Model Instance Name: SSA Disability v2 MID: 451pZNUxEwhdwdY1JBg4EA4C

Partitioned No

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: 6/12/2013

Element rotation scheme has been added

33A DISAUIILY VZ	
Model questions utilize the ACSI methodology to determine scores and	d impacts

MQ Label	ELEMENTS (drivers of satisfaction)		MQ Label	CUSTOMER SATISFACTION		MQ Labe
	Site Information (1=Poor, 10=Excellent, Don't Know)		mQ Lubei	Satisfaction		mQ Lube
Site Information - Thoroughnes	Please rate the thoroughness of information provided in this application.	14 S O	atisfaction - verall	What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	17	Recomme
SiteInformati on - Understanda ble	Please rate how understandable this application's information is.			How well does this application meet your expectations ? (1=Falls Short, 10=Exceeds)		
SiteInformati on - Answers	Please rate how well the application's information provides answers to your questions.		atisfaction - leal	How does this application compare to your idea of an ideal application ? (1=Not Very Close, 10=Very Close)		Use Other Online Services
	Site Performance (1=Poor, 10=Excellent, Don't Know)					
Consistency	Please rate how quickly pages load in this application.					
Site Performance - Erroleann.ha Need labe	Please rate the consistency of speed from page to page in this					
	ability to load pages without getting error messages in this application.					
	Navigation (1=Poor, 10=Excellent, Don't Know)					
Navigation - Organized	Please rate how well the application is organized.					
Navigation	Please rate the options available for navigating this application.	1				
	Please rate how well the application layout helps you find what you are looking for.					
Navigation -	Please rate the number of clicks to get where you want in this application.					
	Plain Language (1=Poor, 10=Excellent, Don't Know)					
Clear	Please rate the clarity of the wording in this application.					
Plain Language - Understanda ble	Please rate how well you understand the wording in this application.					
Plain Language - Concise	Please rate this application on its use of short, clear sentences.					

FUTURE BEHAVIORS	FPI Y?
Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this application to someone else?	
Use Other Online Services (1=Very Unlikely, 10=Very Likely)	
How likely are you to use other Social Security online services?	

Model Instance Name: SSA Disability v2
MID: 451pZNUxEwhdwdY1JBg4EA4C
Partitioned No

Date:		6/12/2013			
	Skip Logic		Answer Choices		Required
QID	Label	Question Text	(limited to 50 characters)	Skip To	Y/N
CAS0045268		Are you applying online for yourself or are you helping someone else?	Myself	Α	Y
		Someone eise?	Helping a Spouse/Relative/Friend		
			Professional Helping a Client		
3UC0266068	A	Were you able to create or log in to your mySSA	Other		Y
000200000	^	account?	Yes		
			No Don't know	В	
BUC0266088	В	Why were you not able to create or log in to your	Don't know		Y
100020000	-	mySSA account?	Did not have required information to create account		·
			Could not remember my password Other	BB	
			Don't know	DD	
3UC0266069	BB	Please describe why you were not able to create or log			N
CAS0045269		in to your mySSA account. How did you learn about the Social Security online	Official Social Security website (www.ssa.gov)		Y
JA30043209		disability application? (Select all that apply)	Official Social Security Website (www.ssa.gov)		'
			Online social media (Facebook, Twitter, etc.)		
			A general web search (e.g., Google, Bing, etc.) Traditional media (TV, radio, newspaper, etc.)		
			Social Security Statement		
			Social Security publication	_	
			Social Security employee Relative or friend	Α	
			Doctor, social worker, attorney, or other professional		
			I saw the link while I was checking my online statements		
24 000 45 27 2		Disease anguify becomes learned about this police	Other, please specify	В	NI NI
CAS0045272	В	Please specify how you learned about this online disability application.			N
RUS0250217		Before visiting SSA.gov did you first try to accomplish	Calling Social Socurity's 1 900 number		Y
	1	your task in any of the following ways?	Calling Social Security's 1-800 number Visiting my local Social Security office	1	
	1		Calling my local Social Security office	1	
]		No, I visited SSA.gov first		
CAS0045273		Did you use any of the following to prepare to apply	Not sure I used the Disability Benefits Checklist	Α	Y
JA30043213		online? (Select all that apply.)	i used the disability benefits checklist	^	'
			I watched the instructional video	С	
			I used other information on the Social Security website to prepare	D	
			I used another resource to prepare to apply online	E	
			I did not use any resources to prepare to apply online		
CAS0045274	А	How helpful did you find the Disability Benefits	Very helpful		Υ
		Checklist?	O-manifest hall-fel		
			Somewhat helpful Not at all helpful		
CAS0045276	С	How helpful did you find the instructional video?	Very helpful		Υ
			Somewhat helpful		
CAS0045277	D	How helpful did you find the other information on the	Not at all helpful Very helpful		Y
JA30043211		Social Security website?	Very neipidi		'
			Somewhat helpful		
CAS0045278	E	Please describe what other resource(s) you used to	Not at all helpful		N
		prepare to apply online?			
RUS0199339		Did you apply for SSI (Supplemental Security Income) today along with disability?	Yes	A	Y
		today atong war disasiny.	No, I applied only for disability	В	
DUC0100241		Are you carry that additional information may be	Not sure		
RUS0199341	A	Are you aware that additional information may be required to determine your eligibility for SSI	Yes		Y
		(Supplemental Security Income)?			
RUS0199342	В	Do you intend to apply for SSI (Supplemental Security	No Yes		Y
(030199342	_ B	Income) in the future?	165		
			No .		
RUS0199364		Did the site clearly describe what you wanted to know	Not sure Yes		Y
		about SSI (Supplemental Security Income)?			
			No Not sure/Was not looking for SSI information	С	
RUS0199365	С	Please describe what was not clear.	INVOLOUIS INCLIDENTING TOL SOLITION INCLIDENT		
			Charles and the state of the st		
CAS0047708		Did you start a new online disability application today or did you return to a saved application?	Started a new application		Y
			Returned to work on a saved application	R1	
STE0123750	R1	Were you able to access your previously saved online application with your Reentry number?	Yes, I was able to use the Reentry number that was provided to me	R0	Y
		application with your receiting number?	No, I was not able to use the Reentry number that was provided	R2	
			to me No, I did not have my Reentry number	D2 D2	
3UC0266089	R0	Were you aware you could find your re-entry number in		R2,R3	Y
		mySSA "Your Benefit Applications"?			
		Do you have a mySSA account?	No Yes		Y
SI ICUSEEUOU	Do		163		, i
BUC0266090	R3	bo you have a my son account:			
BUC0266090	R3	bo you have a myssa account:	No Death leave		
			Don't know		
	R3	If you were not able to access your saved application, did you create a new application?	Don't know Yes		Y
STE0123734		If you were not able to access your saved application, did you create a new application?	Don't know Yes No		
STE0123734		If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability	Don't know Yes		Y
STE0123734		If you were not able to access your saved application, did you create a new application?	Don't know Yes No Yes No, I plan to complete and submit later	A	
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today?	Don't know Yes No Yes No, I plan to complete and submit later No, I do not plan to complete and submit the online application	A	Y
STE0123734 CAS0047725		If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online	Don't know Yes No Yes No, I plan to complete and submit later		
BUC0266090 STE0123734 CAS0047725 CAS0047730	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today?	Don't know Yes No Yes No, I plan to complete and submit later No, I do not plan to complete and submit the online application I didn't have information I needed like names, addresses, or dates I didn't understand what the questions meant or how to answer		Y
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online	Don't know Yes No Yes No, I plan to complete and submit later No, I do not plan to complete and submit the online application I didn't have information I needed like names, addresses, or dates		Y

