10=Very Helpful)*~~	~~1=Not Helpful at All~~		~~Radio button, scale, has don't know~~	~~Y~~	~~Skip Logic~~	~~Call Back Button Helpful?~~
			~~2~~					
			~~3~~					
			~~4~~					
			~~5~~					
			~~6~~					
			~~7~~					
			~~8~~					
			~~9~~					
			~~10=Very Helpful~~					
			~~Don't know~~					

Model Instance Name:
SSA My Social Security v2

MID: R9JQtMNl09w1VJAZFxsVYQ4C

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

MQ Label	ELEMENTS (drivers of satisfaction)
	Look and Feel (1=Poor, 10=Excellent, Don't Know)
Look and Feel - Appeal	Please rate the **visual appeal** of this site.
Look and Feel - Balance	Please rate the **balance of graphics and text** on this site.
Look and Feel - Readability	Please rate the **readability of the pages** on this site.
	Navigation (1=Poor, 10=Excellent, Don't Know)
Navigation - Organized	Please rate **how well the site is organized**.
Navigation - Options	Please rate the **options available for navigating** this site.
Navigation - Layout	Please rate **how well the site layout helps you find what you are looking for.**
	Site Performance (1=Poor, 10=Excellent, Don't Know)
Site Performance -	Please rate how **quickly pages load** on this site.
Site Performance -	Please rate the **consistency of speed from page to page** on this site.
Site Performance - Errors	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 Information -	Please rate the **thoroughness of information** you viewed on this site today.
My Social Security	Please rate the **quality of information** you viewed today.
My Social Security Information - Provided	Please rate how well the information viewed today **provided answers to your questions.**
	Plain Language (1=Poor, 10=Excellent, Don't Know)
Plain Language -	Please rate the **clarity of the wording** on this site.
Plain Language -	Please rate how **well you understand the wording** on this site.
Plain Language -	Please rate this site on its **use of short, clear sentences.**

MQ Label	CUSTOMER SATISFACTION
	Satisfaction
Satisfaction - Overall	What is your **overall satisfaction** with this site? (1=Very Dissatisfied, 10=Very Satisfied)
Satisfaction - Expectations	How well does this site **meet your expectations**? (1=Falls Short, 10=Exceeds)
Satisfaction - Ideal	How does this site **compare to your idea of an ideal website**? (1=Not Very Close, 10=Very Close)

MQ Label	FUTURE BEHAVIORS
	Recommend (1=Very Unlikely, 10=Very Likely)
Recommend	How likely are you to **recommend this site** to someone else?
	Return (1=Very Unlikely, 10=Very Likely)
Return	How likely are you to **return to this site**?
	Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Use Web Channel Over Others	How likely are you to **use this site rather than seek information from other channels** (i.e. local field office, call center)?

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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
STE0123756		How did you connect to Social Security today?	Desktop		Radio button, one-up vertical	Y		How Connected with SSA
			Laptop					
			Smartphone					
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			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	C				
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
			No	AA				
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	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	C	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 *my* 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 *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	**B**				

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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
CAS0045390	**B**	How did you learn about *my* Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your *my* Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			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 *my* Social Security today? (Check all that apply)	*To get a Benefit Verification Letter*	***B***	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To view my Benefits and Payment Details					
			To enroll in or update my direct deposit					
			To change my address with SSA					
			To print or view my online Social Security Statement	***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	***F,G***				
			To apply only for Social Security or Medicare Only benefits					
			To request a replacement SSA-1099 (or SSA-10425) for tax purposes	***K***				
			To add Extra Security to my online account					
			Just curious – wanted to see what information was contained in my Social Security account					
			Other Reason for visiting today	***Z***				

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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
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			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?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	*Medicare*		check box vertical one up	Y	skip logic group	Agency Need
			Medicaid					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			USDA - SNAP (Food Stamps)					
			Department of Veterans Affairs					
			IRS					
			Court					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country					
			Other agency or program	**BB**				
CAS0045396	**BB**	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	**Z**	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	**C**	Did you use the Retirement Estimator before visiting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	**I**				
CAS0073010	**H**	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 *my* 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	**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	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	**G**	Did you expect to find the other online benefit calculators within your *my* Social Security account?	Yes		Radio button, one-up vertical	Y	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**				
			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 *my* Social Security online or in person?	Registered online on my first attempt	**A**	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	**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	**B**	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	**C**	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	**CC**				
			Employee offered the option for me to register for a *my* 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	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					

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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
STE0123761	**A3**	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	**A4**	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you (register) 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 *my* Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
			No	**A**				
KAU0126790	**A**	Please tell us why it was not easy to create a *my* Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of *my* Social Security's instructions for creating a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	**A**				
			No	**A**				
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's (registration) instructions for creating a username and password.			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	Yes		Radio button, one-up vertical	Y		Security Policies
			No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	**A**				
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791		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	A				
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 *my* 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	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					

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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
			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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the “Get Help” button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	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	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	**B**	Please rate how helpful the “Call Back” button was to you. *(1=Not Helpful at All, 10=Very Helpful)*	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123756		How did you connect to Social Security today?	Desktop		Radio button, one-up vertical	Y		How Connected with SSA
			Laptop					
			Smartphone					
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			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	C				
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
			No	AA				
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	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	C	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 *my* 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 *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	**B**				

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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)	Required Y/N	Special Instructions	CQ Label
CAS0045390	**B**	How did you learn about *my* Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your *my* Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			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 *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 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	**B**				
			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 *my*SocialSecurity account					
			Other reason for visiting today:	**Z**				
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Y	Skip Logic Group	Freq View Statement

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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
			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?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	**B**	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	**C**	Did you use the Retirement Estimator before visiting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	**I**				
CAS0073010	**H**	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 *my* 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	Y	Skip Logic Group	Trouble Finding Calculators
			No					

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CAS0073016	G	Did you expect to find the other online benefit calculators within your *my* Social Security account?	Yes		Radio button, one-up vertical	Y	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				
			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 *my* Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	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	B	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	C	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	CC				
			Employee offered the option for me to register for a *my* 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	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you (register) 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					
			I don't know					
		Was it easy to create a *my* Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
			No	A				
	A	Please tell us why it was not easy to create a *my* Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of *my* 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	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 *my* Social Security's security policies or features?	Yes		Radio button, one-up vertical	Y		Security Policies
			No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
		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	A				
	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 *my* 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	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your *my* Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the “Get Help” button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	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	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	**B**	Please rate how helpful the “Call Back” button was to you. *(1=Not Helpful at All, 10=Very Helpful)*	1=Not Helpful at All		Radio button, scale, has don't know	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	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123756		How did you connect to Social Security today?	Desktop		Radio button, one-up vertical	Y		How Connected with SSA
			Laptop					
			Smartphone					
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			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	C				
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
			No	AA				
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	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	C	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 *my* 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 *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	**B**				

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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
CAS0045390	**B**	How did you learn about *my* Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your *my* Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			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 *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 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	**B**				
			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 *my*SocialSecurity account					
			Other reason for visiting today:	**Z**				
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Y	Skip Logic Group	Freq View Statement

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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
			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?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	**B**	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	**C**	Did you use the Retirement Estimator before visiting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	**I**				
CAS0073010	**H**	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 *my* 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	Y	Skip Logic Group	Trouble Finding Calculators
			No					

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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)	Required Y/N	Special Instructions	CQ Label
CAS0073016	G	Did you expect to find the other online benefit calculators within your *my* Social Security account?	Yes		Radio button, one-up vertical	Y	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				
			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 *my* Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	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	B	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	C	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	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	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			I don't know					
CAS0045413		Did you understand all of *my* Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	**A**				
			No	**A**				
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	Yes		Radio button, one-up vertical	Y		Security Policies
			No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	**A**				
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your *my* 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	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	**BB**	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your *my* Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the “Get Help” button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	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	Y	Skip Logic	Get Button Helpful?
			2					

