

Model Instance Name:  
SSA Extra Help v2

MID:

Date: 9/15/2011



## Welcome and Thank You Text

### Welcome Text

Thank you for visiting the Social Security Administration (SSA). You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of SSA. Please take a minute or two to give us your opinions about the Application for Help with Medicare Prescription Drug Plan Costs. The feedback you provide will help SSA enhance its site and serve you better in the future. All results are strictly confidential.

### Thank You Text

Thank you for your time in completing this survey about the Application for Help with Medicare Prescription Drug Plan Costs. Your input is very valuable will be taken into consideration.

### Invitation Text

#### We'd like your feedback.

know how we can improve your website experience.

This survey is conducted by an independent company, ForeSee Results.

## Examples

### Current Welcome Text

ForeSee Results Survey Page - Windows Internet Explorer  
http://survey.foreseeresults.com/survey/display?sid=browse-MedicareSubsidy-en&cid=TV7AmpuatC8G

**Customer Satisfaction Survey**

Thank you for visiting the **Social Security Administration (SSA)**. You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of SSA. Please take a minute or two to give us your opinions about the Application for Help with Medicare Prescription Drug Plan Costs. The feedback you provide will help SSA enhance its site and serve you better in the future. All results are strictly confidential.

Required questions are denoted by an \*

1: \*Please rate the **accuracy of information** on this site.

1=Poor Excellent=10

1 2 3 4 5 6 7 8 9 10 Don't Know

### Current Thank You Text

I'm not applying for Help with Medicare Prescription Plan Drug Costs today

Thank you for your time in completing this survey about the Application for Help with Medicare Prescription Drug Plan Costs. Your input is very valuable will be taken into consideration.

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OMB Control # 1090-0008  
[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

### Current Invitation Text

**We'd like your feedback.**

Thank you for visiting the SSA.gov site and using the **online application for Help with Medicare Prescription Plan Drug Costs**. You have been randomly selected to participate in a customer satisfaction survey to let us know how we can improve your website experience.

This survey is conducted by an independent company, ForeSee Results.

Model Instance Name:  
SSA Extra Help v2

MID:

Date: 9/1/2011



## Welcome and Thank You Text

### Welcome Text

Gracias por visitar la Administración del Seguro Social. Usted ha sido seleccionado para participar en esta encuesta conducida por ForeSee Results de parte del Seguro Social. Por favor tomese un minuto o dos para darnos sus opiniones sobre la Solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. Los comentarios que proporcione ayudará al Seguro Social a mejorar la página de Internet y servirle mejor en el futuro. Todos los resultados son estrictamente confidenciales.

### Thank You Text

Gracias por su tiempo para completar esta encuesta sobre la Solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. Su opinión es muy valiosa y la tomaremos en cuenta.

### Invitation Text

#### Nos gustaría recibir sus comentarios

encuesta de satisfacción del cliente para hacernos saber cómo podemos mejorar su experiencia por Internet.

Esta encuesta la lleva a cabo una empresa independiente llamada, ForeSee Results.

## Examples

### Current Welcome Text

**Customer Satisfaction Survey**

Thank you for visiting the **Social Security Administration (SSA)**. You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of SSA. Please take a minute or two to give us your opinions about the Application for Help with Medicare Prescription Drug Plan Costs. The feedback you provide will help SSA enhance its site and serve you better in the future. All results are strictly confidential.

*Required questions are denoted by an \**

1: \*Please rate the **accuracy of information** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10			Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Current Thank You Text

I'm not applying for Help with Medicare Prescription Plan Drug Costs today

Thank you for your time in completing this survey about the Application for Help with Medicare Prescription Drug Plan Costs. Your input is very valuable will be taken into consideration.

Copyright 2011 - all rights reserved  
OMB Control # 1090-0008  
[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

### Current Invitation Text

**We'd like your feedback.**

Thank you for visiting the SSA gov site and using the **online application** for Help with Medicare Prescription Plan Drug Costs. You have been randomly selected to participate in a customer satisfaction survey to let us know how we can improve your website experience.

This survey is conducted by an independent company, ForeSee Results.