			I had a limited amount of time/family demands that kept me from working on it for very long		
			I had technical problems like an error message or a mistake I		
			couldn't fix There are too many questions		
			It takes too long to fill out		
			It's too complicated to complete without help		
			None of the above		
CAS0047731	AA	Please tell us why you did not complete and submit	Other, please specify	AA	N
CA30041131		your online disability application today.			IN
RUS0250218		Do you plan to do any of the following as a next step?	Call Social Security's 1-800 number		Υ
	+		Visit my local Social Security office		
			Call my local Social Security office		
			Other (please specify)	В	
RUS0250219 CAS0047732	В	What do you plan to do next? So far, how long have you worked on this disability	Up to 30 minutes		Y
CA30041132		online application?	op to 30 minutes		ī
			More than 30 minutes up to 1 hour		
			More than 1 hour up to 2 hours		
			More than 2 hours up to 3 hours More than 3 hours up to 4 hours		
			More than 4 hours		
CAS0047733		How many times did you work on your online disability	One Time		Υ
		application?	Two Times		
			Three Times		
			Four Times		
2 1 222 1====			Five or More Times		
CAS0047709		How did you locate the online disability application today?	I used the Online Services link on the Social Security homepage		Υ
		itoday :	I followed a link from somewhere else on the Social Security		
			website		
			I used Social Security's online search I used a search engine (i.e. Google, Bing, etc.) to locate the online		
			application		
			I had bookmarked the site		
CAS0047686		Disease describe however our carried at this police dischills	Other, please specify	Α	NI NI
CAS0047686	A	Please describe how you arrived at this online disability application today.			N
CAS0047734		How easy was it for you to find the link to apply for	Very easy		Υ
		Disability online?	Somewhat easy		
			Somewhat hard	Α	
			Very hard	A	
CAS0047735	Α	Please tell us why it was hard to locate the link to apply	I could not find where to start a new online application		Υ
		for disability online. (Select all that apply.)	The "Apply for Benefits" was not clear to me		
			Not clear where to go to return to my previously saved application		
			I could not find the correct link to select The link(s) did not work on the Social Security website		
			The information did not seem to be organized in a logical manner		
			I used the search feature but the results didn't seem to apply		
			I tried to find the application using the FAQs links Other, please specify	AA	
CAS0047736	AA	Please explain the reason why it was hard for you to	Other, please speemy	747	N
DI 10040000		find the online application. Once you found the application, did you have any			
RUS0199366		difficulties completing it? (Select all that apply.)	I did not have any difficulties		Y
		эт (
			Forms/questions were difficult to understand		
			Needed more room on form to include my information Other, please specify	AB	
RUS0199367	AB	Please describe your difficulty.			N
CAS0045279		Why did you choose to apply online? (Select all that	I prefer to use online services as much as possible		Y
		apply.)	I learned about applying online while visiting Social Security's		
			website		
			A Social Security employee recommended that I apply online		
			I can't get to my local Social Security Office A friend or relative recommended that I apply online		
			I knew that if I had a question or problem applying online, I could		
			still get help from Social Security		
			I am filing on behalf of another person I did not want to go to a local Social Security office		
			I did not want to go to a local Social Security office		
			Other, please specify	Α	
CAS0045253	Α	Please specify why you choose to apply online	NA		N
CAS0045254		What is your current marital status?	Married		N
			Significant Other/Partner		
			Separated		
			Divorced Widowed		
			Never Married/Single		
			Prefer not to answer		
			Other, please specify	Α	
CAS0045255 RUS0228686	A	Other marital status	Under 18		N Y
11030220080	+	What is your age?	18 - 29		
		<u> </u>	30 - 39		
			40 - 49		
		-	50 - 59		
	1	<u> </u>	60 - 69 70 or older		
			Prefer not to answer		-
CAS0047685		Do you have any suggestions for improving Social			N
		Security's online disability application?			

