

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**

**SSA Disability v2**  
 Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION	
MQ Label		MQ Label	MQ Label
	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>		
1 Site Information - Thoroughness	Please rate the <b>thoroughness of information</b> provided in this application.	14 Satisfaction - Overall	17 Recommend
2 Site Information - Understandable	Please rate how <b>understandable</b> this <b>application's information</b> is.	15 Satisfaction - Expectations	
3 Site Information - Answers	Please rate how well the <b>application's information provides answers</b> to your questions.	16 Satisfaction - Ideal	18 Use Other Online Services
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
4 Site Performance - Consistency	Please rate how <b>quickly pages load</b> in this application.		
5 Site Performance - Error	Please rate the <b>consistency of speed from page to page</b> in this application.		
6	<b>ann, bartka:</b> Need label		
	<b>ability to load pages without getting error messages</b> in this application.		
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Navigation - Organized	Please rate how <b>well the application is organized</b> .		
8 Navigation - Options	Please rate the <b>options available for navigating</b> this application.		
9 Navigation - Layout	Please rate how well the application <b>layout helps you find</b> what you are looking for.		
10 Navigation - Clicks	Please rate the <b>number of clicks to get where you want</b> in this application.		
	<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>		
11 Plain Language - Clear	Please rate the <b>clarity of the wording</b> in this application.		
12 Plain Language - Understandable	Please rate how <b>well you understand the wording</b> in this application.		
13 Plain Language - Concise	Please rate this application on its <b>use of short, clear sentences</b> .		

**FUTURE BEHAVIORS**

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

Model Instance Name:		SSA Disability v2				
MID:		451pZNUxEwhdwdY1JBg4EA4C				
Partitioned No						
Date:		6/12/2013				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Required Y/N	
CAS0045268		Are you applying online for yourself or are you helping someone else?	Myself	A	Y	
			Helping a Spouse/Relative/Friend			
			Professional Helping a Client			
			Other			
BUC0266068	A	Were you able to create or log in to your mySSA account?	Yes		Y	
			No	B		
			Don't know			
BUC0266088	B	Why were you not able to create or log in to your mySSA account?	Did not have required information to create account		Y	
			Could not remember my password			
			Other	BB		
			Don't know			
BUC0266069	BB	Please describe why you were not able to create or log in to your mySSA account.			N	
CAS0045269		How did you learn about the Social Security online disability application? (Select all that apply)	Official Social Security website ( <a href="http://www.ssa.gov">www.ssa.gov</a> )		Y	
			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	A		
			Relative or friend			
			Doctor, social worker, attorney, or other professional			
			I saw the link while I was checking my online statements			
			Other, please specify	B		
CAS0045272	B	Please specify how you learned about this online disability application.			N	
RUS0250217		Before visiting SSA.gov did you first try to accomplish your task in any of the following ways?	Calling Social Security's 1-800 number		Y	
			Visiting my local Social Security office			
			Calling my local Social Security office			
			No, I visited SSA.gov first			
			Not sure			
CAS0045273		Did you use any of the following to prepare to apply online? (Select all that apply.)	I used the Disability Benefits Checklist	A	Y	
			I watched the instructional video	C		
			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	A	How helpful did you find the Disability Benefits Checklist?	Very helpful		Y	
			Somewhat helpful			
			Not at all helpful			
CAS0045276	C	How helpful did you find the instructional video?	Very helpful		Y	
			Somewhat helpful			
			Not at all helpful			
CAS0045277	D	How helpful did you find the other information on the Social Security website?	Very helpful		Y	
			Somewhat helpful			
			Not at all helpful			
CAS0045278	E	Please describe what other resource(s) you used to prepare to apply online?			N	
RUS0199339		Did you apply for SSI (Supplemental Security Income) today along with disability?	Yes	A	Y	
			No, I applied only for disability	B		
			Not sure			
RUS0199341	A	Are you aware that additional information may be required to determine your eligibility for SSI (Supplemental Security Income)?	Yes		Y	
			No			
RUS0199342	B	Do you intend to apply for SSI (Supplemental Security Income) in the future?	Yes		Y	
			No			
			Not sure			
RUS0199364		Did the site clearly describe what you wanted to know about SSI (Supplemental Security Income)?	Yes		Y	
			No	C		
			Not sure/Was not looking for SSI information			
RUS0199365	C	Please describe what was not clear.				
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	
			No, I was not able to use the Reentry number that was provided to me	R2		
			No, I did not have my Reentry number	R2,R3		
BUC0266089	R0	Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?	Yes		Y	
			No			
BUC0266090	R3	Do you have a mySSA account?	Yes		Y	
			No			
			Don't know			
STE0123734	R2	If you were not able to access your saved application, did you create a new application?	Yes		Y	
			No			
CAS0047725		Did you complete and submit your online disability application today?	Yes		Y	
			No, I plan to complete and submit later	A		
			No, I do not plan to complete and submit the online application	A		
CAS0047730	A	If you did not complete and submit your online disability application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		Y	
			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	AA	
CAS0047731	AA	Please tell us why you did not complete and submit your online disability application today.			N
RUS0250218		Do you plan to do any of the following as a next step?	Call Social Security's 1-800 number		Y
			Visit my local Social Security office		
			Call my local Social Security office		
			Other (please specify)	B	
RUS0250219	B	What do you plan to do next?			
CAS0047732		So far, how long have you worked on this disability online application?	Up to 30 minutes		Y
			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 application?	One Time		Y
			Two Times		
			Three Times		
			Four Times		
			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		Y
			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	A	
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 Disability online?	Very easy		Y
			Somewhat easy		
			Somewhat hard	A	
			Very hard	A	
CAS0047735	A	Please tell us why it was hard to locate the link to apply for disability online. (Select all that apply.)	I could not find where to start a new online application		Y
			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 find the online application.			N
RUS0199366		Once you found the application, did you have any difficulties completing it? (Select all that apply.)	I did not have any difficulties		Y
			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 apply.)	I prefer to use online services as much as possible		Y
			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	A	
CAS0045253	A	Please specify why you choose to apply online			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	A	
CAS0045255	A	Other marital status			N
RUS0228686		What is your age?	Under 18		Y
			18 - 29		
			30 - 39		
			40 - 49		
			50 - 59		
			60 - 69		
			70 or older		
			Prefer not to answer		
CAS0047685		Do you have any suggestions for improving Social Security's online disability application?			N