Model Instance Name:  
SSA Extra Help v3 (English)

MID: IVsQkEQIoMBUUs049xE45w4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013



Element rotation scheme has  
been added

SSA Extra Help v3 (English)

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with the online application for Help with Medicare Prescription Plan Drug Costs? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend the online application for Help with Medicare Prescription Plan Drug Costs to someone else?
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Expectations	How well does the online application for Help with Medicare Prescription Plan Drug Costs <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		<b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Readability	Please rate the <b>readability of the pages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Ideal	How does the online application for Help with Medicare Prescription Plan Drug Costs <b>compare to your idea of an ideal online application</b> ? (1=Not Very Close, 10=Very Close)	Use Other Online Services	How likely are you to use other Social Security online services?
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				
Site Performance - Loading	Please rate how <b>quickly pages load</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
	<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>				
Plain Language - Clear	Please rate the <b>clarity of the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Understandable	Please rate how <b>well you understand the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Concise	Please rate the Help with Medicare Prescription Plan Drug Costs application on its <b>use of short, clear sentences</b> .				



Model Instance Name:  
SSA Extra Help v3 (English)

MID: RQFJlkpspsRxQlxpY0s1ZQ4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013

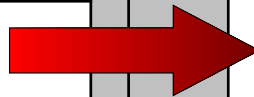


Element rotation scheme has  
been added

SSA Extra Help v3 (English)

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with the online application for Help with Medicare Prescription Plan Drug Costs? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend the online application for Help with Medicare Prescription Plan Drug Costs to someone else?
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Expectations	How well does the online application for Help with Medicare Prescription Plan Drug Costs <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	Use Other Online Services	<b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Readability	Please rate the <b>readability of the pages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Ideal	How does the online application for Help with Medicare Prescription Plan Drug Costs <b>compare to your idea of an ideal online application</b> ? (1=Not Very Close, 10=Very Close)		How likely are you to use other Social Security online services?
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				
Site Performance - Loading	Please rate how <b>quickly pages load</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> in the online application for Help with Medicare Prescription Plan Drug Costs.				
	<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>				
Plain Language - Clear	Please rate the <b>clarity of the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Understandable	Please rate how <b>well you understand the wording</b> in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Concise	Please rate the Help with Medicare Prescription Plan Drug Costs application on its <b>use of short, clear sentences</b> .				



**Model Instance Name:**

SSA Extra Help v3 (Spanish)

**MID:** wcscht14I5kxFEcp45Bg0Q4C

**Partitioned (Y/N)?** N

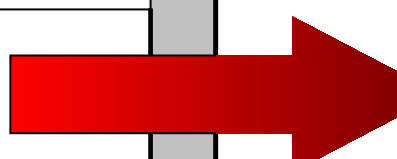
**FPI Included(Y/N)?**

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

**Date:** 7/19/2013

*Model questions*

ELEMENTS (drivers of satisfaction)	
MQ Label	
	<b>Apariencia y función (1=Mala, 10=Excelente, No sé)</b>
Look and Feel - Appeal	Por favor califique la <b>apariencia</b> de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Look and Feel - Balance	Por favor califique el <b>equilibrio entre gráficas y texto</b> de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Look and Feel - Readability	Por favor califique la <b>fluidez del texto</b> de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
	<b>Rendimiento del sitio de Internet (1=Mala, 10=Excelente, No sé)</b>
Site Performance - Loading	Por favor califique la <b>rapidez con que suben las páginas</b> de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Site Performance - Consistency	Por favor califique la <b>consistencia de la rapidez para moverse de una página a la otra</b> en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Site Performance - Errors	Por favor califique la <b>capacidad para subir las páginas sin que reciba un error</b> en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
	<b>Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)</b>
Plain Language - Clear	Por favor califique la <b>claridad de las palabras usadas</b> en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Plain Language - Understandable	Por favor califique <b>su comprensión de las palabras usadas</b> en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Plain Language - Concise	Por favor califique la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare basado en el <b>uso de oraciones cortas y claras</b> .



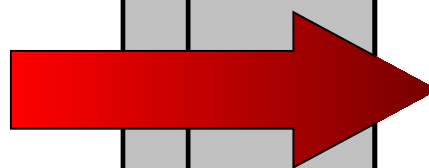
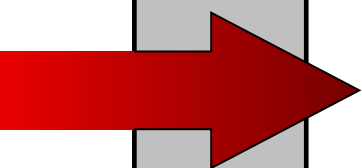