	Special	
Type (select from list) Drop down select one	Instructions	Labels Applying for
Radio button, one-up vertical	Skip Logic Group	Create or log into mySSA
Radio button, one-up vertical	Skip Logic Group	Why not log in mySSA
Text area, no char limit	Skip Logic Group	OE_Why not log in mySSA
Check box vertical one up	Skip Logic	Learn about App
Text box, no char limit	Skip Logic	OPS_learned of app
Checkbox, one up vertical		First try
check box one up vertical	Skip Logic	Prepare for App
Dran dayın salast ana	Mutually Exclusive	Rate Statement
Drop down select one	Skip Logic	Rate Statement
Drop down select one	Skip Logic	Rate Video
Brop down colect one	Citip Logic	Trate vides
Drop down select one	Skip Logic	Rate Other Info on Website
Text field, no char limit	Skip Logic	OPS Prepare for App
Radio button, one-up vertical	Skip Logic	SSI Apply Today
Radio button, one-up vertical	Skip logic	SSI Criteria Aware
Radio button, one-up vertical	Skip logic	SSI Apply Future
radio buttori, one up vortical	Chap logic	
Radio button, one-up vertical	Skip Logic	Clearly describe SSI
Text field, no char limit		OE_Not clear about SSI
Radio button, one-up vertical	Skip Logic	App Status
Radio button, one-up vertical	Skip Logic	Access Saved App
. tadio battori, orie-up verilical	Skip Logic	7.00033 Suveu App
Radio button, one-up vertical	Skip logic	Reentry number aware
Radio button, one-up vertical	Skip logic	Have mySSA account
Radio button, one-up vertical	Skip Logic	Create New App
Padio button, one un vertical	Skip Logic	Complete App
Radio button, one-up vertical	SKIP LUGIC	Complete App
check box one up vertical	Skip Logic	Not Complete App
Shoot box one up vertical	Chilp Edgic	Tot Complete App