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			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	**B**	Please rate how helpful the “Call Back” button was to you. *(1=Not Helpful at All, 10=Very Helpful)*	1=Not Helpful at All		Radio button, scale, has don't know	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	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
~~CAS0076489~~		~~Please tell us how and from where you connected with SSA during your visit today?~~	~~Desktop computer/laptop from my home~~ ~~Desktop computer/laptop from a friend or relative's home~~ ~~Desktop computer/laptop from my place of employment~~ ~~Public computer workstation in a library~~ ~~Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)~~ ~~Public computer workstation made available at my local Social Security office~~ ~~SSA Express kiosk located in a public space or governmental office~~ ~~Other (please specify)~~	~~A~~ ~~B~~ ~~C~~	~~Radio button, one-up vertical~~	~~Y~~	~~Skip Logic Group~~ ~~Randomize~~ ~~Anchor Answer Choice~~	~~How Connected with SSA~~
~~CAS0076468~~	~~A~~	~~Did you connect through a unique Social Security icon featured on the computer's desktop?~~	~~Yes~~ ~~No~~	~~AA~~	~~Radio button, one-up vertical~~	~~Y~~	~~Skip Logic Group~~	~~Use SSA Icon~~
~~CAS0076469~~	~~AA~~	~~How did you link to the SSA website?~~			~~Text area, no char limit~~	~~N~~	~~Skip Logic Group~~	~~OE_How Linked to SSA (library)~~
~~CAS0076490~~	~~B~~	~~Please describe the location.~~			~~Text area, no char limit~~	~~N~~	~~Skip Logic Group~~	~~OE_Location of Kiosk~~
~~CAS0076470~~	~~C~~	~~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~~
		How did you connect to Social Security today?	Desktop Laptop Smart Phone Tablet		Radio button, one-up vertical	Y		How Connected with SSA
		From where did you connect to SSA today?	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y	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
	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
	C	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 *my* 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 now appears at the completion of the online application~~					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	**B**				
CAS0045390	**B**	How did you learn about *my* Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your *my* Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					

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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 am entitled to Medicare Only coverage - no cash benefits~~ I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			~~I 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 *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 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	**B**				
			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 *my*SocialSecurity account					
			Other reason for visiting today:	**Z**				
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			~~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	**B**	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)					

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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	**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	**C**	Did you use the Retirement Estimator before visiting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	**I**				
CAS0073010	**H**	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 *my* 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	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	**G**	Did you expect to find the other online benefit calculators within your *my* Social Security account?	Yes		Radio button, one-up vertical	Y	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**				
			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

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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 *my* Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	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	B	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	C	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	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	Skip Logic Group	OE_In-person Experience
	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					
CAS0045413		Did you understand all of *my* Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
			No	A				
CAS0045414	A	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	Yes		Radio button, one-up vertical	Y		Security Policies
			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
CAS0045424		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	**A**				
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your *my* 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	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return 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	**BB**	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your *my* Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the “Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	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	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			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	**B**	Please rate how helpful the "Call Back" button was to you. *(1=Not Helpful at All, 10=Very Helpful)*	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
~~CAS0045375~~		~~Please select the category that includes your age.~~	~~Under 25~~		~~Drop down, select one~~	~~N~~		~~New Age~~
			~~26 to 45~~					
			~~46 to 55~~					
			~~56 to 60~~					
			~~61 to 64~~					
			~~65 to 66~~					
			~~67 or older~~					
			~~Prefer not to answer~~					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home		Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home						
			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)	C				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)
CAS0076490	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of 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 *my* 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 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
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	**B**					
CAS0045390	**B**	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	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A, C**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	**B**					
			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 *my* Social Security account						

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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
			Other reason for visiting today:	**Z**					
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**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	**C**	Did you use the Retirement Estimator before visiting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	**I**					
CAS0073010	**H**	Did you have difficulty navigating between *my* Social Security and the Retirement Estimator?	Yes	**J**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	**J**	Please describe the difficulty you had navigating between *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 *my* 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 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
CAS0073014	**E**	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
			No						
CAS0073015	**F**	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	**G**	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0076487	**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
			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 *my* 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	**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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I 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)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045413		Did you understand all of *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
		Did you use the “Get Help” button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	B					
			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	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)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			10=Very Helpful						
			Don't know						
	B	Please rate how helpful the "Call Back" button was to you. *(1=Not Helpful at All, 10=Very Helpful)*	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Call Back Button Helpful?
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			10=Very Helpful						
			Don't know						
~~STE0090150~~		~~Did you use the "Get Help" button during your visit today?~~	~~Yes~~	~~A~~	~~Radio button, one up vertical~~	~~Single~~	~~Y~~	~~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~~	~~Y~~	~~Skip Logic~~	~~Get Button Helpful?~~
			~~2~~						
			~~3~~						
			~~4~~						
			~~5~~						
			~~6~~						
			~~7~~						
			~~8~~						
			~~9~~						
			~~10=Very Helpful~~						
			~~Don't know~~						
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home		Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home						
			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)	C				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)
CAS0076490	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of 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 *my* 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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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	**B**					
CAS0045390	**B**	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	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary 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	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	**B**					
			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 *my* Social Security account						

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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
			Other reason for visiting today:	**Z**					
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**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	**C**	Did you use the Retirement Estimator before visiting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	**I**					
CAS0073010	**H**	Did you have difficulty navigating between *my* Social Security and the Retirement Estimator?	Yes	**J**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	**J**	Please describe the difficulty you had navigating between *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 *my* 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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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**	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
			No						
CAS0073015	**F**	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	**G**	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0076487	**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
			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 *my* 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	**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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						

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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
CAS0045413		Did you understand all of *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
		Did you use the "Get Help" button during your visit today?	Yes	A	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button
			No						
	A	Please rate how helpful the "Get Help" button was to you. *(1=Not Helpful at All, 10=Very Helpful)*	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Get Button Helpful?
			2						
			3						
			4						
			5						

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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
			6						
			7						
			8						
			9						
			10=Very Helpful						
			Don't know						
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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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
		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home		Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home						
			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)	C				Anchor Answer Choice	
	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					
	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)
	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
	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 *my* 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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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	**B**					
CAS0045390	**B**	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	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary 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	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	**B**					
			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 *my* Social Security account						

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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
			Other reason for visiting today:	**Z**					
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**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	**C**	Did you use the Retirement Estimator before visting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	**I**					
CAS0073010	**H**	Did you have difficulty navigating between *my* Social Security and the Retirement Estimator?	Yes	**J**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	**J**	Please describe the difficulty you had navigating between *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 *my* 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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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**	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
			No						
CAS0073015	**F**	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	**G**	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
	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
			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**					
	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
	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 *my* 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	**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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I 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)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045413		Did you understand all of *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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QID	Skip Logic Label	Question Text	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
			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						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	**B**					
CAS0045390	**B**	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	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						

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CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A, C**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	**B**					
			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						
			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	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**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	**C**	Did you use the Retirement Estimator before visting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	**I**					

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CAS0073010	H	Did you have difficulty navigating between *my* Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between *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 *my* 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						
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
			No						
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0045398		Did you register for *my* 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	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	B	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	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required t	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	CC					
			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		Radio button, one-up vertical	Single	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)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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Partitioned Yes 2/8/2012

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
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
			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						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	**B**					
CAS0045390	**B**	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	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						

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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
CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A, C**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	**B**					
			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	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**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
	C	Did you use the Retirement Estimator before visting your *my* Social Security account today?	Yes	**H**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	**I**					

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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
	H	Did you have difficulty navigating between *my* Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
	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
	I	Do you plan to use the Retirement Estimator after you are finished with your *my* Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
			No						
	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
			No						
	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
			No						
	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						
	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0045398		Did you register for *my* 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	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	B	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	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required t	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	CC					
			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		Radio button, one-up vertical	Single	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)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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QID	Skip Logic Label	Question Text	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
			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						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	**B**					
CAS0045390	**B**	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	Single	Y		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 *my* 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~~						

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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
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	**B**					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To 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	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						

