

Model Instance Name:

SSA iClaim v3

MID: VgpBBYx9I8JxIFgJIY1lkg4C

Partitioned No

FPI Included(Y/N)?

Date: 6/6/2013

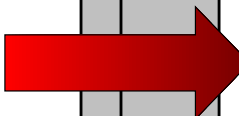
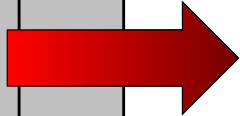


Element rotation scheme has been added

SSA iClaim v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
NOTE: All questions under each element are required. Element questions are partitioned among surveys. REQUIRED ELEMENTS (common to all websites)					
MQ Label		MQ Label		MQ Label	
	Site Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
Site Information - Thoroughness	Please rate the <b>thoroughness of information</b> provided in this application.	Satisfaction - Overall	What is your <b>overall satisfaction</b> with this application? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to <b>recommend this application</b> to someone else?
Site Information - Understandable	Please rate how <b>understandable</b> this application's information is.	Satisfaction - Expectations	How well does this application <b>meet your expectations</b> ?		<b>Use Other Online Services (1=Very Unlikely, 10=Very Likely)</b>
Site Information - Answers	Please rate how well the application's information provides answers to your questions.	Satisfaction - Ideal	How does this application <b>compare to your idea of an ideal application</b> ?	Use Other Online	How likely are you to <b>use other Social Security online services</b> ?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Consistency	Please rate how <b>quickly pages load</b> in this application.				
Site Performance - Errors	Please rate the <b>consistency of speed from page to page</b> in this application.				
Site Performance - Loading	Please rate the <b>ability to load pages without getting error messages</b> in this application.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
Navigation - Organized	Please rate how <b>well the application is organized</b> .				
Navigation - Options	Please rate the <b>options available for navigating</b> this application.				
Navigation - Layout	Please rate how well the application <b>layout helps you find</b> what you are looking for.				
Navigation - Clicks	Please rate the <b>number of clicks to get where you want</b> in this application.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language - Clear	Please rate the <b>clarity of the wording</b> in this application.				
Plain Language - Understandable	Please rate how <b>well you understand the wording</b> in this application.				
Plain Language - Concise	Please rate this application on its <b>use of short, clear sentences</b> .				



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MID: Q0ExM1xNQRi9JJUR0M0JIA4C

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: 7/19/2013



SSA iClaim v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
NOTE: All questions under each element are required. Element questions are partitioned among surveys. REQUIRED ELEMENTS (common to all websites)					
MQ Label		MQ Label		MQ Label	
	Información del sitio de Internet (1=Mala, 10=Excelente, No sé)		Satisfacción		Recomendar (1=Muy improbablemente, 10=Muy probablemente)
Site Information - Thoroughness	Por favor califique lo exhaustivo de la información presentada en este programa de computadora.	Satisfaction - Overall	¿Cómo calificaría su satisfacción en general de este programa de computadora? (1=Totalmente	Recommend	¿Cuáles son las posibilidades de que le recomiende a otra persona el que use este programa de computadora ?
Site Information - Understandable	Por favor califique lo comprensible de la información presentada en este programa de computadora.	Satisfaction - Expectations	¿Con cuánta exactitud este programa de computadora satisfizo sus expectativas? (1=No llenó mis		Uso de otros servicios del Seguro Social por Internet (1=Muy improbablemente, 10=Muy probablemente)
Site Information - Answers	Por favor califique lo adecuado de las respuestas que presenta este programa de computadora.	Satisfaction - Ideal	¿Cómo se compara este programa de computadora con lo que se imaginaria que sería su programa de	Use Other Online	¿Cuáles son las posibilidades de que use otros programas del Seguro Social de computadora por Internet ?
	Rendimiento del sitio de Internet (1=Malo, 10=Excelente, No sé)				
Site Performance - Consistency	Por favor califique la rapidez con que suben las páginas en este programa de computadora.				
Site Performance - Errors	Por favor califique la consistencia de la rapidez para moverse de una página a la otra en este programa de computadora. Por favor califique la capacidad para subir las páginas sin que reciba un error en este programa de computadora.				
	Navegación (1=Mala, 10=Excelente, No sé)				
Navigation - Organized	Por favor califique la organización de este programa de computadora.				
Navigation - Options	Por favor califique las opciones disponibles para navegar este programa de computadora.				
Navigation - Layout	Por favor califique cómo el diseño de este programa de computadora le ayuda a encontrar lo que busca.				
Navigation - Clicks	Por favor califique el número de clics que tuvo que hacer para encontrar lo que buscaba en este programa de computadora.				
	Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)				
Plain Language - Clear	Por favor califique la claridad de las palabras usadas este programa de computadora.				
Plain Language - Understandable	Por favor califique su comprensión de las palabras usadas este programa de computadora.				
Plain Language - Concise	Por favor califique este programa de computadora basado en el uso de oraciones cortas y claras de este programa de computadora.				