Text field, no char limit Radio button, one up veritical Skip Logic Group Text area, no char limit Radio button select one Skip Logic Group Find App Find App Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Myhy Online Text field, no char limit Radio button, one-up vertical Skip Logic Group OPS Hard to Find Why Online Text field, no char limit Radio button, one-up vertical Skip Logic Group OPS Group OPS Marital Status Age Text Area – no character limit OE_Improvement			
Radio button, one up veritical Text area, no char limit Radio button select one Radio button Skip Logic Group Radio, one-up Skip Logic Group Find App Find App Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Age Text field, no char limit Check box one up vertical Age			
Radio button, one up veritical Text area, no char limit Radio button select one Radio button Skip Logic Find App Radio, one-up Skip Logic Group Find App Find App Text field, no char limit check box one up vertical Skip Logic Mity hard to find Difficulties Difficulties Mity Dolline Text field, no char limit check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Radio button, one-up vertical CPS Group Text field, no char limit App Text field, no char limit Radio button, one-up vertical CPS Group OPS Marital Status App			
Radio button, one up veritical Text area, no char limit Radio button select one Radio button Skip Logic Find App Radio, one-up Skip Logic Group Find App Find App Text field, no char limit check box one up vertical Skip Logic Mity hard to find Difficulties Difficulties Mity Dolline Text field, no char limit check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Radio button, one-up vertical CPS Group Text field, no char limit App Text field, no char limit Radio button, one-up vertical CPS Group OPS Marital Status App			
Radio button, one up veritical Text area, no char limit Radio button select one Radio button Skip Logic Find App Radio, one-up Skip Logic Group Find App Find App Text field, no char limit check box one up vertical Skip Logic Mity hard to find Difficulties Difficulties Mity Dolline Text field, no char limit check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Radio button, one-up vertical CPS Group Text field, no char limit App Text field, no char limit Radio button, one-up vertical CPS Group OPS Marital Status App			
Radio button, one up veritical Text area, no char limit Radio button select one Radio button Skip Logic Find App Radio, one-up Skip Logic Group Find App Find App Text field, no char limit check box one up vertical Skip Logic Mity hard to find Difficulties Difficulties Mity Dolline Text field, no char limit check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic CPS Hard to Find Why Online Text field, no char limit Radio button, one-up vertical CPS Group Text field, no char limit App Text field, no char limit Radio button, one-up vertical CPS Group OPS Marital Status App			
Text field, no char limit Check box one up vertical OPS Group OPS Marital Status OPS Marital Status	Text field, no char limit	Skip Logic	OPS Why Not Complete today
Radio button select one Radio button Skip Logic Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit OPS Group OPS Why Online Text field, <100 char Radio button, one-up vertical OPS Group OPS Marital Status Age	Radio button, one up veritical	Skip Logic Group	Do next
Radio button select one Radio button Skip Logic Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit OPS Group OPS Why Online Text field, <100 char Radio button, one-up vertical OPS Group OPS Marital Status Age			
Radio button select one Radio button select one Radio button select one Radio button Radio button Skip Logic Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic OPS Group Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic OPS Group OPS Why Online Text field, <100 char Radio button, one-up vertical OPS Group OPS Marital Status Age			
Radio button select one Radio Button Skip Logic Arrive at App Text field, no char limit Check box one up vertical Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Skip Logic OPS Hard to Find Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Text field, no char limit OPS Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group OPS Marital Status Age	Text area, no char limit	Skip Logic Group	
Radio Button Skip Logic Arrive at App Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	Radio button select one		Time Spent
Radio Button Skip Logic Arrive at App Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Radio Button Skip Logic Arrive at App Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Radio Button Skip Logic Arrive at App Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Skip Logic OPS Hard to Find Difficulties Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	Radio button select one		Number of times
Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Skip Logic OPS Hard to Find Difficulties Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Skip Logic OPS Hard to Find Difficulties Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	Radio Button	Skip Loaic	Arrive at App
Radio, one-up Skip Logic Group Find App Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Why Online Text field, no char limit Check box one up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age		1 5.4	
Radio, one-up Skip Logic Group Find App Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Radio, one-up Skip Logic Group Find App Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Radio, one-up Skip Logic Group Find App Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Radio, one-up Skip Logic Group Find App Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Why Online Text field, no char limit Check box one up vertical Skip Logic OPS Hard to Find Why Online Text field, no char limit OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	Text field, no ober limit	Skin Logio Crous	OPS Arrivo et opp
Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Text field, no char limit Check box one up vertical Skip Logic Mutually Exclusive, Text field, no char limit Check box one up vertical Skip Logic Check box one up vertical Skip Logic Why Online Text field, no char limit Radio button, one-up vertical OPS Group Text field, <100 char Age Text field, <100 char Age			
Text field, no char limit check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	Radio, one-up	Skip Logic Group	Find App
Text field, no char limit check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Text field, no char limit check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	shook how one up vertical	Ckin Logio	Why hard to find
Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	check box one up vertical	Skip Logic	why hard to lind
Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Check box one up vertical Skip Logic Mutually Exclusive. Text field, no char limit Check box one up vertical Text field, no char limit Skip Logic OPS Hard to Find Why Online Text field, no char limit Skip Logic Group OPS Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	Toyt field, no ober limit	Ckin Logio	ODS Hard to Find
Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit Skip Logic Why Online Text field, no char limit Skip Logic Group OPS Why Online Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Text field, no char limit check box one up vertical Skip Logic Why Online Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age	check box one up vertical	Mutually	Difficulties
Text field, no char limit Skip Logic Group OPS Why Online Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age		Exclusive,	
Text field, no char limit Skip Logic Group OPS Why Online Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Text field, no char limit Radio button, one-up vertical OPS Group Marital Status Text field, <100 char Radio Button, One Up Vertical Age			
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age	check box one up vertical	Skip Logic	Why Online
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age			
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age			
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age			
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age			
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age			
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age			
Radio button, one-up vertical OPS Group Marital Status Text field, <100 char OPS Group OPS Marital Status Radio Button, One Up Vertical Age			
Radio Button, One Up Vertical Age	Radio button, one-up vertical	OPS Group	Marital Status
Radio Button, One Up Vertical Age			
Radio Button, One Up Vertical Age			
Radio Button, One Up Vertical Age			
Radio Button, One Up Vertical Age			
Radio Button, One Up Vertical Age	Text field, <100 char		
Text Area – no character limit OE_Improvement	Radio Button, One Up Vertical		
Text Area – no character limit OE_Improvement			
Text Area – no character limit OE_Improvement			
Text Area – no character limit OE_Improvement			
Text Area – no character limit OE_Improvement			
	Text Area – no character limit		OE_Improvement

Model Instance N	lame:	SSA Disability v2
MID:		451pZNUxEwhdwdY1JBg4EA4C
Partitioned No		
Date:		6/12/2013
	Skip	
QID	Logic Label	Question Text
CAS0045268	Lasci	Are you applying online for yourself or are you helping
		someone else?
	Α	Were you able to create or log in to your mySSA account?
	В	Why were you not able to create or log in to your mySSA account?
	BB	Please describe why you were not able to create or log in to your mySSA account.
CAS0045269		How did you learn about the Social Security online disability application? (Select all that apply)
CAS0045272	В	Please specify how you learned about this online disability application.
RUS0250217		Before visiting SSA.gov did you first try to accomplish your task in any of the following ways?
CAS0045273		Did you use any of the following to prepare to apply online? (Select all that apply.)
		(