**Element rotation scheme has been added**

**SSA Extra Help v3 (English)**

utilize the ACSI methodology to determine scores and impacts

MQ Label	CUSTOMER SATISFACTION	MQ Label
	<b>Satisfacción</b>	Recommend
Satisfaction - Overall	¿Cómo calificaría su <b>satisfacción en general</b> de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare? (1= <i>Totalmente insatisfecho</i> , 10= <i>Totalmente satisfecho</i> )	
Satisfaction - Expectations	¿Con cuánta exactitud la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare <b>satisfizo sus expectativas?</b> (1= <i>No llenó mis expectativas</i> , 10= <i>Totalmente satisfecho</i> )	Use Other Online Services
Satisfaction - Ideal	¿Cómo se compara la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare con <b>lo que se imaginaría que sería su programa de computadora ideal?</b> (1= <i>No se asemeja</i> , 10= <i>Se asemeja</i> )	

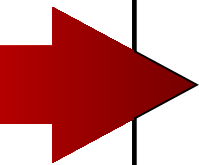








FUTURE BEHAVIORS	FPI Y?
<b>Recomendar (1=Muy improbablemente, 10=Muy probablemente)</b> ¿Cuáles son las posibilidades de que le <b>recomiende a otra persona la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare ?</b>	
<b>Usar por Internet otros programas de computadora del Seguro Social (1=Muy improbablemente, 10=Muy probablemente)</b>	
¿Cuáles son las posibilidades de que <b>use otros programas de computadora en este sitio de Internet del Seguro Social?</b>	





Model Instance Name:  
SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxFtc4JBwJkg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b></p>	<p><b>Satisfaction</b></p>	<p><b>Future Behaviors</b></p>
<p>1 Please rate your perception of the <b>accuracy of information</b> on this site.</p>	<p>20 What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p><b>Recommend (1=Very Unlikely, 10=Very Likely)</b></p>
<p>2 Please rate the <b>quality of information</b> on this site.</p>	<p>21 How well does this site <b>meet your expectations</b>? (1=Falls Short, 10=Exceeds)</p>	<p>23 How likely are you to <b>recommend this site</b> to someone else?</p>
<p>3 Please rate the <b>freshness of content</b> on this site.</p>	<p>22 How does this site <b>compare to your idea of an ideal website</b>? (1=Not Very Close, 10=Very Close)</p>	<p><b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b></p>
<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b></p>		<p>24 How likely are you to <b>use other online Social Security Administration Applications</b>?</p>
<p>4 Please rate the <b>usefulness of the features</b> provided on this site.</p>		
<p>5 Please rate the <b>convenience of the features</b> on this site.</p>		
<p>6 Please rate the <b>variety of features</b> on this site.</p>		
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>7 Please rate the <b>visual appeal</b> of this site.</p>		
<p>8 Please rate the <b>balance of graphics and text</b> on this site.</p>		
<p>9 Please rate the <b>readability of the pages</b> on this site.</p>		
<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>10 Please rate <b>how well the site is organized</b>.</p>		
<p>11 Please rate the <b>options available for navigating this site</b>.</p>		
<p>12 Please rate <b>how well the site layout helps you find what you are looking for</b>.</p>		
<p>13 Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>14 Please rate <b>how quickly pages load</b> on this site.</p>		
<p>15 Please rate the <b>consistency of speed from page to page</b> on this site.</p>		
<p>16 Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		
<p><b>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>17 Please rate the <b>process for completing task(s)</b> on this site.</p>		
<p>18 Please rate the <b>clarity of instructions for completing task(s)</b> on this site.</p>		
<p>19 Please rate the <b>verification of task completion</b> on this site.</p>		

Model Instance Name:  
SSA Extra Help v2 (English)

MID: VhgJpNEVNpxlMBUQncg1FQ==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Future Behaviors</b>
Please rate your perception of the accuracy of information on this site.	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Please rate the quality of information on this site.	How well does this site meet your expectations? (1= Falls Short, 10= Exceeds)	How likely are you to recommend this site to someone else?
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	<b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b>
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>		How likely are you to use other online Social Security Administration Applications?
Please rate the usefulness of the features provided on this site.		
Please rate the convenience of the features on this site.		
Please rate the variety of features on this site.		
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate the visual appeal of this site.		
Please rate the balance of graphics and text on this site.		
Please rate the readability of the pages on this site.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate how well the site is organized.		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for.		
Please rate the number of clicks to get where you want on this site.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate how quickly pages load on this site.		
Please rate the consistency of speed from page to page on this site.		
Please rate the ability to load pages without getting error messages on this site.		
<b>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate the process for completing task(s) on this site.		
Please rate the clarity of instructions for completing task(s) on this site.		
Please rate the verification of task completion on this site.		

