

## Questionnaire Management Guidelines

### Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

### Questionnaire Resources:

- 1 [Questionnaire Design and Approval Process](#)
- 2 [Question Grouping Rules](#)
- 3 [OPS vs. Skip Logic Decision for "Other, Please Specify"](#)
- 4 [Foreign Language Survey Instructions](#)



## Trigger Request Form

Client Name
Site URL
Domains/Subdomains

SRA Name
Team Lead / CS Manager
Today's Date
Customer ID (CID)
True Conversion Events
Multi-language
Language (Locales)
Persistent cookie-accept
Persistent cookie-decline
Logo
Pharmaceutical
Current Code
Session Replay
IE9 Upgrade

P	
1	Name
	MID
	Loyalty Factor (LF)
	Sampling Percentage (SP)
	Invite
	Pop what
	Pop when
	Pin
	Include areas/pages
	Special Instructions
	Notes

P	
---	--

### Exclude from Invitation

Do not show a survey invitation

Details
URLs

**Exclude from running code**

Do not run code at all where t

Details

**Customer Passed Parameters**

Do you need Custom Cpps?

Name in Portal

Source

Name from Client

**Invitation and tracker text**

Invitation (now)

Tracker

**Qualifier Text**

Present
<b>Special instructions</b>

Please Mouse Over the Red Triangle

Social Security Administration

[www.ssa.gov](http://www.ssa.gov)[www.SocialSecurity.gov](http://www.SocialSecurity.gov)

Laura Winebarger

Erica Noble

Mar-14

TV7AmpuatC8KshccfhpXDQ==

N/A

N/A

N/A

N/A

On file other SSA measures

n/a

16.1.3.7

N/A

N/A

SSA Diagnostic Survey

TBD

Qualifier page only

qualifer page

[ssa.gov](http://ssa.gov) | [socialsecurity.gov](http://socialsecurity.gov)

on on pages where URL contains the following strings:

Please carry over from old/existing code if necessary.

he following is true. You may use url, variable or cookie.

Please carry over from old/existing code if necessary

(CPPs)

Yes as part of qualifer

Qualifer notes below on qualifer page details

*Thinking about your experience today, were you looking for information on SSA's Main pages or Frequently Asked Questions because you had difficulty using one of Social Security's online services (e.g., online application, Retirement Estimator, creating or accessing you're my Social Security account, appealing a decision online, etc.)?*

Answer: Yes, I had difficulty using one of Social Security's online applications or services. (triggers the new Diagnostic Survey)  
**qtype:difyes**

Answer: No, I did not have any difficulty using one of Social Security's online applications or services. (triggers the new SSA Main Pages/FAQ survey)  
**qtype:difno**

Thinking about your visit today, please tell us whether you had any difficulty finding or using any of the online applications or services offered on the Social Security website. Please check one of the following:

- I had no difficulty using or finding one of Social Security's online applications or services. **(Triggers Main)**
- I had difficulty finding or determining which online application or service to use. **(Triggers Main)**
- I had one or more of the following difficulties: **(Triggers Diagnostic)**
  - Setting up a my Social Security account
  - Accessing a previously created my Social Security account
  - Accessing my Social Security Statement
  - Changing my address
  - Starting or changing direct deposit
  - Requesting a Benefit Verification letter
  - Applying online for benefits (i.e., retirement, disability, Medicare or spouse's)
  - Checking the status of a previously filed online application
  - Using the online appeal process
  - Using the online Retirement Estimator
  - • Obtaining a form SSA-1099 for tax purposes
  - Obtaining a replacement Medicare card
  - Completing an online Representative Payee Report
  - Filing a W-2 form as an employer
- I had another difficulty not listed above. **(Triggers Main)**