Type (select from list)	Special Instructions	Labels
Drop down select one		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
	Mutually Exclusive Skip Logic	
Drop down select one		Rate Statement
Drop down select one	Skip Logic	Rate Video
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 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
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
Radio button, one-up vertical	Skip Logic	Complete App
check box one up vertical	Skip Logic	Not Complete App

Text field, no char limit	Skip Logic	OPS Why Not Complete today
Radio button, one up vertical	Skip Logic Group	Do next
Text area, no char limit	Skip Logic Group	OE Do next
Radio button select one		Time Spent
Radio button select one		Number of times
Radio Button	Skip Logic	Arrive at App
Text field, no char limit	Skip Logic Group	OPS Arrive at app
Radio, one-up	Skip Logic Group	Find App
check box one up vertical	Skip Logic	Why hard to find
Text field, no char limit	Skip Logic	OPS Hard to Find
check box one up vertical	Skip Logic Mutually Exclusive	Difficulties
Text field, no char limit	Skip Logic	OPS Hard to Find
check box one up vertical	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	OPS Group	OPS Marital Status
Radio Button, One Up Vertical		Age
Text Area – no character limit		OE_Improvement

<b>Model Instance Name:</b>		SSA Disability v2
<b>MID:</b>		451pZNUxEwhdwdY1JBg4EA4C
<b>Partitioned No</b>		
<b>Date:</b>		6/12/2013
<b>QID</b>	<b>Skip Logic Label</b>	<b>Question Text</b>
CAS0045268		Are you applying online for yourself or are you helping someone else?
	<b>A</b>	Were you able to create or log in to your mySSA account?
	<b>B</b>	Why were you not able to create or log in to your mySSA account?
	<b>BB</b>	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	<b>B</b>	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	A	How helpful did you find the Disability Benefits Checklist?
<del>CAS0045275</del>	<del>B</del>	<del>How helpful did you find the Disability Starter Kit?</del>
CAS0045276	C	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?
RUS0199341	A	Are you aware that additional information may be required to determine your eligibility for SSI (Supplemental Security Income)?
RUS0199342	B	Do you intend to apply for SSI (Supplemental Security Income) in the future?
RUS0199364		Did the site clearly describe what you wanted to know about SSI (Supplemental Security Income)?
RUS0199365	C	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 application with your Reentry number?
	R0	Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?
	R3	Do you have a mySSA account?