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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
			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 *my* 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	**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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	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 *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern

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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
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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CAS0045388		How did you learn about *my* Social Security? (Check all that apply.)	Social Security Home Page	~~A~~	check box, one up	Multi	Y	Skip	Learn about
			~~Official Social Security website~~						
			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						
			~~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	**B**					
CAS0045390	**B**	How did you learn about *my* Social Security?			Text area, no char limit		N		OPS_Learn about
~~HAR0062542~~	~~**A**~~	~~Where on the Official Social Security website did you **primarily** learn about *my* Social Security?~~	~~Social Security Home Page~~		~~Radio button, one up vertical~~	~~Single~~	~~Y~~	~~Skip Logic Group~~	~~Where on SSA.gov Learned~~
			~~Social Security's Frequently Asked Questions~~						

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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
			~~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)~~	~~C~~					
~~HAR0062543~~	~~C~~	~~Where else do you learn about *my* Social Security?~~			~~Text field, <100 char~~		~~N~~	~~Skip Logic Group~~	~~OPS_Where on SSA.gov Learned~~
~~CAS0045392~~		~~Including today, how often have you accessed your *my* Social Security account?~~	~~This is my first time~~		~~radial button, one up vertical~~	~~Single~~	~~Y~~		~~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	Y		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 *my* Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			To 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	**B**					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To 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	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**BB**					
CAS0045396	**BB**	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	**Z**	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for *my* Social Security online or in person?	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						

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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
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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	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 *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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QID	Skip Logic Label	Question Text	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.)	Official Social Security website	**A**	check box, one up	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	**B**					
CAS0045390	**B**	How did you learn about *my* Social Security?			Text area, no char limit		N		OPS_Learn about
	A	Where on the Official Social Security website did you **primarily** learn abour *my* Social Security?	Social Security Home Page		Radio button, one up vertical	Single	Y	Skip Logic Group	Where on SSA.gov Learned
			Social Security's Frequently Asked Questions						
			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)	**C**				OPS Group	
	C	Where else do you learn about *my* Social Security?	leann.hartka: Added question text.		Text field, <100 char		N	OPS Group	OPS_Where on SSA.gov Learned

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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
CAS0045392		Including today, how often have you accessed your *my* Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your *my* Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	**B**					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in *my* Social Security account						
			Other reason for visiting today:	**Z**					
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						

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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
			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	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**BB**					
CAS0045396	**BB**	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	**Z**	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for *my* Social Security online or in person?	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	**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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						

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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
CAS0045413		Did you understand all of *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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QID	Skip Logic Label	Question Text	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.)	Official Social Security website		check box, one up	Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	**A**					
CAS0045390	**A**	How did you learn about *my* Social Security?			Text area, no char limit		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your *my* Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your *my* Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						

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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
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	**B**					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in *my* Social Security account						
			Other reason for visiting today:	**Z**					
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						

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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
			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 *my* 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	**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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	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 *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern

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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
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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

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blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about *my* Social Security? (Check all that apply.)	Official Social Security website		check box, one up	Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, pr acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	**A**					
CAS0045390	**A**	How did you learn about *my* Social Security			Text area, no char limit		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
			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		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						

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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
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	**B**					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in *my* Social Security account						
			Other reason for visiting today:	**Z**					
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						

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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
			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 *my* 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	**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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	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 *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern

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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
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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QID	Skip Logic Label	Question Text	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?	Learned about *my* Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	**A**					
CAS0045390	**A**	How did you learn about *my* Social Security			Text area, no char limit		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
			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		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting *my* Social Security today? (Check all that apply)	To print or view my online Social Security Statement	**A**	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						

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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
			To get a Benefit Verification Letter	**B**					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in *my* Social Security account						
			Other reason for visiting today:	**Z**					
CAS0045407	**A**	How often do you review your online Social Security Statement?	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	**BB**					
CAS0045396	**BB**	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	**Z**	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for *my* Social Security online or in person?	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	**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	**B**	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts

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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
			Two						
			Three or more						
CAS0045410	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	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 *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					

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

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QID	Skip Logic Label	Question Text	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?	Learned about *my* Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	**A**					
CAS0045390	**A**	How did you learn about *my* Social Security			Text area, no char limit		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
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			~~2-4 times~~						
			~~5-8 times~~						
			~~9 or more times~~						
CAS0045394		How often do you plan to access your *my* Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			~~9 or more times~~						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						

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

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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
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	**B**	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	**C**	Why did you decide to register in-person?	I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	**CC**					
			Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	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 *my* 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	**A**					
CAS0045414	**A**	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing *my* Social Security's security policies or features?	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 *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	**A**					
CAS0045425	**A**	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		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 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
			Other, please specify	BB					
CAS0045428	**BB**	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	**A**	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	**A**	How often do you review your online Social Security Statement?	CAS0045407A001	This is my first time	**AA**	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			CAS0045407A002	Less frequently than once a year						
			CAS0045407A003	At least once a year						
			CAS0045407A004	Every 6 months						
			CAS0045407A005	Every 3 months						
			CAS0045407A006	Once a month						
			CAS0045407A007	More frequently than once a month						
			CAS0045407A008	Other						
CAS0045408	**AA**	Do you plan to view your Social Security Statement online again?	CAS0045408A001	Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	**B**	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			CAS0045409A002	IRS						
			CAS0045409A003	HUD - Federal Housing Admin. (FHA)						
			CAS0045409A004	Department of Veterans Affairs (VA)						
			CAS0045409A005	Requesting a Retirement Visa from another country						
			CAS0045409A006	Medicare						
			CAS0045409A007	Medicaid						
			CAS0045409A008	State or Local Department of Social Services						
			CAS0045409A009	Other agency or program	**BB**					
CAS0045396	**BB**	Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit		N		OPS_Other Agency
CAS0045397	**Z**	Please tell us what your primary reason was for visiting today:				Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for *my* Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	**A**	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			CAS0045398A002	Registered online after prior unsuccessful attempts	**A,B**					
			CAS0045398A003	Registered with in-person assistance from my local SSA office	**A,C**					
			CAS0045398A004	Not sure or don't remember						
CAS0045399	**A**	Please select the approximate length of time it took for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes						
			CAS0045399A003	30 minutes or more						
CAS0045400	**B**	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two						
			CAS0045400A003	Three or more						
CAS0045410	**C**	Why did you decide to register in-person?		I was unsuccessful registering online and was required	**CC**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
				I preferred registering for *my* Social Security in-person a	**CC**					
				Don't remember or prefer not to say	**CC**					
CAS0045401	**CC**	Please describe your in-person registration experience.				Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	CAS0045411A001	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			CAS0045411A002	No						
			CAS0045411A003	I tried but was unsuccessful						
			CAS0045411A004	I don't know						
CAS0045413		Did you understand all of *my* Social Security's instructions for registering a username and password?	CAS0045413A001	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			CAS0045413A002	Partially	**A**					
			CAS0045413A003	No	**A**					