Model Instance Name:  
SSA Extra Help v2 (Spanish)

MID: 515J9k0gVEx0E9NVUYp8Fg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe su percepción de la exactitud de la información en este sitio de Internet.             Por favor evalúe la calidad de la información en este sitio de Internet.             Por favor evalúe la actualización del contenido en este sitio de Internet.</p>	<p><b>Satisfaction</b>            ¿Cuál es su satisfacción general con este sitio de Internet? (1 = Muy insatisfecho, 10 = Muy satisfecho)             ¿Hasta qué punto este sitio de Internet cumplió con sus expectativas? (1 = Fracasa, 10 = Excede)             ¿Cómo se compara este sitio de Internet con su visión de un sitio de Internet ideal? (1 = Fracasa, 10 = Cercano)</p>	<p><b>Future Behaviors</b>  <b>Recommend (1 = Muy improbable, 10 = Muy probable)</b>             ¿Qué posibilidades hay de que recomiende este sitio de Internet a otra persona?   <b>Use Other Applications (1 = Muy improbable, 10 = Muy probable)</b></p>
<p><b>Functionality (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe la utilidad de los recursos disponibles en este sitio de Internet.            Por favor evalúe la conveniencia de los recursos disponibles en este sitio de Internet.            Por favor evalúe la variedad de los recursos disponibles en este sitio de Internet.</p>		<p>¿Qué posibilidades hay de utilizar otros servicios por Internet de la Administración del Seguro Social?</p>
<p><b>Look and Feel (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe el atractivo visual de este sitio de Internet.            Por favor evalúe el balance gráfico y textual en este sitio de Internet.            Por favor evalúe la legibilidad de las páginas en este sitio de Internet.</p>		
<p><b>Navigation (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe la organización de este sitio de Internet.            Por favor evalúe las opciones disponibles para navegar en este sitio de Internet.            Por favor evalúe cómo el diseño del sitio de Internet le ayudó a encontrar lo que buscaba.            Por favor evalúe el número de clics que tuvo que hacer para llegar a donde quería.</p>		
<p><b>Site Performance (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe la rapidez con que se cargan las páginas en este sitio de Internet.            Por favor evalúe la consistencia de la velocidad de una página a otra en este sitio de Internet.            Por favor evalúe la capacidad de cargar páginas nuevas sin recibir mensajes de errores en este sitio de Internet.</p>		
<p><b>Tasks/ Transactions (1 = pobre, 10 = excelente, no lo sé)</b>            Por favor evalúe el proceso de completar las tareas en este sitio de Internet.             Por favor evalúe la claridad de las instrucciones para completar las tareas en este sitio de Internet.            Por favor evalúe la verificación de la finalización de las tareas en este sitio de Internet.</p>		

Model Instance Name:  
SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxQtc4JBwJkg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Future Behaviors</b>
1 Please rate your perception of the <b>accuracy of information</b> on this site.	20 What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
2 Please rate the <b>quality of information</b> on this site.	21 How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	23 How likely are you to <b>recommend this site</b> to someone else?
3 Please rate the <b>freshness of content</b> on this site.	22 How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	<b>Use Other Applications (1=Very Unlikely, 10=Very Likely)</b>
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>		24 <del>How likely are you to use other Social Security Administration Applications?</del> --> How likely are you to use other online Social Security Administration Applications?
4 Please rate the <b>usefulness of the features</b> provided on this site.		
5 Please rate the <b>convenience of the features</b> on this site.		
6 Please rate the <b>variety of features</b> on this site.		
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate the <b>visual appeal</b> of this site.		
8 Please rate the <b>balance of graphics and text</b> on this site.		
9 Please rate the <b>readability of the pages</b> on this site.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate <b>how well the site is organized</b> .		
11 Please rate the <b>options available for navigating this site</b> .		
12 Please rate <b>how well the site layout helps you find what you are looking for</b> .		
13 Please rate the <b>number of clicks to get where you want</b> on this site.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
14 Please rate <b>how quickly pages load</b> on this site.		
15 Please rate the <b>consistency of speed from page to page</b> on this site.		
16 Please rate the <b>ability to load pages without getting error messages</b> on this site.		
<b>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</b>		
17 Please rate the <b>process for completing task(s)</b> on this site.		
18 Please rate the <b>clarity of instructions for completing task(s)</b> on this site.		
19 Please rate the <b>verification of task completion</b> on this site.		