CAS0045274	Α	How helpful did you find the Disability Benefits
0/100040214	, ,	Checklist?
CAS0045275	B	How helpful did you find the Disability Starter Kit?
0.4.000.45070		
CAS0045276	С	How helpful did you find the instructional video?
CAS0045277	D	How helpful did you find the other information on the
CA30043211		Social Security website?
CAS0045278	E	Please describe what other resource(s) you used to
RUS0199339		prepare to apply online?
K020199339		Did you apply for SSI (Supplemental Security Income) today along with disability?
		today along wan aloability.
RUS0199341	Α	Are you aware that additional information may be
		required to determine your eligibility for SSI
		(Supplemental Security Income)?
RUS0199342	В	Do you intend to apply for SSI (Supplemental Security
11000100012		Income) in the future?
RUS0199364		Did the site clearly describe what you wanted to know
		about SSI (Supplemental Security Income)?
RUS0199365	С	Please describe what was not clear.
		Todos doscribo wrat was not sloair
CAS0047708		Did you start a new online disability application today
		or did you return to a saved application?
STE0123750	R1	Were you able to access your previously saved online
3120123730	KI	application with your Reentry number?
	R0	Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?
		Tour benefit Applications?
	R3	Do you have a mySSA account?

R2	If you were not able to access your saved application, did you create a new application?
	Did you complete and submit your online disability application today?
A	If you did not complete and submit your online disability application today, please tell us why.
AA	Please tell us why you did not complete and submit your online disability application today.
	Do you plan to do any of the following as a next step?
В	What do you plan to do next?
	So far, how long have you worked on this disability online application?
	How many times did you work on your online disability application?
	How did you locate the online disability application today?
	A

CAS0047686	А	Please describe how you arrived at this online disability application today.
CAS0047734		How easy was it for you to find the link to apply for Disability online?
CAS0047735	Α	Please tell us why it was hard to locate the link to apply
		for disability online. (Select all that apply.)
0.1.000.1==00		
CAS0047736	AA	Please explain the reason why it was hard for you to find the online application.
RUS0199366		Once you found the application, did you have any difficulties completing it? (Select all that apply.)
RUS0199367	AB	Please describe your difficulty.
CAS0045279		Why did you choose to apply online? (Select all that apply.)
CAC004E3E3	۸	Please specify why you should to apply opling
CAS0045253 CAS0045254	A	Please specify why you choose to apply online What is your current marital status?
		That is your our or marital states.

CAS0045255	Α	Other marital status
RUS0228686		What is your age?
CAS0047685		Do you have any suggestions for improving Social Security's online disability application?

Anguar IDa (DOT ONI)
Answer IDs (DOT ONLY)

Answer Choices (limited to 50 characters)

Myself

Helping a Spouse/Relative/Friend

Professional Helping a Client

Other

Yes

No

Don't know

Did not have required information to create account

Could not remember my password

Other

Don't know

Official Social Security website (www.ssa.gov)

Online social media (Facebook, Twitter, etc.)

A general web search (e.g., Google, Bing, etc.)

Traditional media (TV, radio, newspaper, etc.)

Social Security Statement

Social Security publication

Social Security employee

Relative or friend

Doctor, social worker, attorney, or other professional

I saw the link while I was checking my online statements

Other, please specify

Calling Social Security's 1-800 number

Visiting my local Social Security office

Calling my local Social Security office

No, I visited SSA.gov first

Not sure

I used the Disability Benefits Checklist

I used the Disability Starter Kit

I watched the instructional video

I used other information on the Social Security website to prepare

I used another resource to prepare to apply online

I did not use any resources to prepare to apply online
Very helpful
Somewhat helpful
Not at all helpful
Very helpful
Somewhat helpful
Not at all helpful
Very helpful
Somewhat helpful
Not at all helpful
Very helpful
Somewhat helpful
Not at all helpful
Yes
No, I applied only for disability
Not sure
Yes
No
Yes
No
Not sure
Yes
No
Not sure/Was not looking for SSI information
Started a new application
Returned to work on a saved application
Yes, I was able to use the Reentry number that was provided to me
No, I was not able to use the Reentry number that was provided
to me
No, I did not have my Reentry number
Yes
No
Yes
No
Don't know

Yes No Yes No, I plan to complete and submit later No, I do not plan to complete and submit the online application I didn't have information I needed like names, addresses, or dates I didn't understand what the questions meant or how to answer I needed to view my Social Security Statement and/or verify that my earnings record is correct My disabling condition prevents me from working with a computer for long periods I had a limited amount of time/family demands that kept me from working on it for very long I had technical problems like an error message or a mistake I couldn't fix There are too many questions It takes too long to fill out It's too complicated to complete without help None of the above Other, please specify Call Social Security's 1-800 number Visit my local Social Security office Call my local Social Security office Other (please specify) Up to 30 minutes More than 30 minutes up to 1 hour More than 1 hour up to 2 hours More than 2 hours up to 3 hours More than 3 hours up to 4 hours More than 4 hours One Time Two Times Three Times Four Times Five or More Times I used the Online Services link on the Social Security homepage I followed a link from somewhere else on the Social Security website I used Social Security's online search I used a search engine (i.e. Google, Bing, etc.) to locate the online application