---

---

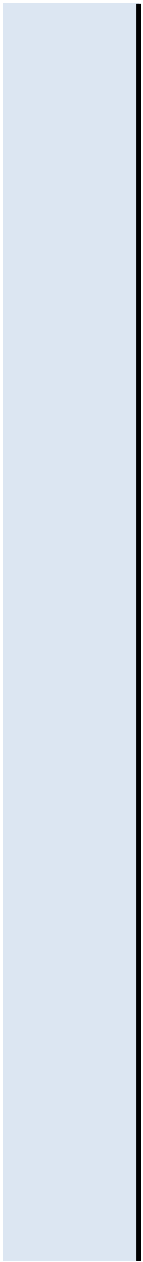
---

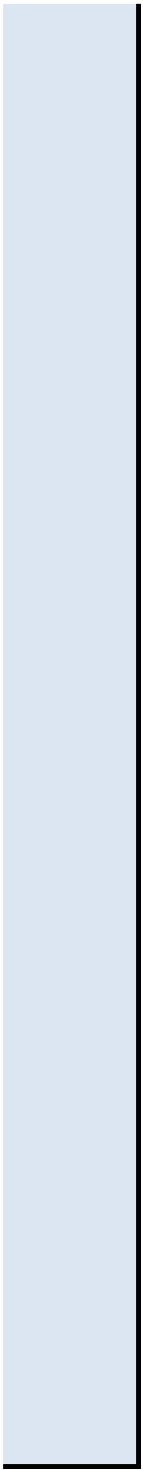
FM-000023; Rev: 4 (1/11/2012) - Trigger Request Form

---



[Wiki](#)







**Model Instance Name:**

SSA Diagnostic Survey

MID: YkcF1R1BkpwZYBUtdFo4IQ4C

Partitioned (Y/N)?

FPI Included (Y/N)?

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.  
Date: 2/10/2014



**SSA Diagnostic Survey**

Model questions utilize the ForeSee CXA methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
1 Plain Language - Clear	<p><b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b></p> <p>Please rate the clarity of the wording on this site.</p>	17 Satisfaction - Overall	<p><b>Satisfaction</b></p> <p>What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	20 Return	<p><b>Return (1=Very Unlikely, 10=Very Likely)</b></p> <p>How likely are you to return to this website?</p>
2 Plain Language - Concise	<p>Please rate how well you understand the wording on this site.</p> <p>Please rate this site on its use of short, clear sentences.</p>	18 Satisfaction - Ideal	<p>How well does this site meet your expectations?</p> <p>How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	21 Use Web Channel Over Others	<p><b>Use Web Channel Over Others</b></p> <p>How likely are you to use this site rather than seek information from other channels (i.e. local field office, call center)?</p>
4 Navigation - Organized	<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b></p> <p>Please rate how well the site is organized.</p>				
5 Navigation - Options	<p>Please rate the options available for navigating this site.</p>				
6 Navigation - Layout	<p>Please rate how well the site layout helps you find what you need.</p>				
7 Navigation - Clicks	<p>Please rate the number of clicks to get where you want on this site.</p>				
8 Site Information - Thoroughness	<p><b>SSA Information (1=Poor, 10=Excellent, Don't Know)</b></p> <p>Please rate the thoroughness of information you viewed on this site today.</p>				
9 Site Information - Understandable	<p>Please rate the quality of information you viewed today.</p>				
10 Site Information - Answers	<p>Please rate how well the information viewed today provided answers to your questions.</p>				
11 Site Performance - Loading	<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b></p> <p>Please rate how quickly pages load on this site.</p>				
12 Site Performance - Consistency	<p>Please rate the consistency of speed from page to page on this site.</p>				
13 Site Performance - Completeness	<p>Please rate how completely the page content loads on this site.</p>				
14 Functionality - Usefulness	<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b></p> <p>Please rate the usefulness of the features provided on this site.</p>				
15 Functionality - Convenient	<p>Please rate the convenient placement of the features on this site.</p>				
16 Functionality - Variety	<p>Please rate the variety of features on this site.</p>				

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	<i>my Social Security</i> account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	1.A,A	Radio button, one-up vertical	Yes	Skip Logic Group*	Difficulty_Single Select
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B				
			Checking the status of my recently filed/completed online application for benefits	C, C1				
			Using the Retirement Estimator	D, D-1				
			Appealing an unfavorable disability decision	E				
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2				