Model Instance Name:  
 SSA Extra Help v2 (English Equiv)  
 MID: QsRVQ5o0Z8FxQtc4JBwJkg==  
 Date: 9/15/2011

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underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING  
 violet (bold): SKIP-LOGIC

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
SAC4054		Did you <b>complete your application today?</b>	SAC4054A001 SAC4054A002 SAC4054A003 SAC4054A004 SAC4054A005 SAC4054A006	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	<b>B-I</b> <b>B-I</b> <b>B-I</b> <b>A, L</b> <b>A, L</b>	Radio
SAC4055	<b>B</b>	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	SAC4055A001 SAC4055A002 SAC4055A003 SAC4055A004 SAC4055A005 SAC4055A006 SAC4055A007 SAC4055A008 SAC4055A009 SAC4055A010 SAC4055A011 SAC4055A012 SAC4055A013	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		Radio
SAC4058	<b>D</b>	<b>For whom are you completing</b> the on-line Help with Medicare Prescription Drug Plan Costs application?	SAC4058A001 SAC4058A002 SAC4058A003 SAC4058A004 SAC4058A005 SAC4058A006 SAC4058A007	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)
SAC4059	<b>A</b>	If you have decided to stop working on your application for now, <b>do you plan to return to complete it later?</b>	SAC4059A001 SAC4059A002	Yes No		Dropdown (select one)
SAC4060	<b>L</b>	If you stopped working on your application, please tell us why: (Select all that apply)	SAC4060A001 SAC4060A002 SAC4060A003 SAC4060A004 SAC4060A005 SAC4060A006 SAC4060A007	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work		checkbox one up vertical

Model Instance Name:  
 SSA Extra Help v2 (English Equiv)  
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SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
			SAC4060A008	Didn't have the Reentry Number needed to resume application		
			SAC4060A009	Application wouldn't accept empty fields		
			SAC4060A010	I had problem(s) entering information in some of the pages		
			SAC4060A011	I made a mistake on one of the screens, but couldn't correct it		
			SAC4060A012	I was working on my application when the site shut down for the night		
			SAC4060A013	Other Reason		
SAC4061	G	Please rate your level of experience using the Internet.	SAC4061A001	Very experienced		Radio
			SAC4061A002	Somewhat experienced		
			SAC4061A003	Almost no experience		
			SAC4061A004	Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		
SAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine, please tell us which one:				text area - no character limit
SAC4063	I	Do you have any problems with, or specific suggestions to improve, this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)				text area - no character limit





Single or Multi	Required Y/N
Single	Y
Single	Y
Single	Y
Single	Y
Multi	Y

Single or Multi	Required Y/N
Single	Y
	N
	N

Model Instance Name:  
 SSA Extra Help v3 (English)  
 MID: RQFJlkpspsRxQlxpY0s1ZQ4C  
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To
JAC0123745		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?		To start a new application	<b>B</b>
				To return to a saved application	<b>A,B</b>
				To check the status of my application	
				To research / learn about Extra Help For Medicare Prescription Plans	
JAC0123772	<b>A</b>	Were you able to access your saved application with the Reentry number?		Yes	
				No	<b>A1</b>
JAC0123791	<b>A1</b>	If you were not able to access your saved application, did you create a new application?		Yes	
				No	
VAN0208024		Did you print your application today?		Yes	AA
				No	
				Don't know	
VAN0208025	<b>AA</b>	Did you have any issues printing the application?		Yes	BB
				No	
VAN0208026	<b>BB</b>	Please describe your issues with printing.			
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001 ENSAC4058A003 ENSAC4058A002 ENSAC4058A004 ENSAC4058A006 ENSAC4058A007 ENSAC4058A005	Myself	
				My Spouse	
				Myself and my spouse	
				My parent/parents	
				Another relative	
				A friend	
My client					
ENSTE0076882		Was the Extra Help with Medicare Prescription Drug Plan Costs online application easy to find?		Yes	<b>A</b>
				No	
ENSTE0076883	<b>A</b>	Please tell us why you had difficulty finding the application page.			
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	ENSAC4055A001	The official Social Security website (www.ssa.gov)	
				The Medicare website	
				On another website	
				A Social Security employee told me about it	