I had bookmarked the site
Other, please specify
Very easy
Somewhat easy
Somewhat hard
Very hard
I could not find where to start a new online application
The "Apply for Benefits" was not clear to me
Not clear where to go to return to my previously saved application
I could not find the correct link to select
The link(s) did not work on the Social Security website
The information did not seem to be organized in a logical manner
I used the search feature but the results didn't seem to apply
I tried to find the application using the FAQs links
Other, please specify
I did not have any difficulties
Forms/questions were difficult to understand
Needed more room on form to include my information
Other, please specify
I prefer to use online services as much as possible
I learned about applying online while visiting Social Security's website
A Social Security employee recommended that I apply online
I can't get to my local Social Security Office
A friend or relative recommended that I apply online
I knew that if I had a question or problem applying online, I could
still get help from Social Security
I am filing on behalf of another person
I did not want to go to a local Social Security office
I did not want to apply over the phone
Other, please specify
Married
Significant Other/Partner
Separated
Divorced
Widowed
Never Married/Single

Prefer not to answer
Other, please specify
Under 18
18 - 29
30 - 39
40 - 49
50 - 59
60 - 69
70 or older
Prefer not to answer

Skip To	Type (select from list)	Requir ed Y/N	Special Instructions
A	Drop down select one	Υ	
	•		
	Radio button, one-up vertical	Υ	Skip Logic Group
В			
	Radio button, one-up vertical	Υ	Skip Logic Group
BB			
	Text area, no char limit	N	Skip Logic Group
	Check box vertical one up	Υ	Skip Logic
Α			
В			
	Text box, no char limit	N	Skip Logic
	Checkbox, one up vertical	Y	
Α	check box one up vertical	Y	Skip Logic
В			
С			
D			
E			

	Drop down select one	Y	Mutually Exclusive Skip Logic
	,		, 3
	Drop down select one	¥	Skip Logic
	Drop down select one	Y	Skip Logic
	Drop down select one	Y	Skip Logic
	Text field, no char limit	N	Skip Logic
A B	Radio button, one-up vertical	Y	Skip Logic
	Radio button, one-up vertical	Y	Skip logic
	Radio button, one-up vertical	Y	Skip logic
	Radio button, one-up vertical	Υ	Skip Logic
С	Text field, no char limit		
	Radio button, one-up vertical	Y	Skip Logic
R1			
R0	Radio button, one-up vertical	Υ	Skip Logic
R2 R2,R3			
NZ, NJ	Radio button, one-up vertical	Υ	Skip logic
	Radio button, one-up vertical	Υ	Skip logic

	Radio button, one-up vertical	Υ	Skip Logic
A	Radio button, one-up vertical	Y	Skip Logic
A			
A	about how and up vertical	V	Clair Logio
	check box one up vertical	Υ	Skip Logic
AA			
	Text field, no char limit	N	Skip Logic
	Radio button, one up veritical	Y	Skip Logic Group
В			
	Text area, no char limit		Skip Logic Group
	Radio button select one	Y	orași de granda de cara
	Radio button select one	Υ	
	Radio Button	Υ	Skip Logic

Α			
	Text field, no char limit	N	Skip Logic Group
	Radio, one-up	Y	Skip Logic Group
A A			
	check box one up vertical	Υ	Skip Logic
AA			
AA	Text field, no char limit	N	Skip Logic
	check box one up vertical	Y	Skip Logic Mutually Exclusive,
AB	Tout field, no ober limit	NI	Clair Logio
	Text field, no char limit check box one up vertical	N Y	Skip Logic Skip Logic
	check box one up vertical	•	Skip Logic
A			
, ,	Text field, no char limit	N	Skip Logic Group
	Radio button, one-up vertical	N	OPS Group

Α			
	Text field, <100 char	N	OPS Group
	Radio Button, One Up Vertical	Υ	
	Text Area – no character limit	N	

Labels Applying for
Αρριγιίια τοι
Create or log into mySSA
Why not log in mySSA
OE_Why not log in mySSA
Learn about App
OPS_learned of app
First try
Droparo for App
Prepare for App

Rate Statement
Rate RE Tools
Rate Video
Rate Other Info on Website
OPS Prepare for App
SSI Apply Today
SSI Criteria Aware
SSI Apply Future
Clearly describe SSI
OE_Not clear about SSI
App Status
Access Saved App
Reentry number aware
Have mySSA account

Create New App
Complete App
Not Complete App
Trot Complete 7 App
OPS Why Not Complete today
Do next
OE Do next
Time Spent
Number of times
Arrive at App

ODC Amino all
OPS Arrive at app
Find App
- 1-1-
Miles Is a set to Cond
Why hard to find
OPS Hard to Find
Diffi a lui a a
Difficulties
OPS Hard to Find
Why Online
OPS Why Online
Marital Status

OPS Marital Status
Age
OE_Improvement

	Skip Logic	
QID	Label	Question Text
CAS0045268		Are you applying online for yourself or are you helping someone else?
CAS0045269		How did you learn about the Social Security online disability application? (Select all that apply)
CAS0045270	A	How did you make contact with a Social Security employee?
CAS0045271	AA	Please describe how you made contact with a Social Security employee.
CAS0045272	В	Please specify how you learned about this online disability application.
	-	Before visiting SSA.gov did you first try to accomplish your task in any of the following ways?
CAS0045273		Did you use any of the following to prepare to apply online? (Select all that apply.)
CAS0045274	Α	How helpful did you find the Disability Benefits Checklist?
CAS0045275	В	How helpful did you find the Disability Starter Kit?