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~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
pink: ADDITION  
blue + -->: REWORDING  
violet (bold): SKIP-LOGIC

SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
BJL2231		What type of benefits were you applying for?	Retirement Medicare only Disability Both Retirement and Disability Spouse's Other		Radio button, one up vertical	Y		Type of Benefits
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself Helping a Spouse/Relative/Friend Professional Helping a Client Other		Radio button, one up vertical	Y		Applying for
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov) Social Media (Blog, Facebook, Twitter, etc.) A general web search (e.g. Google, Bing, etc.) An online ad (Banner/Image) An online video Radio Television A newspaper or magazine article A newspaper or magazine ad An email from Social Security My Social Security statement A Social Security employee A relative or friend A community group or association A billboard or other printed ad Other, please specify		check box one up vertical	Y	Skip Logic Group	Learn about App
CAS0045244	A	How did you make contact with a Social Security employee?	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	B	check box one up vertical	Y	Skip Logic	SSA Employee Contact
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact
CAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit	N	Skip Logic	OPS Learn about App
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement Reviewed the Social Security statement that was mailed to me I used the Retirement Estimator or other tools on the Social Security website 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	A B C D E	check box one up vertical	Y	Skip Logic	Prepare for App

			I did not use any resources to prepare to apply online				Mutually Exclusive	
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Statement
			Somewhat helpful					
			Not at all helpful					
CAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate RE Tools
			Somewhat helpful					
			Not at all helpful					
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Video
			Somewhat helpful					
			Not at all helpful					
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Other Info on Website
			Somewhat helpful					
			Not at all helpful					
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N	Skip Logic	OPS Prepare for App
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Radio button, one up vertical	Y	Skip Logic	App Status
			Returned to work on a saved application	R1				
STE0123836	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		Radio button, one up vertical	Y	Skip Logic	Access Saved App
			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				
STE0123837	R2	If you were not able to access your saved application, did you create a new application?	Yes		Radio button, one up vertical	Y	Skip Logic	Create New App
			No					
CAS0045282		Did you complete and submit your online application today?	Yes	B	Radio button, one up vertical	Y	Skip Logic	Complete App
			No, I plan to complete and submit it later	A				
			No, I do not plan to complete and submit my online application	A				
RUS0199384	B	During your visit today did you look for any additional information for any of the following? (Select all that apply.)	Medicare coverage	D	check box one up vertical	Y	Skip Logic	Other Benefit Info
			Other health insurance coverage	D				
			None of the above				Mutually exclusive	
RUS0199385	D	Was the information clear?	Yes		Radio button, one up vertical	Y	Skip Logic	Benefit info clear
			No					
			Did not find needed information	E				
RUS0199386	E	Please describe what was not clear.			Text box, no character limit	N	Skip Logic	How improve benefit info
CAS0045283	A	If you did not complete and submit your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		check box one up vertical	Y	Skip Logic	Not Complete App
			I didn't understand what the questions meant or how to answer					
			I wanted to use the Retirement Estimator to reconsider my retirement options					
			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, e.g.,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					
			Other, please specify	AA				
CAS0045284	AA	What is your other reason?			Text field, no char limit	N	Skip Logic	OPS Why Not Complete today
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Y		Time Spent
			16 minutes - 30 minutes					
			31 minutes - 1 hour					
			More than 1 hour up to 2 hours					
			More than 2 hours					
CAS0045286		How did you find where to create an application for Retirement, Medicare or Disability?	Used the Online Services link on the Social Security homepage		Radio Button	Y	Skip Logic	Arrive at App
			Followed a link from somewhere else on the Social Security website					
			Used Social Security's online search feature					