STE0123734	R2	If you were not able to access your saved application, did you create a new application?
CAS0047725		Did you complete and submit your online disability application today?
CAS0047730	A	If you did not complete and submit your online disability application today, please tell us why.
CAS0047731	AA	Please tell us why you did not complete and submit your online disability application today.
RUS0250218		Do you plan to do any of the following as a next step?
RUS0250219	B	What do you plan to do next?
CAS0047732		So far, how long have you worked on this disability online application?
CAS0047733		How many times did you work on your online disability application?
CAS0047709		How did you locate the online disability application today?

CAS0047686	A	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	A	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	A	Please specify why you choose to apply online
CAS0045254		What is your current marital status?

CAS0045255	A	Other marital status
RUS0228686		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	
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 ( <b>www.ssa.gov</b> )	
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	
<del>I used the Disability Starter Kit</del>	
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
<del>Very helpful</del>
<del>Somewhat helpful</del>
<del>Not at all helpful</del>
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)	Required Y/N	Special Instructions
A	Drop down select one	Y	
	Radio button, one-up vertical	Y	Skip Logic Group
B			
	Radio button, one-up vertical	Y	Skip Logic Group
BB			
	Text area, no char limit	N	Skip Logic Group
	Check box vertical one up	Y	Skip Logic
A			
B			
	Text box, no char limit	N	Skip Logic
	Checkbox, one up vertical	Y	
A	check box one up vertical	Y	Skip Logic
B			
C			
D			
E			

			Mutually Exclusive
	Drop down select one	Y	Skip Logic
	<del>Drop down select one</del>	<del>Y</del>	<del>Skip Logic</del>
	Drop down select one	Y	Skip Logic
	Drop down select one	Y	Skip Logic
	Text field, no char limit	N	Skip Logic
<b>A</b>	Radio button, one-up vertical	Y	Skip Logic
<b>B</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
<b>C</b>			
	Text field, no char limit		
	Radio button, one-up vertical	Y	Skip Logic
<b>R1</b>			
<b>R0</b>	Radio button, one-up vertical	Y	Skip Logic
<b>R2</b>			
<b>R2,R3</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	Y	Skip Logic
<b>A</b>			
<b>A</b>			
	check box one up vertical	Y	Skip Logic
<b>AA</b>			
	Text field, no char limit	N	Skip Logic
<b>B</b>	Radio button, one up vertical	Y	Skip Logic Group
	Text area, no char limit		Skip Logic Group
	Radio button select one	Y	
	Radio button select one	Y	
	Radio Button	Y	Skip Logic



<b>A</b>			
	Text field, no char limit	N	Skip Logic Group
	Radio, one-up	Y	Skip Logic Group
<b>A</b>			
<b>A</b>			
	check box one up vertical	Y	Skip Logic
<b>AA</b>			
	Text field, no char limit	N	Skip Logic
	check box one up vertical	Y	Skip Logic Mutually Exclusive,
<b>AB</b>			
	Text field, no char limit	N	Skip Logic
	check box one up vertical	Y	Skip Logic
<b>A</b>			
	Text field, no char limit	N	Skip Logic Group
	Radio button, one-up vertical	N	OPS Group

<b>A</b>			
	Text field, <100 char	N	OPS Group
	Radio Button, One Up Vertical	Y	
	Text Area – no character limit	N	

<b>Labels</b>
Applying for
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
Prepare for App

Rate Statement
<del>Rate RE Tools</del>
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
OPS Why Not Complete today
Do next
OE Do next
Time Spent
Number of times
Arrive at App

OPS Arrive at app
Find App
Why hard to find
OPS Hard to Find
Difficulties
OPS Hard to Find
Why Online
OPS Why Online
Marital Status



QID	Skip Logic 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	<del>How did you make contact with a Social Security employee?</del>
CAS0045271	AA	<del>Please describe how you made contact with a Social Security employee.</del>
CAS0045272	B	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	A	How helpful did you find the Disability Benefits Checklist?
CAS0045275	B	How helpful did you find the Disability Starter Kit?