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	<i>my Social Security</i> account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	<del>1, A</del> , A	Radio button, one-up vertical	Yes	Skip Logic Group*	Difficulty_Single Select
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B				
			Checking the status of my recently filed/completed online application for benefits	C, C1				
			Using the Retirement Estimator	D, D-1				
			Appealing an unfavorable disability decision	E				
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2				

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	my Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Difficulty_Single Select
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B					
			Checking the status of my recently filed/completed online application for benefits	C, C1					
			Using the Retirement Estimator	D, D-1					
			Appealing an unfavorable disability decision	E					
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2					



SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	my Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Difficulty_Single Select
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only <u>benefits</u> ; returning to a saved application for benefits, etc.)	B					
			Checking the status of my recently filed/completed online application for benefits	C, C1					
			Using the Retirement Estimator	D, D-1					
			Appealing an unfavorable disability decision	E					
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	my Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Difficulty_Single Sele
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B					
			Checking the status of my recently filed/completed online application for benefits	C, C1					
			Using the Retirement Estimator	D, D-1					
			Appealing an unfavorable disability decision	E					
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	my Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Difficulty_Single Sele
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B					
			Checking the status of my recently filed/completed online application for benefits	C, C1					
			Using the Retirement Estimator	D, D-1					
			Appealing an unfavorable disability decision	E					
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	<i>my</i> Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Difficulty_Single Sele
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B					
			Checking the status of my recently filed/completed online application for benefits	C, C1					
			Using the Retirement Estimator	D, <del>D-1</del>					
			Appealing an unfavorable disability decision	E					
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey 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
MAD0061911		You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with?	My Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Difficulty_Single Sele
			Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B					
			Checking the status of my recently filed/completed online application for benefits	C, C1					
			Using the Retirement Estimator	D					
			Appealing an unfavorable disability decision	E					
			Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	FPI Y?	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
MAD0061911			ated that you had difficulty today using one of Social online services or applications. Which of the online services or applications did you <u>primarily</u> have with?	My Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	fficuity_Single Sele
				Applying online for benefits(e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)	B					
				Checking the status of my recently filed/completed online application for benefits	C, C1					
				Using the Retirement Estimator	D					
				Appealing an unfavorable disability decision	E					
				Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)	F, F1, F2					

Mark Madonna:  
 Because this went from a multi-select Question to a single select question, and brand new question had to be created.

SSA Diagnostic Survey  
MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
Date: 2/10/2014