			Used a search engine (e.g., Google, Bing, etc.)					
			Followed a link from medicare.gov					
			Followed a link from another website (e.g., AARP, an attorney's website, etc.)					
			I clicked around until I found it					
			I had bookmarked the site					
			Other, please specify	A				
CAS0045251	A	Please describe how you arrived at this online claim application today.			Text field, no char limit	N	Skip Logic Group	OPS Arrive at app
CAS0045249		How easy was it for you to find the Social Security online application?	Very easy				Skip Logic Group	Find App
			Somewhat easy					
			Somewhat hard	A				
			Very hard	A				
CAS0045250	A	Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Y	Skip Logic	Why hard to find
			The "Apply for Benefits" was not clear to me					
			Not clear where to go to return to my previously saved application					
			It was not clear to me where the links would lead					
			I had difficulty using a link 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 use the FAQ's, but couldn't find the online application link					
			Other, please specify	AA				
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			N	N	Skip Logic	OPS Hard to Find
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y	Skip Logic	Why Online
			I learned about applying online while visiting Social Security's website (www.ssa.gov)					
			A Social Security employee recommended that I apply online					
			I can't get to my local Social Security Office	B				
			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 did not want to go to a local Social Security office					
			I did not want to apply over the phone					
			Other, please specify	A				
CAS0045287	A	Please specify why you choose to apply online:			Text field, no char limit	N	Skip Logic Group	OPS Why Online
STE0123838	B	What is the reason that you cannot get to your local office?			Text field, no char limit	N	Skip Logic Group	OPS Why Local Office

STE0123839		After your visit today, what do you plan to do next?	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		Radio button, one-up vertical	Y	Skip Logic Group	Do Next Y/N
CAS0045289		What is your current marital status?	Married Significant Other/Partner Separated Divorced Widowed Never Married/Single Prefer not to answer Other, please specify		Radio button, one-up vertical	N	OPS Group	Marital Status
CAS0045290	A	Other marital status						
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, <100 char	N	OPS Group	OPS Marital Status
					Text field, no char limit	N		OE_Improvement

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Y
			Medicare only			
			Disability			
			Both Retirement and Disability			
			Spouse's			
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Y
			Helping a Spouse/Relative/Friend			
			Professional Helping a Client			
			Other			
STE0123830		How did you connect to SSA today?	Desktop		Radio button, one-up verticalb	Y
			Laptop			
			Smartphone			
			Tablet			
STE0123831		From where did you connect to SSA today?	At home	A	Radio button, one-up verticalb	Y
			In office/place of employment			
			A friend or relative's place			
			Public library			
			Social Security Office			
			Social Security Kiosk			
			Other agency			
Other, please specify	B					
STE0123832	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Y
			No			
STE0123835	AA	How did you link to the SSA website?			Text area, no char limit	N
STE0123833	B	Please describe the location.			Text area, no char limit	N
STE0123834	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov)		check box one up vertical	Y
			Social Media (Blog, Facebook, Twitter, etc.)			
			A general web search (e.g. Google, Bing, etc.)			
			An online ad (Banner/Image)			
			An online video			
			Radio			
			Television			
			A newspaper or magazine article			
			A newspaper or magazine ad			
			An email from Social Security			
			My Social Security statement			
			A Social Security employee	<b>A</b>		
			A relative or friend			
			A community group or association			
			A billboard or other printed ad			
			Other, please specify	<b>B</b>		
CAS0045244	<b>A</b>	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y
			Called a local Social Security office			
			Visited a local Social Security office			
			At a Social Security sponsored event			
			Other, please specify	<b>AA</b>		
CAS0045245	<b>AA</b>	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N
CAS0045246	<b>B</b>	Please specify how you learned about this online application.			Text box, no char limit	N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	<b>A</b>	check box one up vertical	Y
			Reviewed the Social Security statement that was mailed to me			
			I used the Retirement Estimator or other tools on the Social Security website	<b>B</b>		
			I watched the instructional video	<b>C</b>		