CAS0045276	C	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?
RUS0199341	A	Are you aware that additional information may be required to determine your eligibility for SSI (Supplemental Security Income)?
RUS0199342	B	Do you intend to apply for SSI (Supplemental Security Income) in the future?
RUS0199364		Did the site clearly describe what you wanted to know about SSI (Supplemental Security Income)?
RUS0199365	C	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 application with your Reentry number?
STE0123734	R2	If you were not able to access your saved application, did you create a new application?
CAS0047725		Did you complete and submit your online disability application today?
CAS0047730	A	If you did not complete and submit your online disability application today, please tell us why.

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?
	B	What do you plan to do next?
CAS0047732		So far, how long have you worked on this disability online application?
CAS0047733		How many times did you work on your online disability application?
CAS0047709		How did you locate the online disability application today?
CAS0047686	A	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	A	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	A	Please specify why you choose to apply online
STE0123751		After your visit today, what do you plan to do next?
CAS0045254		What is your current marital status?
CAS0045255	A	Other marital status
		What is your age?

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






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**Answer Choices  
(limited to 50 characters)**

Myself
Helping a Spouse/Relative/Friend
Professional Helping a Client
Other
Official Social Security website ( <b>www.ssa.gov</b> )
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
<del>Called the national 800 number</del>
<del>Called a local Social Security office</del>
<del>Visited a local Social Security office</del>
<del>At a Social Security sponsored event</del>
<del>Other, please specify</del>
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, 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
<del>Nothing, I submitted my claim</del>
<del>I will return to check the status of my application</del>
<del>I will return to complete my claim</del>
<del>Browse the SSA website</del>
<del>I will call Social Security's 1-800 number</del>
<del>I will visit my local Social Security Office</del>
<del>I do not know what I will do next at this time</del>
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)	Required Y/N	Special Instructions
	Drop down select one	Y	
	Check box vertical one up	Y	Skip Logic
<b>A</b>			
<b>B</b>			
	Drop down select one	Y	Skip Logic
<b>AA</b>			
			Skip Logic
	Text box, no char limit	N	Skip Logic
	Checkbox, one up vertical	Y	
<b>A</b>	check box one up vertical	Y	Skip Logic
<b>B</b>			
<b>C</b>			
<b>D</b>			
<b>E</b>			
			Mutually Exclusive
	Drop down select one	Y	Skip Logic
	Drop down select one	Y	Skip Logic

	Drop down select one	Y	Skip Logic
	Drop down select one	Y	Skip Logic
	Text field, no char limit	N	Skip Logic
<b>A</b>	Radio button, one-up vertical	Y	Skip Logic
<b>B</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
<b>C</b>			
	Text field, no char limit		
	Radio button, one-up vertical	Y	Skip Logic
<b>R1</b>			
	Radio button, one-up vertical	Y	Skip Logic
<b>R2</b>			
<b>R2</b>			
	Radio button, one-up vertical	Y	Skip Logic
	Radio button, one-up vertical	Y	Skip Logic
<b>A</b>			
<b>A</b>			
	check box one up vertical	Y	Skip Logic



<b>AA</b>			
	Text field, no char limit	N	Skip Logic
<b>B</b>	Radio button, one up vertical	Y	Skip Logic Group
	Text area, no char limit		Skip Logic Group
	Radio button select one	Y	
	Radio button select one	Y	
	Radio Button	Y	Skip Logic
<b>A</b>			
	Text field, no char limit	N	Skip Logic Group
	Radio, one-up	Y	<u>Skip Logic Group</u>
<b>A</b>			
<b>A</b>			
	check box one up vertical	Y	Skip Logic

<b>AA</b>			
	Text field, no char limit	N	Skip Logic
	check box one up vertical	Y	Skip Logic Mutually Exclusive,
<b>AB</b>			
	Text field, no char limit	N	Skip Logic
	check box one up vertical	Y	Skip Logic
<b>A</b>			
	Text field, no char limit	N	Skip Logic Group
	<del>Radio button, one-up vertical</del>	<del>Y</del>	<del>Skip Logic Group</del>
	Radio button, one-up vertical	N	OPS Group
<b>A</b>			
	Text field, <100 char	N	OPS Group
	Radio Button, One Up Vertical	Y	

	Text Area – no character limit	N	

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<b>Labels</b>
Applying for
Learn about App
<del>How Contact SSA employee</del>
<del>OPS how Contact SSA Employee</del>
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
Clearly describe SSI
OE_Not clear about SSI
App Status
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
Why hard to find

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

OE_Improvement