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

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How did you learn about *my* Social Security?	Learned about *my* Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	A					
	A	How did you learn about *my* Social Security			Text area, no char limit		N		OPS_Learn about
		Including today, how often have you accessed your *my* Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			2-4 times						
			5-8 times						
			9 or more times						
		How often do you plan to access your *my* Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once every three months						
			Once every six months						
			9 or more times						
~~BJL1497~~		~~Did you register for a username and password~~	~~Yes~~	~~A,B,C,D,DD,E~~	~~Radio button, one-up vertical~~		~~Y~~	~~Skip Logic Group~~	~~Password~~
			~~No~~						
~~BJL1498~~	~~A~~	~~Please tell us how long it took you to complete your registration:~~	~~Less than 10 minutes~~		~~Radio button, one-up vertical~~	~~Single~~	~~N~~	~~Skip Logic Group~~	~~Registration SAT~~
			~~11 minutes - 15 minutes~~						
			~~16 minutes - 30 minutes~~						
			~~31 minutes - 1 hour~~						
			~~Greater than 1 hour~~						
~~BJL1499~~	~~B~~	~~Did you register for Extra Security today?~~	~~Yes~~		~~Radio button, one-up vertical~~		~~N~~	~~Skip Logic Group~~	~~ExtraSecurityReg~~
			~~No~~						
			~~I don't know~~						
~~BJL1500~~	~~C~~	~~Did you understand all the instructions for registering for a username and password today?~~	~~Yes~~		~~Radio button, one-up vertical~~	~~Single~~	~~N~~	~~Skip Logic Group~~	~~Instructions~~
			~~Partially~~	~~CC~~					
			~~No~~	~~CC~~					
~~BJL1501~~	~~CC~~	~~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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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
~~BJL1502~~	~~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~~						
~~BJL1503~~	~~DD~~	~~Do you have any concerns about the security of transactions on this website?~~	~~Yes~~	~~DDD~~	~~Radio button, one-up vertical~~	~~Single~~	~~N~~	~~Skip Logic Group~~	~~Security Concerns~~
			~~No~~						
~~BJL1504~~	~~DDD~~	~~Please describe your concerns with the security of this site.~~			~~Text area, no char limit~~		~~N~~		~~OE_Security Concerns~~
~~BJL1505~~	~~E~~	~~What would you like us to improve, if anything, about this site's registration process?~~			~~Text area, no char limit~~		~~N~~	~~Skip Logic Group~~	~~OE_Reg Improvement~~
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	~~A~~	Radio button, one-up vertical	Single	Y	~~Skip Logic Group~~	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	~~B~~					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	~~A~~					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	~~C~~					
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			~~No (not receiving any benefit or receiving Medicare Only)~~	~~C~~					
			I don't know or prefer not to answer	~~C~~					
~~BJL1507~~	~~A~~	~~What was your primary reason for visiting today? (Check all that apply)~~	~~To print my Social Security Statement~~		~~Checkbox, one-up vertical~~	~~Single~~	~~Y~~	~~Skip Logic Group~~	~~SSI Only Primary~~
			~~To check my earnings record~~						
			~~To view my Benefits and Payment Details~~						
			~~To get a Benefit Verification Letter~~						
			~~Add Extra Security to my online account~~						
			~~Just curious - wanted to see what information was available with an online account~~						
			~~Other reason for visiting today:~~	~~AA~~					
~~BJL1508~~	~~AA~~	~~Please tell us what your primary reason was for visiting today:~~			~~Text area, no char limit~~		~~N~~	~~Skip Logic Group~~	~~OE_SSI Only Other Primary~~
~~BJL1509~~	~~B~~	~~What was your primary reason for visiting today? (Check all that apply)~~	~~To print my Social Security Statement~~		~~Checkbox, one-up vertical~~	~~Single~~	~~Y~~	~~Skip Logic Group~~	~~Cash Benefit Primary Reason~~
			~~To check my earnings record~~						
			~~To view my Benefits and Payment Details~~						
			~~To get a Benefit Verification Letter~~						
			~~Add Extra Security to my online account~~						
			~~Just curious - wanted to see what information was available with an online account~~						
			~~To update my address~~						
			~~To enroll or update my direct deposit~~						
			~~Other reason for visiting today:~~	~~BB~~					

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

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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
	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
		Did you register for *my* Social Security online or in person?	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						
	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						
	B	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						
	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for *my* Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
		Did you understand all of *my* 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	A					
	A	Please explain what you did not understand about *my* Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
		Did you see any information describing *my* Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	A					
	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
~~BJL1513~~		~~Now that you've looked at your online statement, how often do you think you'll return to review it?~~	~~Less frequently than once a year~~		~~Dropdown (Select one)~~	~~Single~~	~~Y~~		~~View Statement~~
			~~At least once a year~~						

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			~~Every 6 months~~						
			~~Once a quarter~~						
			~~Once a month~~						
			~~More frequently than once a month~~						
			~~Other~~						
		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
~~BJL1514~~		~~Were you able to accomplish what you wanted to on the site today?~~	~~Yes~~		~~Radio button, one up vertical~~	~~Single~~	~~Y~~	~~Skip Logic Group~~	~~Task Accomplishmen~~
			~~No~~	~~Y~~					
~~BJL1515~~	~~Y~~	~~Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)~~	~~Return and try again~~		~~Checkbox~~	~~Multi~~	~~Y~~	~~Skip Logic Group~~	~~Do Next~~
			~~Visit a local Social Security office~~						
			~~Call a local Social Security office~~						
			~~Call Social Security's 800 number~~						
			~~Submit an e-mail to Social Security~~						
			~~Write a letter to Social Security~~						
			~~Take no action~~						
			~~Other, please specify~~	~~YY~~					
~~BJL1516~~	~~YY~~	~~Please tell us what other action you plan to take next.~~			~~Text area, no char limit~~		~~N~~		~~OE_Do Next~~
		Was the information in your *my* Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
~~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~~						

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

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

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			~~Instructions for registering for a username and 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~~						
			~~65-74~~						
			~~75 or older~~						
			~~Prefer not to answer~~						

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

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SSA My Social Security CUSTOM QUESTION LIST

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

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SSA My Social Security CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	**AA**					
ACQWro0020555	**AA**	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
ACQWro0020556	**B**	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	**BB**					
ACQWro0020576	**BB**	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
ACQWro0020578	**C**	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	**CC**					
ACQWro0020579	**CC**	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	**Y**					
SAC7246	**Y**	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						

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SSA My Social Security CUSTOM QUESTION LIST

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

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SSA My Social Security v2 CUSTOM QUESTION LIST

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

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			To 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 Reason
	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
	BB	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
	C	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	CC					
	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
~~ACQwil0011885~~	~~F~~	~~What was your primary reason for visiting today?~~	~~To print my Social Security Statement~~		~~Checkbox~~	~~Multi~~	~~Y~~	~~Skip Logic Group~~	~~Primary Reason_Yes~~
			~~To check my earnings record~~						
			~~To view my estimated benefits~~						
			~~Add Extra Security to my online account~~						
			~~Just curious - wanted to see what information was available with an online account~~						
			~~Other reason for visiting today:~~	~~FF~~					
~~ACQwil0011886~~	~~FF~~	~~Please tell us what your primary reason was for visiting today:~~			~~Text area, no char limit~~		~~N~~	~~Skip Logic Group~~	~~OE_Primary Reason Yes~~
~~SAC7243~~	~~X~~	~~What was your primary reason for visiting today?~~	~~To print my Social Security Statement~~		~~Checkbox~~	~~Multi~~	~~Y~~	~~Skip Logic Group~~	~~Primary Reason_No~~
			~~To check my earnings record~~						
			~~To view my estimated benefits~~						
			~~Add Extra Security to my online account~~						
			~~Just curious - wanted to see what information was available with an online account~~						
			~~Other reason for visiting today:~~	~~AA~~					

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Partitioned Yes 2/8/2012

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
~~SAC7244~~	~~AA~~	~~Please tell us what your primary reason was for visiting today:~~			~~Text area, no char limit~~		~~N~~	~~Skip Logic Group~~	~~OE_Primary Reason No~~
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Holiday 2010 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

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underlined & italicized: RE-ORDER
pink: ADDITION
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CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010		Do you expect to **spend more or less online** during the 2010 holiday season compared to 2009?	A lot more			Single	Y
Spend intention with this retailer		Do you expect to **spend more or less online** during the 2010 holiday season **with *retailer.com*** compared to 2009?					Y
			A little more	R			
			I expect to spend about the same amount as last year				
			A little less	S			
			A lot less	S			
			Not sure				
	R	**Why** do you expect to spend **more online with *retailer.com*** this holiday season? (please select all that apply)	Promotions ($ or % off offers)		Checkbox, one-up vertical	Multi	Y
			Quality of merchandise				
			Merchandise selection				
			Good return policy				
			Online product prices				
			Shipping costs				
			Availability of merchandise				
			Better personal economic circumstances this year				
			Other (please specify):	Z			