CACOO 4E07C		
CAS0045276	С	How helpful did you find the instructional video?
CAS0045277	D	How helpful did you find the other information on the
		Social Security website?
CAS0045278	E	Please describe what other resource(s) you used to
		prepare to apply online?
RUS0199339		Did you apply for SSI (Supplemental Security Income)
		today along with disability?
DI 1004 000 44		
RUS0199341	Α	Are you aware that additional information may be
		required to determine your eligibility for SSI
		(Supplemental Security Income)?
RUS0199342	В	Do you intend to apply for SSI (Supplemental Security
11000199042	В	Income) in the future?
		micerno) in the latere.
RUS0199364		Did the site clearly describe what you wanted to know
1100010004		about SSI (Supplemental Security Income)?
		about Got (Guppiomerical Gooding moome).
RUS0199365	С	Please describe what was not clear.
CAS0047708		Did you start a new online disability application today
		or did you return to a saved application?
STE0123750	R1	Were you able to access your previously saved online
STE0123750	R1	Were you able to access your previously saved online application with your Reentry number?
STE0123750	R1	
STE0123750	R1	
		application with your Reentry number?
STE0123750 STE0123734	R1	application with your Reentry number? If you were not able to access your saved application,
		application with your Reentry number?
STE0123734		application with your Reentry number? If you were not able to access your saved application, did you create a new application?
		application with your Reentry number? If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability
STE0123734		application with your Reentry number? If you were not able to access your saved application, did you create a new application?
STE0123734		application with your Reentry number? If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today?
STE0123734		If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today?
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online
STE0123734 CAS0047725	R2	If you were not able to access your saved application, did you create a new application? Did you complete and submit your online disability application today? If you did not complete and submit your online

0.4.000.47704		
CAS0047731	AA	Please tell us why you did not complete and submit your online disability application today.
		Do you plan to do any of the following as a next step?
	В	What do you plan to do next?
CAS0047732		So far, how long have you worked on this disability online application?
		отште аррисацот:
CAS0047733		How many times did you work on your online disability
		application?
CAS0047709		How did you locate the online disability application
		today?
0400047000	•	Diagonal and the last the state of the state
CAS0047686	Α	Please describe how you arrived at this online disability application today.
CAS0047734		How easy was it for you to find the link to apply for
		Disability online?
CAS0047735	Α	Please tell us why it was hard to locate the link to apply
		for disability online. (Select all that apply.)

CAS0047736	AA	Please explain the reason why it was hard for you to find the online application.
RUS0199366		Once you found the application, did you have any
		difficulties completing it? (Select all that apply.)
RUS0199367	AB	Please describe your difficulty.
CAS0045279		Why did you choose to apply online? (Select all that apply.)
CAS0045253	Α	Please specify why you choose to apply online
STE0123751		After your visit today, what do you plan to do next?
3120123731		Anter your visit today, what do you plan to do next:
CAS0045254		What is your current marital status?
CAS0045255	Α	Other marital status
		What is your age?

CAS0047685	Do you have any suggestions for improving Social Security's online disability application?

Answer IDs (DOT ONLY)				

Answer Choices (limited to 50 characters) Myself
Helping a Spouse/Relative/Friend
Professional Helping a Client
Other
Official Social Security website (www.ssa.gov)
Online social media (Facebook, Twitter, etc.)
A general web search (e.g., Google, Bing, etc.)
Traditional media (TV, radio, newspaper, etc.)
Social Security Statement
Social Security publication
Social Security employee
Relative or friend
Doctor, social worker, attorney, or other professional
Other, please specify
Called the national 800 number
Called a local Social Security office
Visited a local Social Security office
At a Social Security sponsored event
Other, please specify
Calling Social Security's 1-800 number
Visiting my local Social Security office
Calling my local Social Security office
No, I visited SSA.gov first
Not sure
I used the Disability Benefits Checklist
I used the Disability Starter Kit
I watched the instructional video
I used other information on the Social Security website to prepare
I used another resource to prepare to apply online
I did not use any resources to prepare to apply online
Very helpful
Somewhat helpful
Not at all helpful
Very helpful
Somewhat helpful
Not at all helpful
Hot at all Holpidi

Very helpful
Somewhat helpful
·
Not at all helpful
Very helpful
Somewhat helpful
Not at all helpful
·
Yes
No, I applied only for disability
Not sure
Yes
No
Yes
No
Not sure
Yes
No
Not sure/Was not looking for SSI information
Started a new application
Returned to work on a saved application
Yes, I was able to use the Reentry number that was provided to
No, I was not able to use the Reentry number that was provided
to me
No, I did not have my Reentry number
Yes
No
Yes
No, I plan to complete and submit later
No, I do not plan to complete and submit the online application
I didn't have information I needed like names, addresses, or dates
I didn't understand what the questions meant or how to answer
I needed to view my Social Security Statement and/or verify that
my earnings record is correct
my earnings record is correct My disabling condition prevents me from working with a computer
my earnings record is correct