Model Instance Name:  
 SSA Extra Help v3 (English)  
 MID: RQFJlkpspsRxQlxpY0s1ZQ4C  
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To
			A letter from Social Security	<b>A</b>
			Used a search engine (Google, Bing, etc.)	
			Social media (e.g., Facebook, Twitter, blog, etc.)	
			Word-of-mouth	
JAC0123777	<b>A</b>	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?	Other	
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.	The official SSA.gov Website	
			Medicare.gov website	
			AARP	
			Other	<b>A</b>
JAC0123794	<b>A</b>	Please tell us what other website you used.		
TAR0229645		What is your age?	Under 18	
			18 - 29	
			30 - 39	
			40 - 49	
			50 - 59	
			60 - 69	
			70 or older	
			Prefer not to answer	
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).		



Type	Required Y/N
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Text area - no char limit	N
Dropdown (select one)	Y
Radio button one-up vertical	Y
text area - no character limit	N
radio button one-up vertical	Y



Type	Required Y/N
Text area, no char limit	N
Radio button, one-up vertical	Y
Text area, no char limit	N
Radio Button One Up Vertical	Y
text area - no character limit	N

Model Instance Name  
SSA Extra Help v3 (Sp  
MID: wcscht1415kxFE  
Date: 9/15/2



QID	Skip From
JAC0123745	
JAC0123772	<b>A</b>
JAC0123791	<b>A1</b>
VAN0208024	
VAN0208025	<b>AA</b>
VAN0208026	<b>BB</b>
ENSTE0076882	
ENSTE0076883	<b>A</b>
JAC0123776	
JAC0123777	<b>A</b>

JAC0123779	
JAC0123794	<b>A</b>

TAR0229645

JAC0123808	
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**Question Text**

¿Cuál es el motivo de su visita de hoy al Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?

¿Logró acceder a la solicitud guardada usando el número de re-ingreso?

Si no pudo acceder a la solicitud guardada, ¿creó una nueva solicitud?

¿Imprimió su solicitud hoy?

¿Tuvo algún inconveniente al imprimir la solicitud?

Describa qué inconvenientes tuvo al imprimir.

¿Le pareció fácil encontrar la solicitud en línea del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?

Díganos por qué ha tenido dificultades para encontrar la página de la solicitud.

¿Cómo se enteró por primera vez de la solicitud en línea del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?

¿De qué otra forma se enteró de la existencia de esta solicitud en línea del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?

Díganos qué otro sitio web usó para acceder en línea al Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare.

Díganos qué otro sitio web usó.

¿Cuál es su edad?

Díganos en qué forma podemos mejorar la solicitud del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. (No incluya información personal en su respuesta.)

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underlined & italicized: RE-ORDER

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### (Spanish) CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)	Skip To	Type	Required Y/N
Comenzar una nueva solicitud	B	Radio button, one-up vertical	Y
Regresar a seguir trabajando en una solicitud guardada	A,B		
Comprobar el estado de mi solicitud			
Investigar/ aprender acerca del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare			
Sí		Radio button, one-up vertical	Y
No	A1		
Sí		Radio button, one-up vertical	Y
No			
Sí	AA	Radio button, one-up vertical	Y
No			
No sé			
Sí	BB	Radio button, one-up vertical	Y
No			
		Text area - no char limit	N
Sí		Radio button one-up vertical	Y
No	A		
		text area - no character limit	N
A través del sitio web oficial del Seguro Social (www.ssa.gov)	A	radio button one-up vertical	Y
A través del sitio web de Medicare			
A través de otro sitio web			
Un representante del Seguro Social me habló de ella			
A través de un correo electrónico del Seguro Social			
Usando un motor de búsqueda (Google, Bing, etc.)			
Redes sociales (por ejemplo, Facebook, Twitter, blog, etc.)			
Por boca de otros			
Otra opción			
		Text area, no char limit	N

El sitio web oficial SSA.gov		Radio button, one-up vertical	Y
El sitio web de Medicare.gov			
AARP			
Otro sitio web	A		
		Text area, no char limit	N
Menor de 18 años		Radio Button One Up	Y
18 - 29			
30 - 39			
40 - 49			
50 - 59			
60 - 69			
70 años o más			
Prefiero no responder			
		text area - no character limit	N

Special Instructions	CQ Label
Skip Logic	Visita Motivo
Skip Logic	Usó número de reingreso
Skip Logic	No acceso
Skip Logic	Print app
Skip Logic	Print issues
	OE_Print Issues
Skip Logic	Easy to Find
Skip Logic	OE_Why Not Easy to Find
Skip Logic	Oyó hablar solicitud
Skip Logic	OE_Oyó hablar solicitud