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			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			
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Drop down select one	Y
			Returned to work on a saved application	R1		
STE0123836	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		Drop down select one	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		
STE0123837	R2	If you were not able to access your saved application, did you create a new application?	Yes		Drop down select one	Y
			No			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
CAS0045282		Did you complete and submit your online application today?	Yes		Drop down select one	Y
			No, I plan to complete and submit it later	A		
			No, I do not plan to complete and submit my online application	A		
CAS0045283	A	If you did not complete and submit your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		check box one up vertical	Y
			I didn't understand what the questions meant or how to answer			
			I wanted to use the Retirement Estimator to reconsider my retirement options			
			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, e.g., 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			
			Other, please specify	AA		
CAS0045284	AA	What is your other reason?			Text field, no char limit	N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Y
			16 minutes - 30 minutes			
			31 minutes - 1 hour			
			More than 1 hour up to 2 hours			
			More than 2 hours			
CAS0045286		How did you find where to create an application for Retirement, Medicare or Disability?	Used the Online Services link on the Social Security homepage		Radio Button	Y
			Followed a link from somewhere else on the Social Security website			
			Used Social Security's online search feature			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			Used a search engine (e.g., Google, Bing, etc.)			
			Followed a link from medicare.gov			
			Followed a link from another website (e.g., AARP, an attorney's website, etc.)			
			I clicked around until I found it			
			I had bookmarked the site			
			Other, please specify	A		
CAS0045251	A	Please describe how you arrived at this online claim application today.			Text field, no char limit	N
CAS0045249		How easy was it for you to find the Social Security online application?	Very easy			
			Somewhat easy			
			Somewhat hard	A		
			Very hard	A		
CAS0045250	A	Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Y
			The "Apply for Benefits" was not clear to me			
			Not clear where to go to return to my previously saved application			
			It was not clear to me where the links would lead			
			I had difficulty using a link 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 use the FAQ's, but couldn't find the online application link			
			Other, please specify	AA		
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			N	N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y
			I learned about applying online while visiting Social Security's website (www.ssa.gov)			
			A Social Security employee recommended that I apply online			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			I can't get to my local Social Security Office	<b>B</b>		
			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 did not want to go to a local Social Security office			
			I did not want to apply over the phone			
			Other, please specify	<b>A</b>		
CAS0045287	<b>A</b>	Please specify why you choose to apply online:			Text field, no char limit	N
STE0123838	<b>B</b>	What is the reason that you cannot get to your local office?			Text field, no char limit	N
STE0123839		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Y
			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			
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	N
			Significant Other/Partner			
			Separated			
			Divorced			
			Widowed			
			Never Married/Single			
			Prefer not to answer			
			Other, please specify	<b>A</b>		
CAS0045290	<b>A</b>	Other marital status			Text field, <100 char	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N

Model Instance Name:  
SSA iClaim v3  
MID: xZAAEQw81glo1Vo4Noc1Rw4C  
Date: 7/15/2011

~~red & strike-through~~: DELETE  
*underlined & italicized*: RE-ORDER  
pink: ADDITION  
blue + -->: REWORDING  
violet (bold): SKIP-LOGIC

SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
BJL2231		What type of benefits were you applying for?	Retirement Medicare only Disability Both Retirement and Disability Spouse's Other		Radio button, one up vertical	Y		Type of Benefits
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself Helping a Spouse/Relative/Friend Professional Helping a Client Other		Radio button, one up vertical	Y		Applying for
STE0123830		How did you connect to SSA today?	Desktop Laptop Smartphone Tablet		Radio button, one up verticalb	Y		How Connected with SSA
STE0123831		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 verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123832	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123835	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123833	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123834	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov) Social Media (Blog, Facebook, Twitter, etc.) A general web search (e.g. Google, Bing, etc.) An online ad (Banner/Image) An online video Radio Television A newspaper or magazine article A newspaper or magazine ad An email from Social Security My Social Security statement A Social Security employee A relative or friend A community group or association	A	check box one up vertical	Y	Skip Logic Group	Learn about App

			A billboard or other printed ad					
			Other, please specify	<b>B</b>				
CAS0045244	<b>A</b>	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y	Skip Logic	SSA Employee Contact
			Called a local Social Security office					
			Visited a local Social Security office					
			At a Social Security sponsored event					
			Other, please specify	<b>AA</b>				
CAS0045245	<b>AA</b>	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact
CAS0045246	<b>B</b>	Please specify how you learned about this online application.			Text box, no char limit	N	Skip Logic	OPS Learn about App
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	<b>A</b>	check box one up vertical	Y	Skip Logic	Prepare for App
			Reviewed the Social Security statement that was mailed to me					
			I used the Retirement Estimator or other tools on the Social Security website	<b>B</b>				
			I watched the instructional video	<b>C</b>				
			I used other information on the Social Security website to prepare	<b>D</b>				
			I used another resource to prepare to apply online	<b>E</b>				
			I did not use any resources to prepare to apply online				Mutually Exclusive	
CAS0045263	<b>A</b>	How helpful did you find the online Social Security Statement?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Statement
			Somewhat helpful					
			Not at all helpful					
CAS0045264	<b>B</b>	How helpful did you find the estimator tools on the website?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate RE Tools
			Somewhat helpful					
			Not at all helpful					
CAS0045265	<b>C</b>	How helpful did you find the instructional video?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Video
			Somewhat helpful					
			Not at all helpful					
CAS0045266	<b>D</b>	How helpful did you find the other information on the Social Security website?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Other Info on Website
			Somewhat helpful					
			Not at all helpful					
CAS0045267	<b>E</b>	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N	Skip Logic	OPS Prepare for App
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Radio button, one up vertical	Y	Skip Logic	App Status
			Returned to work on a saved application	<b>R1</b>				
STE0123836	<b>R1</b>	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		Radio button, one up vertical	Y	Skip Logic	Access Saved App
			No, I was not able to use the Reentry number that was provided to me	<b>R2</b>				
			No, I did not have my Reentry number	<b>R2</b>				
STE0123837	<b>R2</b>	If you were not able to access your saved application, did you create a new application?	Yes		Radio button, one up vertical	Y	Skip Logic	Create New App
			No					
CAS0045282		Did you complete and submit your online application today?	Yes	<b>B</b>	Radio button, one up vertical	Y	Skip Logic	Complete App
			No, I plan to complete and submit it later	<b>A</b>				
			No, I do not plan to complete and submit my online application	<b>A</b>				