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	FPI Y?	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
LNH5061Q001			You indicated that you had difficulty today using one of Social Security's online services or applications. Which of the following online services or applications did you <u>primarily</u> have difficulty with? ( <del>Select all that apply</del> )	<del>Creating a new my Social Security account (e.g., creating, accessing/re-entering, or using any of the services contained in my Social Security account)</del>	<del>A, A1</del>	Radio button, one-up vertical	Multiple	Yes	Skip Logic Group*	Difficulty
				<del>Accessing a previously created my Social Security account</del>	<del>A, A1</del>					
				<del>Using one of the services located within your my Social Security account (e.g., online Social Security Statement, Change of Address or Direct Deposit, Check Your Benefits, etc.)</del>	<del>B, B1</del>					
				<del>Looking for an online application or service that was NOT available in your my Social Security account</del>	<del>C, C1</del>					
				<del>Applying online for retirement, spouse's, or Medicare Only benefits (e.g., applying for Social Security retirement, disability, spouse, or Medicare only benefits; returning to a saved application for benefits, etc.)</del>	<del>B, E1, E2</del>					
				<del>Checking the status of my recently filed/completed online application for benefits</del>	<del>C, C1, G1</del>					
				<del>Using the Retirement Estimator</del>	<del>D, D1, D2</del>					
				<del>Applying online for disability benefits</del>	<del>E, E1, E2</del>					
				<del>Returning to a saved online application</del>	<del>E, E1, E2</del>					
				<del>Appealing an unfavorable disability decision</del>	<del>E</del>					
				<del>Using Business Services Online (e.g., employer services, appointed representative payee services, etc.)</del>	<del>F, F1, F2</del>					
				<del>Unable to use an SSA application or online service because of a "system unavailable" message</del>	<del>H</del>					
				<del>Needed some type of online support or personal assistance to complete your online application or service</del>	<del>I, I1</del>					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	FPI Y?	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
LNH5061Q001			You indicated that you had difficulty today using one of Social Security's online services. Which of the following online services or applications did you have difficulty with? (Select all that apply)	Creating a new my Social Security account	A, A1	Checkbox, one-up vertical	Multiple	Yes	Skip Logic Group*	Difficulty
				Accessing a previously created my Social Security account	A, A1					
				Using one of the services located within your my Social Security account (e.g., online Social Security Statement, Change of Address or Direct Deposit, Check Your Benefits, etc.)	B, B1					
				Looking for an online application or service that was NOT available in your my Social Security account	C, C1					
				Using the Retirement Estimator	D, D1, D2					
				Applying online for retirement, <del>disability</del> -spouse's, or Medicare Only benefits	E, E1, E2					
				<del>Applying online for disability benefits</del>	<del>E, E1, E2</del>					
				Returning to a saved online application	E, E1, E2					
				<del>Applying for Extra Help with Medicare Prescription Drug Plan</del>	<del>F, F1</del>					
				Checking the status of my recently filed online application	G, G1					
				Unable to use an SSA application or online service because of a "system unavailable" message	H					
				Needed some type of online support or personal assistance to complete your online application or service	I, I1					
				<del>Obtaining a form SSA-1099 for tax purposes</del>	<del>J</del>					
				<del>Obtaining a replacement Medicare card</del>	<del>K</del>					
				<del>Completing a Representative Payee Report</del>	<del>L</del>					
				<del>Filing a form W-2 online as an employer</del>	<del>M</del>					



SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	FPI Y?	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
LNH5061Q001			You indicated that you had difficulty today using one of Social Security's online services. Which of the following online services or applications did you have difficulty with? (Select all that apply)	Creating a new <i>my</i> Social Security account	A, A1	Checkbox, one-up vertical	Multiple	Yes	Skip Logic Group*	Difficulty
				Accessing a previously created <i>my</i> Social Security account	A, A1					
				Using one of the services located within your <i>my</i> Social Security account (e.g., online Social Security Statement, Change of Address or Direct Deposit, Check Your Benefits, etc.)	B, B1					
				Looking for an online application or service that was NOT available in your <i>my</i> Social Security account	C, C1					
				Using the Retirement Estimator	D, D1, D2					
				Applying online for retirement, disability, spouse's, or Medicare Only benefits	E, E1, E2					
				Returning to a saved online application	E, E1, E2					
				Applying for Extra Help with Medicare Prescription Drug Plan	F, F1					
				Checking the status of my recently filed online application	G, G1					
				Unable to use an SSA application or online service because of a "system unavailable" message	H					
				Needed some type of online support or personal assistance to complete your online application or service	I, I1					
				Obtaining a form SSA-1099 for tax purposes	J					
				Obtaining a replacement Medicare card	K					
				Completing a Representative Payee Report	L					
				Filing a form W-2 online as an employer	M					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	FPI Y?	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
LNH5061Q001			You indicated that you had difficulty today using one of Social Security's online services. Which of the following online services or applications did you have difficulty with? (Select all that apply)	Creating a new <i>my</i> Social Security account	A, A1	Checkbox, one-up vertical	Multiple	Yes	Skip Logic Group*	Difficulty
				Accessing a previously created <i>my</i> Social Security account	A, A1					
				Using one of the services located within your <i>my</i> Social Security account (e.g., online Social Security Statement, Change of Address or Direct Deposit, Check Your Benefits, etc.)	B, B1					
				Looking for an online application or service that was NOT available in your <i>my</i> Social Security account	C, C1					
				Using the Retirement Estimator	D, D1, D2					
				Applying online for retirement, disability, spouse's, or Medicare Only benefits	E, E1, E2					
				Returning to a saved online application	E, E1, E2					
				Applying for Extra Help with Medicare Prescription Drug Plan	F, F1					
				Checking the status of my recently filed online application	G, G1					
				Unable to use an SSA application or online service because of a "system unavailable" message	H					
				Needed some type of online support or personal assistance to complete your online application or service	I, I1					
				Obtaining a form SSA-1099 for tax purposes	J					
				Obtaining a replacement Medicare card	K					
				Completing a Representative Payee Report	L					
				Filing a form W-2 online as an employer	M					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	FPI Y?	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
LNH5061Q001			You indicated that you had difficulty today using one of Social Security's online services. Which of the following online services or applications did you have difficulty with? (Select all that apply)	Creating a new <i>my</i> Social Security account	A, A1	Checkbox, one-up vertical	Multiple	Yes	Skip Logic Group*	Difficulty
				Accessing a previously created <i>my</i> Social Security account	A, A1					
				Using one of the services located within your <i>my</i> Social Security account (e.g., online Social Security Statement, Change of Address or Direct Deposit, Check Your Benefits, etc.)	B, B1					
				Looking for an online application or service that was NOT available in your <i>my</i> Social Security account	C, C1					
				Using the Retirement Estimator	D, D1, D2					
				Applying online for retirement, disability, spouse's, or Medicare Only benefits	E, E1, E2					
				Returning to a saved online application	E, E1, E2					
				Applying for Extra Help with Medicare Prescription Drug Plan	F, F1, F2					
				<del>Applying for Disability benefits</del>	<del>D, D1, D2</del>					
				<del>Applying for Medicare benefits</del>	<del>D, D1, D2</del>					
				<del>Applying for retirement benefits</del>	<del>D, D1, D2</del>					
				<del>Applying for spouse's benefits</del>	<del>D, D1, D2</del>					
				Checking the status of my <u>recently filed online</u> application	G, G1					
				Unable to use an SSA application or online service because of a "system unavailable" message	H					
				Needed some type of online support or personal assistance to complete your online application or service	I, I1					
				Obtaining a form SSA-1099 for tax purposes	J					
				Obtaining a replacement Medicare card	K					
				Completing a Representative Payee Report	L					
				Filing a form W-2 online as an employer	M					

SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 2/10/2014

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	FPI Y?	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
LNH5061Q001			You indicated that you had difficulty today using one of Social Security's online services. Which of the following online services or applications did you have difficulty with? (Select all that apply)	Creating a new <i>my</i> Social Security account	A, A1	Checkbox, one-up vertical	Single	Yes	Skip Logic Group*	Difficulty
				Accessing a previously created <i>my</i> Social Security account	B, B1					
				Using one of the services located within your <i>my</i> Social Security account (e.g., online Social Security Statement, Change of Address or Direct Deposit, Check Your Benefits, etc.)	C, C1, C2					
				Using the Retirement Estimator	D, D1, D2					
				Applying for Extra Help with Medicare Prescription Drug Plan	D, D1, D2					
				Applying for Disability benefits	D, D1, D2					
				Applying for Medicare benefits	D, D1, D2					
				Applying for retirement benefits	D, D1, D2					
				Applying for spouse's benefits	D, D1, D2					
				Checking the status of my application	E, E1					

#REF!  
 SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4IQ4C  
 Date: 3/1/2008

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

SSA Diagnostic Survey 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
		What country do you live in?	Afghanistan Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas Bahrain Bangladesh Barbados Belarus Belgium Belize Benin		Drop down, select one	Single	Y		COUNTRY

#REF!  
 SSA Diagnostic Survey  
 MID: YkcF1R1BkpwZYBUtdFo4lQ4C  
 Date: 3/1/2008

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

SSA Diagnostic Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
		What region do you live in?	Asia		Drop down, select one	Single