Skip Logic	Sitio web que usó
Skip Logic	OE_Sitio web que usó
	Age
Skip Logic	OE_Problemas

Model Instance Name:  
 SSA Extra Help v3 (English)  
 MID: RQFJlkpspsRxQlxpY0s1ZQ4C  
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To
JAC0123745		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?		To start a new application	<b>B</b>
				To return to a saved application	<b>A,B</b>
				To check the status of my application	
				To research / learn about Extra Help For Medicare Prescription Plans	
JAC0123772	<b>A</b>	Were you able to access your saved application with the Reentry number?		Yes	
				No	<b>A1</b>
JAC0123791	<b>A1</b>	If you were not able to access your saved application, did you create a new application?		Yes	
				No	
VAN0208024		Did you print your application today?		Yes	AA
				No	
				Don't know	
VAN0208025	<b>AA</b>	Did you have any issues printing the application?		Yes	BB
				No	
VAN0208026	<b>BB</b>	Please describe your issues with printing.			
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001 ENSAC4058A003 ENSAC4058A002 ENSAC4058A004 ENSAC4058A006 ENSAC4058A007 ENSAC4058A005	Myself	
				My Spouse	
				Myself and my spouse	
				My parent/parents	
				Another relative	
				A friend	
My client					
ENSTE0076882		Was the Extra Help with Medicare Prescription Drug Plan Costs online application easy to find?		Yes	<b>A</b>
				No	
ENSTE0076883	<b>A</b>	Please tell us why you had difficulty finding the application page.			
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	ENSAC4055A001	The official Social Security website (www.ssa.gov)	
				The Medicare website	
				On another website	
				A Social Security employee told me about it	

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 SSA Extra Help v3 (English)  
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To
			A letter from Social Security	<b>A</b>
			Used a search engine (Google, Bing, etc.)	
			Social media (e.g., Facebook, Twitter, blog, etc.)	
			Word-of-mouth	
JAC0123777	<b>A</b>	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?	Other	
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.	The official SSA.gov Website	
			Medicare.gov website	
			AARP	
			Other	<b>A</b>
JAC0123794	<b>A</b>	Please tell us what other website you used.		
		<i>What is your age?</i>	<i>Under 18</i>	
			<i>18 - 29</i>	
			<i>30 - 39</i>	
			<i>40 - 49</i>	
			<i>50 - 59</i>	
			<i>60 - 69</i>	
			<i>70 or older</i>	
			<i>Prefer not to answer</i>	
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).		





Type	Required Y/N
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Text area - no char limit	N
Dropdown (select one)	Y
Radio button one-up vertical	Y
text area - no character limit	N
radio button one-up vertical	Y



Type	Required Y/N
Text area, no char limit	N
Radio button, one-up vertical	Y
Text area, no char limit	N
Radio Button One Up Vertical	Y
text area - no character limit	N

Model Instance Name:  
 SSA Extra Help v3 (English)  
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To	Type
JAC0123766		How did you connect to SSA today?	Desktop Laptop Smartphone Tablet		Radio button, one-up-vertical
JAC0123767		From where did you connect to SSA today?	At home In office / place of employment A friend or relative's place Public library Social Security Office Social Security Kiosk Other agency Other, please specify	A B C	Radio button, one-up-vertical
JAC0123770	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up-vertical
JAC0123771	AA	How did you link to the SSA website?			Text area, no char limit
JAC0123769	B	Please describe the location.			Text area, no char limit
JAC0123768	C	Please tell us how and from where you connected with SSA during your visit today.			Text area, no char limit
JAC0123745		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?	To start a new application To return to a saved application To check the status of my application To research / learn about Extra Help For Medicare Prescription Plans	B A,B	Radio button, one-up vertical
JAC0123772	A	Were you able to access your saved application with the Reentry number?	Yes No	A1	Radio button, one-up vertical
JAC0123791	A1	If you were not able to access your saved application, did you create a new application?	Yes No		Radio button, one-up vertical
		Did you print your application today?	Yes	AA	Radio button, one-up vertical