Please use the following guidelines:
- DO NOT MODIFY THE WORDING of the ANSWER CHOICES
- DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES
- DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization
- DO NOT change the CQ LABELS
- You may change your company name in the question which is highlighted in BLUE

Special Instructions
Skip Logic Group
Skip Logic Group

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SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	B	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
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	X	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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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 check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
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

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blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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SSA My Social Security v2
#REF! Z5w0N58sJ5AkRkYUg4pVFg==
Partitioned Yȼ2/8/2012

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

SSA My Social Security v2 CUSTOM QUESTION LIST

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

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

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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
			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						
			35-44						
			45-54						
			55-59 ~~64~~						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequency
			Daily						
			Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	A			Y		Password Registratio
			No	X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes	B					
			16 minutes - 30 minutes	B					
			31 minutes - 1 hour	B					
			Greater than 1 hour	B					
SAC7236	B	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityReg
			No	C					
			I don't know	C					
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD,E, F		Single	N	Skip Logic Group	Security Concerns
			No	E,F					
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvem
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_Yes
			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 Reaso
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reaso
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			~~Instructions for registering for a username and password~~						
			~~Instructions for resetting a password and/or recalling a username~~						
			Other, 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

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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
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						

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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						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	A			Y		Password Registratio
			No	X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes	B					
			16 minutes - 30 minutes	B					
			31 minutes - 1 hour	B					
			Greater than 1 hour	B					
SAC7236	B	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityReg
			No	C					
			I don't know	C					
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No	E					
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvem
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason
			To check my earnings record						
			To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reaso
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	~~OPS~~	Clarity of Info
			The language used					Skip Logic Group	
			How to print a statement						
			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.			~~<100 text field~~ Text area, no char limit		N	~~OPS~~ Skip Logic Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						

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			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						

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

QID	Skip Logic Label	Question Text
SBD8779Q001		How often do you access (or plan to access) your *my* Social Security account?
SZA0375687		Did you create a new *my* 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?
	B	Why did you request to receive both a paper and online copy of notices in Message Center?
SBD8779Q002		What is your reason for visiting *my* Social Security today? (Check all that apply)

SBD8779Q003	**B**	How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online?
SBD8779Q004	**C**	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	**H**	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	**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	**I**	For which purpose or program do you need a replacement SSN Card? (Check all that apply)
SBD8779Q015	**N**	Please explain for which purpose or program you need a replacement SSN card.
SBD8779Q016	**J**	Who are you reporting wages for?
SBD8779Q017	**Q**	What is your relationship to the individual you are reporting wages for?
SBD8779Q018	**P**	What type of benefits does the person you are reporting for receive?
SBD8779Q019	**O**	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)

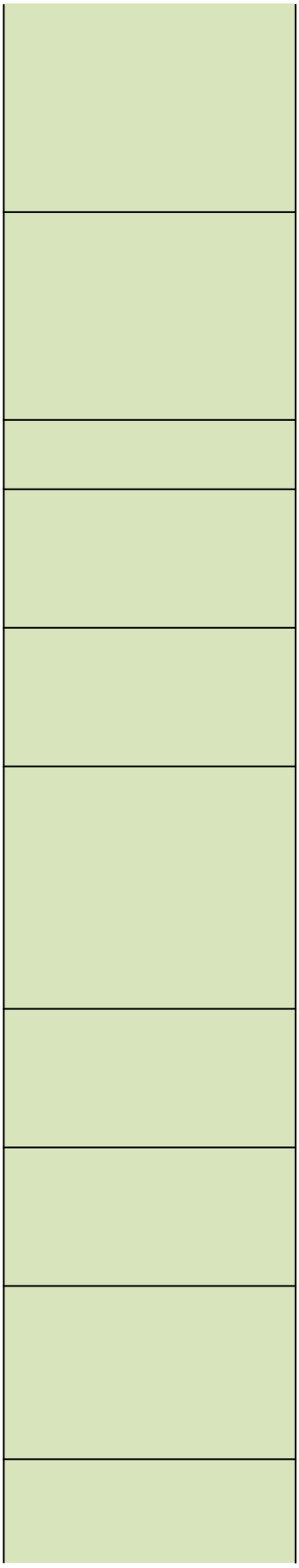
SBD8779Q025	**J**	Do you plan to electronically report additional wages in the future?
SBD8779Q026	**R**	How do you plan to report future wages?
SBD8779Q027	**S**	What method do you prefer to use to report your wages?
SBD8779Q028	**J**	Were the instructions you received helpful?
SBD8779Q029	**T**	How can we improve the wage reporting application?
		Are you currently receiving Special Notice Options (SNO) like Braille, Audio CD, Data CD, or Large Print as your notice format?
	A	How satisfied are you with your current SNO format?
	B	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 *my* Social Security online or in person?

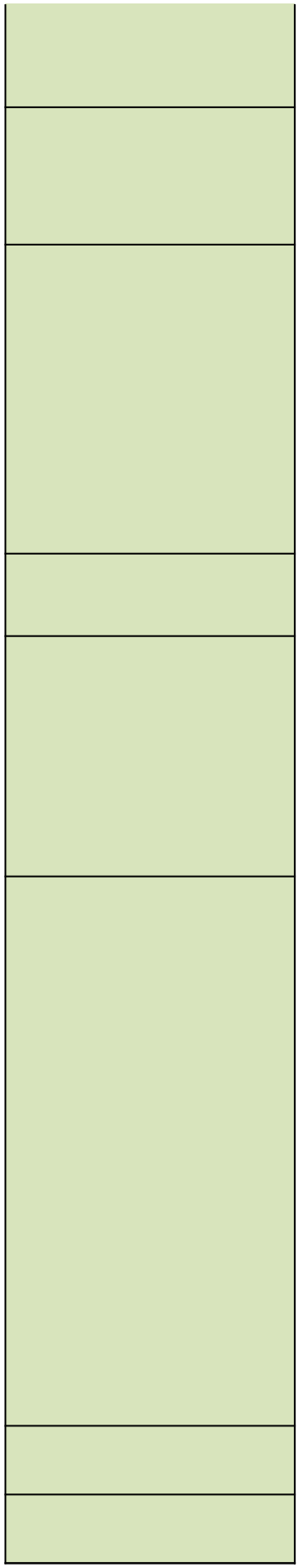
SBD8779Q031	**A**	Please select the approximate length of time it took for you complete your registration
SBD8779Q032	**B**	Why did you decide to register in-person?
SBD8779Q033	**C**	Please describe your in-person registration experience.
SBD8779Q034		Did you find the instructions for creating a username, password and registering a second factor to be clear?
SBD8779Q035	**A**	Please explain what was not clear about any of the instructions.
SBD8779Q036		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?
SBD8779Q037	**B**	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.

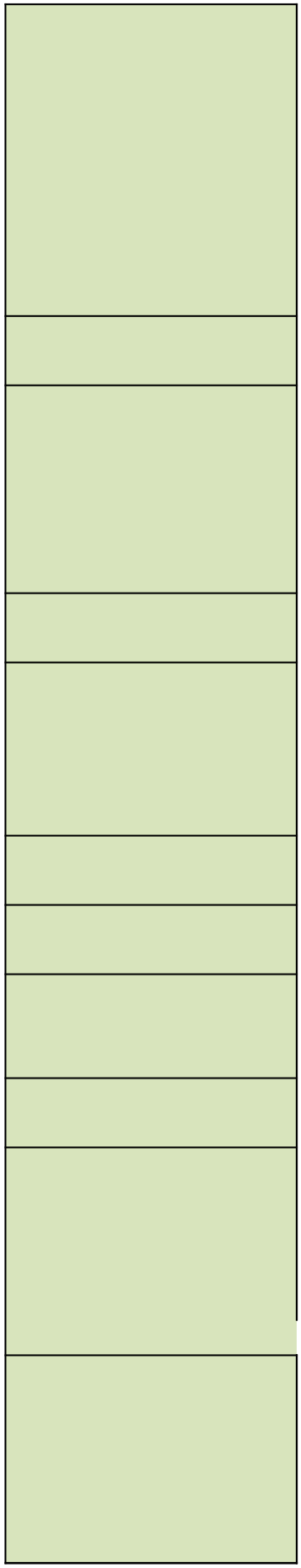
SBD8779Q041		It was easy to complete what I needed to do.
SBD8779Q042		It took a reasonable amount of time to do what I needed to do.
SBD8779Q043		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?
SBD8779Q044		Did you contact Social Security during your online visit?
SBD8779Q045	**A**	How did you contact Social Security?
SBD8779Q046	**B**	How long was your wait to Chat with a representative online?
SBD8779Q047	**C**	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?