	<b>B</b>	During your visit today did you look for any additional information for any of the following? (Select all that apply.)	Medicare coverage	<b>D</b>	check box one up vertical	<b>Y</b>	Skip Logic	Other Benefit Info
			Other health insurance coverage	<b>D</b>				
			None of the above				Mutually exclusive	
	<b>D</b>	Was the information clear?	Yes	<b>E</b>	Radio button, one up vertical	<b>Y</b>	Skip Logic	Benefit info clear
			No					
			Did not find needed information					
	<b>E</b>	Please describe what was not clear.			Text box, no character limit	<b>N</b>	Skip Logic	How improve benefit info
CAS0045283	<b>A</b>	If you did not complete and submit your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		check box one up vertical	<b>Y</b>	Skip Logic	Not Complete App
			I didn't understand what the questions meant or how to answer					
			I wanted to use the Retirement Estimator to reconsider my retirement options					
			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, e.g., 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					
			Other, please specify	<b>AA</b>				
CAS0045284	<b>AA</b>	What is your other reason?			Text field, no char limit	<b>N</b>	Skip Logic	OPS Why Not Complete today
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	<b>Y</b>		Time Spent
			16 minutes - 30 minutes					
			31 minutes - 1 hour					
			More than 1 hour up to 2 hours					
			More than 2 hours					
CAS0045286		How did you find where to create an application for Retirement, Medicare or Disability?	Used the Online Services link on the Social Security homepage		Radio Button	<b>Y</b>	Skip Logic	Arrive at App
			Followed a link from somewhere else on the Social Security website					
			Used Social Security's online search feature					
			Used a search engine (e.g., Google, Bing, etc.)					
			Followed a link from medicare.gov					
			Followed a link from another website (e.g., AARP, an attorney's website, etc.)					
			I clicked around until I found it					
			I had bookmarked the site					
			Other, please specify	<b>A</b>				
CAS0045251	<b>A</b>	Please describe how you arrived at this online claim application today.			Text field, no char limit	<b>N</b>	Skip Logic Group	OPS Arrive at app
CAS0045249		How easy was it for you to find the Social Security online application?	Very easy				Skip Logic Group	Find App
			Somewhat easy					
			Somewhat hard	<b>A</b>				
			Very hard	<b>A</b>				
CAS0045250	<b>A</b>	Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	<b>Y</b>	Skip Logic	Why hard to find
			The "Apply for Benefits" was not clear to me					
			Not clear where to go to return to my previously saved application					
			It was not clear to me where the links would lead					
			I had difficulty using a link 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 use the FAQ's, but couldn't find the online application link					
			Other, please specify	AA				
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			N	N	Skip Logic	OPS Hard to Find
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y	Skip Logic	Why Online
			I learned about applying online while visiting Social Security's website (www.ssa.gov)					
			A Social Security employee recommended that I apply online					
			I can't get to my local Social Security Office	B				
			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 did not want to go to a local Social Security office					
			I did not want to apply over the phone					
			Other, please specify	A				
CAS0045287	A	Please specify why you choose to apply online:			Text field, no char limit	N	Skip Logic Group	OPS Why Online
STE0123838	B	What is the reason that you cannot get to your local office?			Text field, no char limit	N	Skip Logic Group	OPS Why Local Office
STE0123839		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Y	Skip Logic Group	Do Next Y/N
			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					
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	N	OPS Group	Marital Status
			Significant Other/Partner					
			Separated					
			Divorced					
			Widowed					
			Never Married/Single					
			Prefer not to answer					
			Other, please specify	A				
CAS0045290	A	Other marital status			Text field, <100 char	N	OPS Group	OPS Marital Status
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N		OE_Improvement



Model Instance Name:

SSA iClaim v3 (Spanish)

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

Date: 7/15/2011

QID	Skip Logic Label	Question Text
BJL2231		¿Qué tipo de beneficios estaba solicitando?
CAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?
<del>STE0123830</del>		<del>¿Cómo se comunicó hoy con la Administración del Seguro Social (SSA, por sus siglas en inglés)?-</del>
<del>STE0123831-</del>		<del>¿Desde dónde se comunicó hoy con la SSA?-</del>
<del>STE0123832</del>	<del>A</del>	<del>¿Se conectó a través del ícono propio del Seguro Social que aparece en el escritorio de la computadora?</del>
<del>STE0123835</del>	<del>AA</del>	<del>¿Cómo llegó al sitio web del Seguro Social?</del>