There are too many questions	
t takes too long to fill out	
t's too complicated to complete without help	
None of the above	
Other, please specify	
Call Social Security's 1-800 number	
Visit my local Social Security office	
Call my local Social Security office	
Other (please specify)	
Up to 30 minutes	
More than 30 minutes up to 1 hour	
More than 1 hour up to 2 hours	
More than 2 hours up to 3 hours	
More than 3 hours up to 4 hours	
More than 4 hours	
One Time	
Two Times	
Three Times	
Four Times	
Five or More Times	
used the Online Services link on the Social Sec	curity homepage
I followed a link from somewhere else on the So website	cial Security
I used Social Security's online search	
l used a search engine (i.e. Google, Bing, etc.) to application	o locate the online
I had bookmarked the site	
Other, please specify	
Very easy	
Somewhat easy	
Somewhat hard	
Very hard	
could not find where to start a new online appli	cation
The "Apply for Benefits" was not clear to me	
Not clear where to go to return to my previously	saved application
to clock where to go to retain to my previously	cavea application
could not find the correct link to select	
Codia not ina tro correct init to corect	

The information did not seem to be organized in a logical manner I used the search feature but the results didn't seem to apply I tried to find the application using the FAQs links Other, please specify I did not have any difficulties Forms/questions were difficult to understand Needed more room on form to include my information Other, please specify I prefer to use online services as much as possible I learned about applying online while visiting Social Security's website A Social Security employee recommended that I apply online I can't get to my local Social Security Office A friend or relative recommended that I apply online I knew that if I had a question or problem applying online. I could still get help from Social Security I am filing on behalf of another person I did not want to go to a local Social Security office I did not want to apply over the phone Other, please specify Nothing, I submitted my claim I will return to check the status of my application I will return to complete my claim Browse the SSA website I will call Social Security's 1-800 number I will visit my local Social Security Office I do not know what I will do next at this time Married Significant Other/Partner Separated Divorced Widowed Never Married/Single Prefer not to answer Other, please specify Under 18 18 - 29 30 - 39 40 - 49 50 - 59

60 - 69	
70 or older	
Prefer not to answer	

Skip To	Type (select from list)	Requir ed Y/N	Special Instructions	
	Drop down select one	Υ		
		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		
	Check box vertical one up	Υ	Skip Logic	
Α				
В				
	Drop down select one	¥	Skip Logic	
AA			Skip Logic	
			Skip Logic	
	Text box, no char limit	N	Skip Logic	
	Checkbox, one up vertical	Y		
A	check box one up vertical	Υ	Skip Logic	
В				
С				
D				
E				
			Mutually Exclusive	
	Drop down select one	Υ	Skip Logic	
	Drop down select one	Υ	Skip Logic	

	Drop down select one	Υ	Skip Logic
	Drop down select one	Y	Skip Logic
	Text field, no char limit	N	Skip Logic
Α	Radio button, one-up vertical	Υ	Skip Logic
В			
	Radio button, one-up vertical	Y	Skip logic
	Radio button, one-up vertical	Y	Skip logic
	Radio button, one-up vertical	Y	Skip Logic
С			
	Text field, no char limit		
	Radio button, one-up vertical	Υ	Skip Logic
R1	Dadia button and un vertical	Y	Ckin Logio
R2	Radio button, one-up vertical	Ť	Skip Logic
R2			
11/2	Radio button, one-up vertical	Υ	Skip Logic
	Radio button, one-up vertical	Y	Skip Logic
A A			
	check box one up vertical	Υ	Skip Logic

AA	Text field, no char limit	N	Skip Logic
	Radio button, one up veritical	Υ	Skip Logic Group
В	Tout area no char limit		Chin Logic Croup
	Text area, no char limit Radio button select one	Υ	Skip Logic Group
	TAGIO DULLOH SCIECL UNE	<u> </u>	
	Radio button select one	Υ	
	Radio Button	Υ	Skip Logic
Α	Tout field we about limit	N.I.	Chin Lonia Con
	Text field, no char limit	N	Skip Logic Group
	Radio, one-up	Y	Skip Logic Group
Α			
Α	check box one up vertical	Υ	Skip Logic
	Shook 25% one up vertical	•	-

AA			
AA	Text field, no char limit	N	Skip Logic
	rext lield, no char limit	1.4	Skip Logic
	check box one up vertical	Υ	Skip Logic
	·		Mutually
			Exclusive,
AB			
	Text field, no char limit	N	Skip Logic
	check box one up vertical	Υ	Skip Logic
Α			
A	Toyt field, no shor limit	N	Ckin Logio Croup
	Text field, no char limit		Skip Logic Group
	Radio button, one-up vertical	¥	Skip Logic Group
			0000
	Radio button, one-up vertical	N	OPS Group
^			
Α	Toyt field <100 char	N	ODS Croup
	Text field, <100 char		OPS Group
	Radio Button, One Up Vertical	Υ	

Text Area – no character limit	N	

Labels
Applying for
Learn about App
200111 0.00017 1.00
How Contact SSA employee
0001 0 4 4004
OPS how Contact SSA Employee
OPS_learned of app
First try
Prepare for App
Rate Statement
Rate RE Tools

Rate Video
Rate Other Info on Website
OPS Prepare for App
SSI Apply Today
SSI Criteria Aware
SSI Apply Future
331 Apply 1 didite
Clearly describe SSI
OE_Not clear about SSI
App Status
Access Saved App
Access Saved App
Create New App
Complete App
Not Complete App

OPS Why Not Complete today
Do next
OE_Do next
Time Spent
Number of times
Arrive at App
OPS Arrive at app
Find App
- πα πρρ
Why hard to find
The talk to find

OPS Hard to Find
Difficulties
OPS Hard to Find
Why Online
OPS Why Online
Do Next Y/N
Marital Status
OPS Marital Status
Age

_