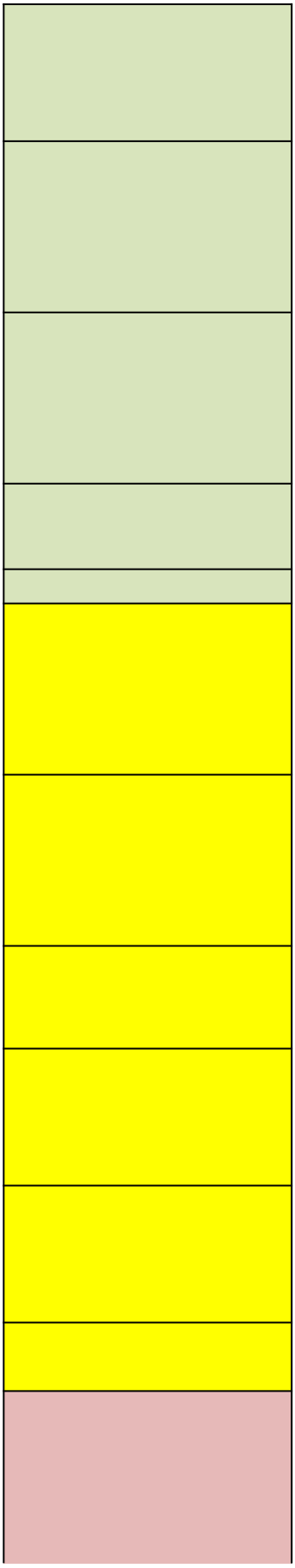
SBD8779Q051	**E**	Please share any other feedback with us regarding your Chat experience today.
SBD8779Q052		Did you use the “Get Help” button or "Call Back" button during your visit today?
SBD8779Q053		Did you view the "Message Center" section during your visit today?
SBD8779Q054	**B**	Do you plan to 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 *my* Social Security registration process?
SBD8779Q058		Do you have any suggestions for improving *my* Social Security's content and features?

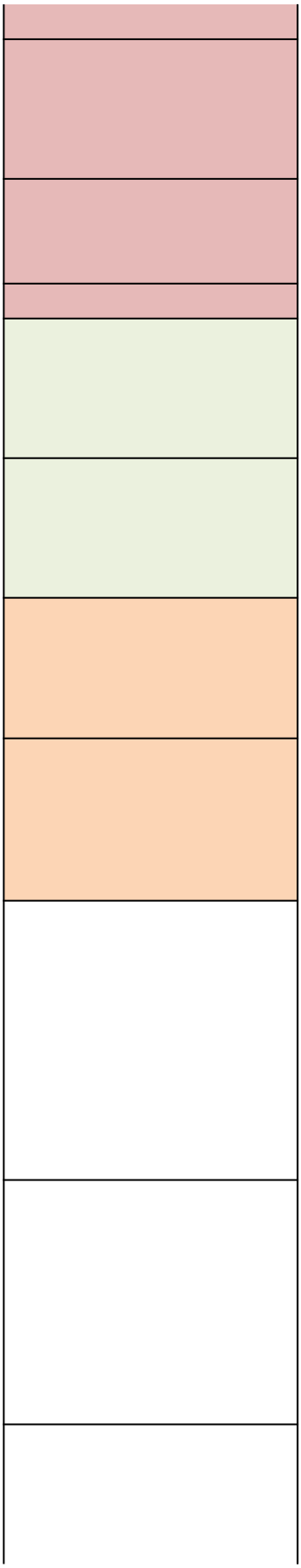
AnswerIDs *(DOT)*

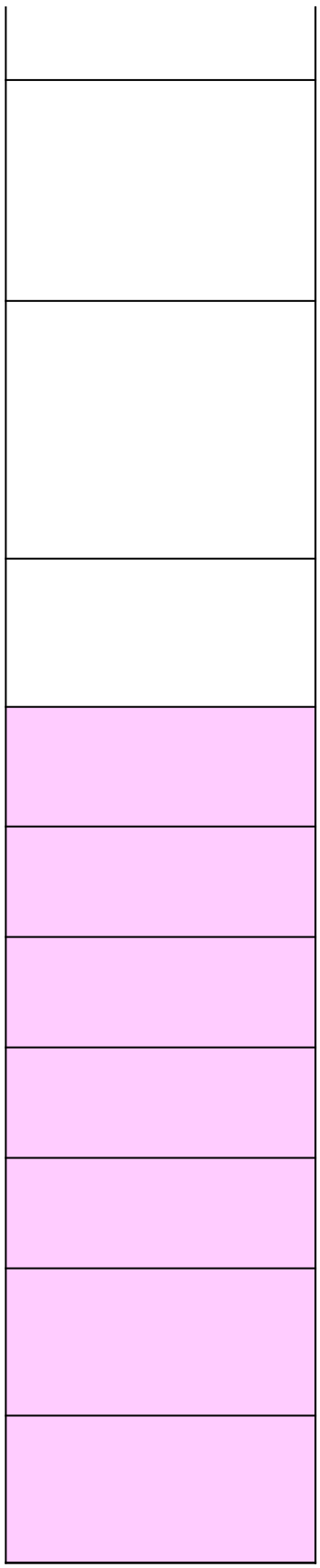


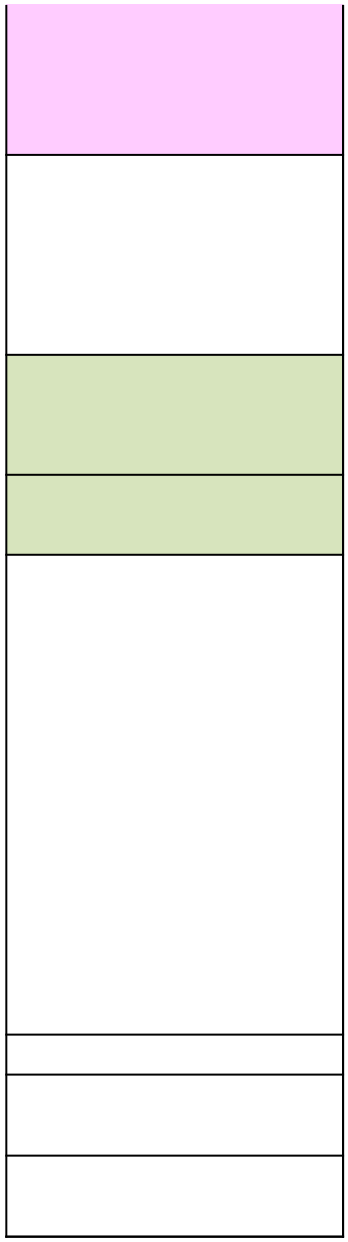












~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

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

Yes
No
Don't know
Desktop/Laptop
Tablet
Mobile Device
Don't know
Field Office
Mail
Fax
Phone
Other
Yes
No
Yes
No
Don't Know
1=Very Dissatisfied
2=Somewhat dissatisfied
3=Neither satisfied or dissatisfied
4=Somewhat satisfied
5=Very satisfied
Yes
No
Don't Know
Yes
No
Don't Know
Yes
No
Don't Know
Registered online on my first attempt
Registered online after prior unsuccessful attempts
Registered with in-person assistance from my local SSA office
Registered using the SSA Express