Required Y/N	Special Instructions
Y	

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



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	Special Instructions	CQ Label
		Which of the following phrases would you use to <b>describe your experience</b> with this website? (Select all that apply)	Provides enjoyment	A	Checkbox, one-up vertical	Multi	No	Skip Logic Group	CME - Phrase
			Makes me happier					Randomize	
			Inspires my life						
			Challenges my thinking						
			Part of my routine						
			Visited daily						
			Helps me make better decisions						
			Improves my life						
			Makes me a better person						
			Makes me closer to my community						
			Provides viewpoints from others						
			Gives opportunity to comment						
			Lets me interact with others						
			Provides a social outlet for me						
		Keeps me informed							
		Enables discussions with others							
		Other, please specify		Anchor Answer Choice					
	A	Please provide any other phrases you would use to describe your experience with this website.			Text area, no char limit		No	Skip Logic Group	OE_CME Phrase
		In the following section, please consider the <b>personal meaning</b> of _____ with this brand's website.			Text area, no char limit	Single	N		CME - Meaning
		In the space below, please <b>describe HOW YOU USE</b> the information you get, or the experience you have, with this website.			Text area, no char limit	Single	N		CME - Use
		In the space below, please <b>describe the most MEMORABLE MOMENT</b> you have had with this website.			Text area, no char limit	Single	N		CME - Memorable

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 the CQ LABELS

deneen.davis:  
 DO NOT USE. THESE QUESTIONS WERE  
 FROM PHASE I



Social Media

Please use the following guidelines:

- DO NOT MODIFY THE WORDING of the ANSWER CHOICES IN GREEN
- DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES IN GREEN
- DO NOT CHANGE ORDER OF ANSWER CHOICES IN GREEN, if you would like answer choice order changed, please request randomization
- DO NOT ADD/DELETE more than 2 ANSWER CHOICES IN PINK without speaking with a DOT person
- DO NOT change the CQ LABELS

FOR MORE INFO ON RULES: [https://myfsr.foreseeresults.com/clients/SIR%20Documents/SIR%20Templates%20\(Internal%20Use%20Only\)/Social%20Value%20Materials/Social%20Value%20Questions\\_TIP%20SHEET.docx](https://myfsr.foreseeresults.com/clients/SIR%20Documents/SIR%20Templates%20(Internal%20Use%20Only)/Social%20Value%20Materials/Social%20Value%20Questions_TIP%20SHEET.docx)

To help clients distinguish which Social Media sites respondents are hearing about them on either include the follow-up open-ended question or the close ended question (below with a blue background). Please feel free to eliminate/add any of the answer choices in the close ended question to meet your clients request.

QUESTION LIST						
Question	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Found on a social network		Drop down, select one	Single	Y	Rank Group	SV - Rank 1
<b>UPDATES (4/16):</b> - New answer choice added: Online Pinboard (Pinterest) - 'MySpace' removed from: Advertising on social networks (Facebook, Twitter)						
TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other					Anchor Answer Choice Anchor Answer Choice	
<b>Rank 2 (Optional)</b> Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, Twitter) Message directly from the company on a social network Online Pinboard (Pinterest) Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the company Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other		Drop down, select one	Single	N	Rank Group Adjust Template/Style Sheet Randomize	SV - Rank 2
<b>Rank 3 (Optional)</b> Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, Twitter) Message directly from the company on a social network Online Pinboard (Pinterest) Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the company Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other		Drop down, select one	Single	N	Rank Group Adjust Template/Style Sheet Randomize	SV - Rank 3

Questions Below Are Optional, They Are Not Used In The Social Media Value Calculation.

		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)				N		SV - Other Social Network
		If you heard about this website from a social network, please select which social network it was.	Delicious Digg Facebook Google+ Groupon LinkedIn LivingSocial MySpace reddit StumbleUpon Twitter YouTube Other, please specify				Text area, no char limit Radio button, one-up vertical Randomize Anchor Answer Choice	SV - Social Network
	A	If you heard about this website from a social network, please specify the site.		A			Text field, <100 char	SV - Other Social Network