Model Instance Name:  
 SSA Extra Help v3 (English)  
 MID: RQFJlkpspsRxQlxpY0s1ZQ4C  
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To	Type
				No		
				Don't know		
	AA	Did you have any issues printing the application?		Yes	BB	Radio button, one-up vertical
				No		
	BB	Please describe your issues with printing.				Text area - no char limit
JAC0123748	B	Did you complete and submit your application today?	ENSAC4054A001	Yes, I completed and submitted my new application today	G,D	radio button one-up vertical
			ENSAC4054A004	Not yet, but I plan to finish today		
			ENSAC4054A006	No, I did not complete and submit my application		
				I'm not applying for Help with Medicare Prescription Plan Drug Costs today		
JAC0123793	C	If you have decided to stop working on your application for now, do you plan to return to complete it later?	ENSAC4059A001	Yes	-	Dropdown (select one)
			ENSAC4059A002	No		
				Not sure		
JAC0123773	D	If you stopped working on your application, please tell us why: (Select all that apply)	ENSAC4060A001	I'm not applying for Help with Medicare Prescription Plan Drug Costs today	E	checkbox one up vertical
				My medical/physical condition prevents me from working on the computer for long periods		
				I don't have the necessary computer skills to complete the application		
				I need to locate documents/other information for my application		
				I had a problem(s) entering information in some of the pages		
				I made a mistake on one of the screens, but couldn't correct it		
				Too complicated/Takes too long/Too many questions to answer without help		
			ENSAC4060A005	I received an error message/Kicked off		
			ENSAC4060A006	I was working on my application when the site shut down for the night		
			ENSAC4060A007	I am not ready to apply for Extra Help for Medicare Prescription Plan Costs		
JAC0123774	E	Is there another reason that you stopped working on your application?	ENSAC4060A013	Other Reason		Text area, no char limit
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001	Myself		Dropdown (select one)
			ENSAC4058A003	My Spouse		

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To	Type
			ENSAC4058A002	Myself and my spouse		
			ENSAC4058A004	My parent/parents		
			ENSAC4058A006	Another relative		
			ENSAC4058A007	A friend		
			ENSAC4058A005	My client		
ENSTE0076882		Was the Extra Help with Medicare Prescription Drug Plan Costs online application easy to find?		Yes		Radio button one-up vertical
				No	A	
ENSTE0076883	A	Please tell us why you had difficulty finding the application page.				text area - no character limit
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	ENSAC4055A001	The official Social Security website (www.ssa.gov)		radio button one-up vertical
				The Medicare website		
				On another website		
				A Social Security employee told me about it		
				<del>A Social Security publication</del>		
				<del>A Medicare publication</del>		
				A letter from Social Security		
			ENSAC4055A003	<del>From my doctor or another professional</del>		
			ENSAC4055A004	<del>At the Pharmacy</del>		
			ENSAC4055A005	<del>From my insurance company</del>		
				<del>At my Senior/Community Center</del>		
			ENSAC4055A007	<del>A newspaper, magazine, television or other media source</del>		
			ENSAC4055A010	Used a search engine (Google, Bing, etc.)		
				Social media (e.g., Facebook, Twitter, blog, etc.)		
			ENSAC4055A012	Word-of-mouth		
			ENSAC4055A013	Other	A	
JAC0123777	A	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?				Text area, no char limit
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.		The official SSA.gov Website		Radio button, one-up vertical
				Medicare.gov website		
				AARP		
				Other	A	
JAC0123794	A	Please tell us what other website you used.				Text area, no char limit

Model Instance Name:  
 SSA Extra Help v3 (English)  
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To	Type
JAC0123806		After your visit today, what do you plan to do next?		<del>Nothing, I submitted my application</del> <del>I will return to check the status of my application</del> <del>I will return to complete my application</del> <del>Browse 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>	-	Radio button, one-up-vertical
JAC0123807	-	Please rate your level of experience using the Internet.	<del>ENSAC4061A001</del> <del>ENSAC4061A002</del> <del>ENSAC4061A003</del> <del>ENSAC4061A004</del>	<del>Very experienced</del> <del>Somewhat experienced</del> <del>Almost no experience</del> <del>Filing for Extra Help for Prescription Costs online is the first I've used the Internet.</del>		Radio button one-up-vertical
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).				text area - no character limit

Required Y/N
Y
Y
Y
N
N
N
Y
Y
Y
Y

Required Y/N
Y
N
Y
Y
Y
N

Y



**Required**  
Y/N

Y
N
Y
N
Y
N

Required Y/N
Y
Y
N