Not sure or don't remember
Less than 15 minutes
More than 15 but less than 30 minutes
30 minutes or more
I was unsuccessful registering online and was required to do so in-person
I preferred registering for a 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
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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
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)	Required Y/N	Special Instructions
	Radio button, one up vertical	Y	
	Radio button, one up vertical	Y	
A	Radio button, one up vertical	Y	Skip Logic Group
B	Radio button, one up vertical	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
A	check box, one up vertical	Y	Skip Logic Group
B,C,D,E,F,G			
U			
H			
I			

J **K**			
	Radio button, one-up vertical	Y	Skip Logic Group
	text, no char limit	N	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
L	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
V,W,X	Radio button, one-up vertical	Y	Skip Logic Group

	Radio button, one-up vertical	Y	Skip Logic Group
Y **Y**	Radio button, scaled, no don't k	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
	Radio button, scaled, no don't k	Y	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
	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
T	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 **A** **A,B**	Radio button, one-up vertical	Y	Skip Logic Group

	Radio button, one-up vertical	Y	Skip Logic Group
C **C** **C**	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
A **A**	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
B	Radio Button, One-up	Y	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	

	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
	Radio button, one up	Yes	Skip Logic Group
A	Radio button, one-up vertical	Y	Skip Logic Group
B,C,D,E	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group

	Text area, no Char limit	N	Skip Logic Group
	Radio button, one up vertical	Y	
B	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 easy to understand
RE gave understanding of future earnings
OE_Preferred format
RE format
Agency Need
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
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
OE_Instructions
Security Concerns
OE_Security Concern. OCBO-Cx: Sentiment Analysis
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 *my* Social Security account?
SZA0375687		Did you create a new *my* Social Security account today?
SBD8779Q002		What is your reason for visiting *my* Social Security today? (Check all that apply)
SBD8779Q003	**B**	How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online?
SBD8779Q004	**C**	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	**H**	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	**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	**I**	For which purpose or program do you need a replacement SSN Card? (Check all that apply)
SBD8779Q015	**N**	Please explain for which purpose or program you need a replacement SSN card.
SBD8779Q016	**J**	Who are you reporting wages for?

SBD8779Q017	**Q**	What is your relationship to the individual you are reporting wages for?
SBD8779Q018	**P**	What type of benefits does the person you are reporting for receive?
SBD8779Q019	**O**	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 electronically 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?

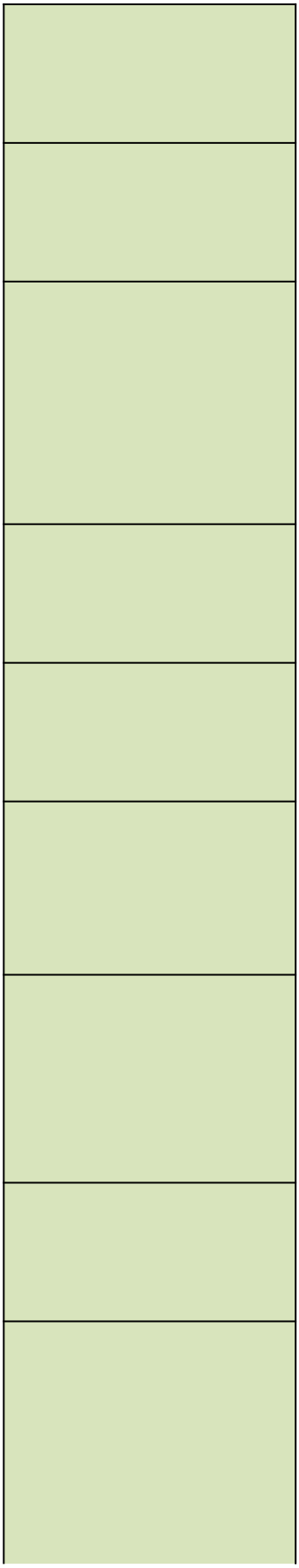
SBD8779Q028	**J**	Were the instructions you received helpful?
SBD8779Q029	**T**	How can we improve the wage reporting application?
		Are you currently receiving Special Notice Options (SNO) like Braille, Audio CD, Data CD, or Large Print as your notice format?
	A	How satisfied are you with your current SNO format?
	B	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 *my* Social Security online or in person?
SBD8779Q031	**A**	Please select the approximate length of time it took for you complete your registration
SBD8779Q032	**B**	Why did you decide to register in-person?
SBD8779Q033	**C**	Please describe your in-person registration experience.
SBD8779Q034		Did you find the instructions for creating a username, password and registering a second factor to be clear?

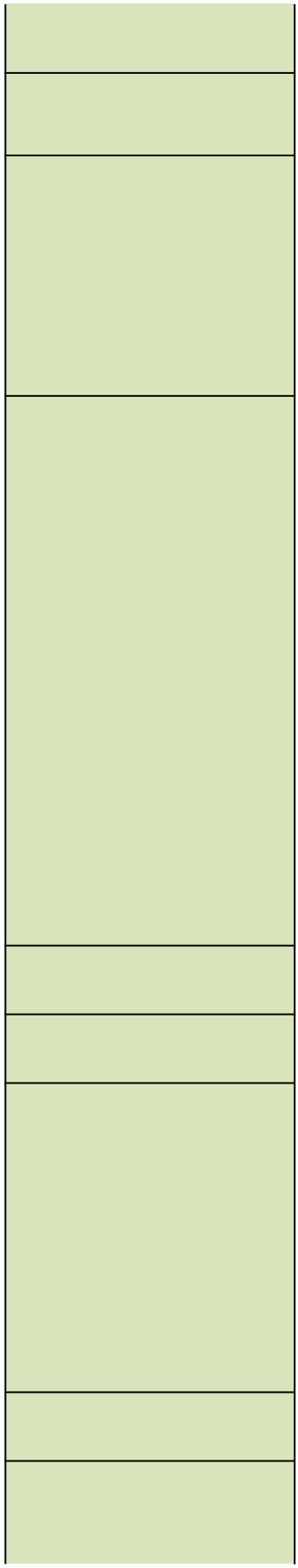
SBD8779Q035	**A**	Please explain what was not clear about any of the instructions.
SBD8779Q036		Do you have any concerns about the security of the personal information contained in your *my* Social Security account?
SBD8779Q037	**B**	Please describe your security concerns.
SBD8779Q038		Please indicate 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.

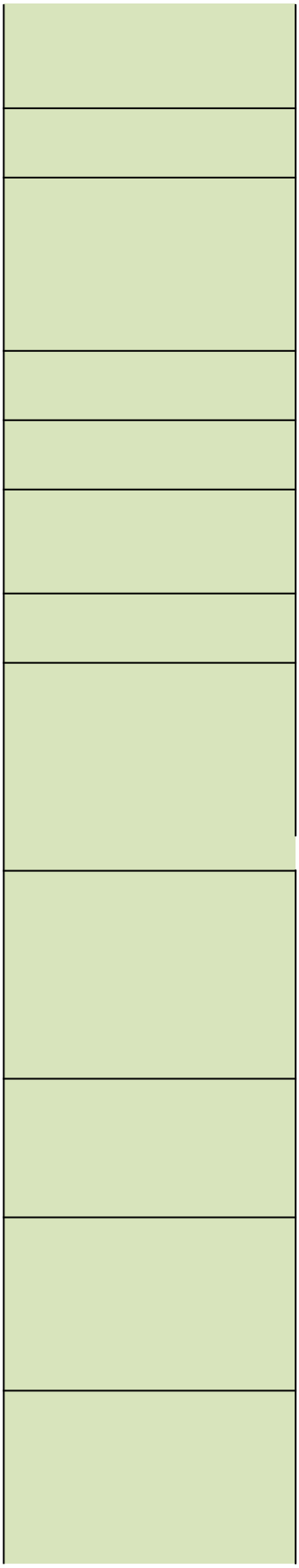
SBD8779Q043		Did the information obtained during your *my* Social Security account visit enable you to accomplish what you wanted to do?
SBD8779Q044		Did you contact Social Security during your online visit?
SBD8779Q045	**A**	How did you contact Social Security?
SBD8779Q046	**B**	How long was your wait to Chat with a representative online?
SBD8779Q047	**C**	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	**B**	Do you plan to view the "Message Center" in the future?
SBD8779Q055		Please select the category that includes your age:

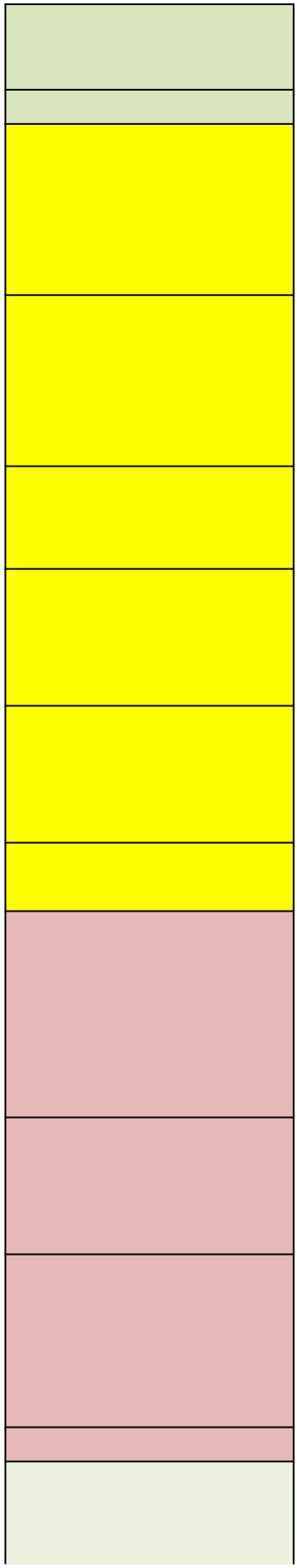
SBD8779Q056		Please enter your 5 digit ZIP Code:
SBD8779Q057		Do you have any suggestions for improving the *my* Social Security registration process?
SBD8779Q058		Do you have any suggestions for improving *my* Social Security's content and features?

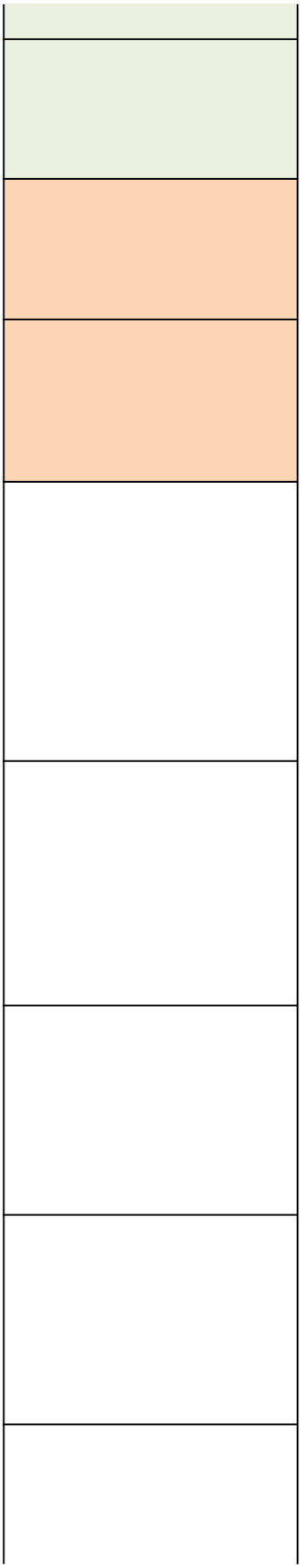
AnswerIDs *(DOT)*

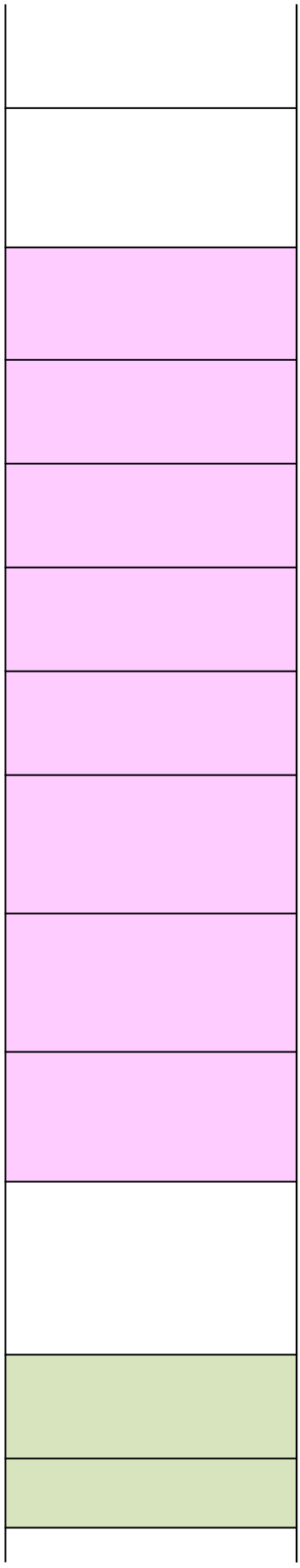


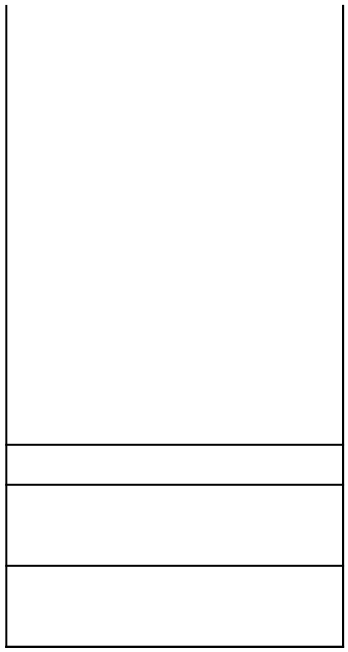












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Very easy

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Don't know
1=Strongly Disagree
2
3

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

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

Yes
No
Yes
No
Don't Know
1=Very Dissatisfied
2=Somewhat dissatisfied
3=Neither satisfied or dissatisfied
4=Somewhat satisfied
5=Very satisfied
Yes
No
Don't Know
Yes
No
Don't Know
Yes
No
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Registered online after prior unsuccessful attempts
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More than 15 but less than 30 minutes
30 minutes or more
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Yes
Partially

No
No
Yes
1=Strongly Disagree
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Strongly Agree=5
1=Strongly Disagree
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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)	Required Y/N	Special Instructions
	Radio button, one up vertical	Y	
	Radio button, one up vertical	Y	
A	check box, one up vertical	Y	Skip Logic Group
B,C,D,E,F,G			
U			
H			
I			
J			
K			
	Radio button, one-up vertical	Y	Skip Logic Group
	text, no char limit	N	Skip Logic Group

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

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

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

T	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 **A** **A,B**	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
C **C** **C**	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
A	Radio button, one-up vertical	Y	Skip Logic Group

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

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

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

CQ Label
Access Frequency - NEW
Create mySSA account
Primary Reason
Ease of access COLA
Improve Online notices

Pay online option
Understand communication delivery preference
Ease of changing communication delivery
Comfortable receiving notices online
Recommend accessing notices online
Freq View Statement
RE eliminated need to call or visit
Estimates easy to understand
RE gave understanding of future earnings

OE_Preferred format
RE format
Agency Need
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
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

OE_Instructions
Security Concerns
OE_Security Concern. OCBO-Cx: Sentiment Analysis
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