STE0123833	B	Describe la ubicación.
STE0123834	C	Díganos cómo y desde dónde se comunicó con el Seguro Social durante su visita de hoy:
CAS0045243		¿Cómo se enteró de la existencia de esta aplicación para presentar solicitudes en línea? (Seleccione todas las opciones que correspondan.)
CAS0045244	A	¿Cómo se hace el contacto con un empleado del Seguro Social?
CAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.
CAS0045246	B	Por favor, especifique cómo se enteró de esta aplicación en línea.
CAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)

CAS0045263	A	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?
CAS0045264	B	¿Qué tan útil encontraste las herramientas estimador en el sitio web?
CAS0045265	C	¿Qué tan útil le parecen la video instructivo?
CAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?
CAS0045267	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.
CAS0045247		¿Comenzó a preparar una solicitud en línea o regresó a una solicitud que había guardado anteriormente?
STE0123836	R1	¿Logró acceder a la solicitud que había guardado previamente usando su número de re-ingreso?
STE0123837	R2	Si no pudo acceder a la solicitud guardada, ¿creó una nueva solicitud?
CAS0045282		¿Completó y envió su solicitud en línea hoy?



CAS0045251	A	Describa cómo encontró hoy esta aplicación para presentar solicitudes en línea
CAS0045249		¿Hasta qué punto le pareció fácil encontrar la aplicación para presentar solicitudes en línea del Seguro Social?
CAS0045250	A	Indíquenos por qué le pareció difícil encontrar esta aplicación para presentar solicitudes. (Seleccione todas las opciones que correspondan.)
CAS0045285	AA	Explique por qué motivo le pareció difícil encontrar la aplicación para presentar solicitudes en línea.
CAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)

CAS0045287	A	Por favor, especifique qué decide aplicar en línea
STE0123838	B	¿Por qué motivo no puede ir a la oficina de su zona?
STE0123839		Cuando finalice su visita de hoy, ¿qué planea hacer a continuación?
CAS0045289		¿Cuál es su estado civil actual?
CAS0045290	A	Otro estado civil
CAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

**SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST**

<b>Answer Choices (limited to 50 characters)</b>	<b>Skip To</b>	<b>Type (select from list)</b>
Por jubilación		Dropdown (Select-one)
Solo Medicare		
Por incapacidad		
Tanto Jubilación y Discapacidad		
Coomo cónyuge		
Otro		
Yo mismo		Dropdown (Select-one)
Cómo ayudar a un cónyuge / pariente / amigo		
Profesional Ayudar a un cliente		
Otro		
<del>Computadora de escritorio</del>		
<del>Computadora portátil</del>		
<del>Smartphone</del>		
<del>Tableta</del>		
<del>Desde mi hogar</del>		Radio button, one-up vertical
<del>Desde la oficina/lugar de trabajo</del>		
<del>Desde la casa de un amigo o familiar</del>		
<del>Desde la biblioteca pública</del>		
<del>Desde la oficina del Seguro Social</del>		
<del>Desde un quiosco del Seguro Social</del>		
<del>A través de otra agencia</del>		
<del>Otra opción (indique cuál)</del>		
<del>Sí</del>		Radio button, one-up vertical
<del>No</del>	AA	
		Text area, no char limit

		Text area, no char limit
		Text area, no char limit
En el sitio web oficial del Seguro Social (www.ssa.gov)		check box one up vertical
Medios de Comunicación Social (Blog, Facebook, Twitter, etc)		
Una búsqueda web general (por ejemplo, Google, Bing, etc)		
Un anuncio en línea (Banner / Imagen)		
Un video en línea		
Por la radio		
Por la televisión		
Un periódico o la revista		
Un periódico o una revista de anuncios		
Un correo electrónico de la Seguridad Social		
Por mi estado de cuenta del Seguro Social		
A través de un empleado del Seguro Social		
A través de un familiar o un amigo		
En un grupo o asociación comunitaria	A	
Un anuncio impreso cartelera u otro		
Otro, especificar	B	
Llamado el número nacional 800		check box one up vertical
Llamado a la oficina local del Seguro Social		
Visitado una oficina local del Seguro Social		
En un evento patrocinado por el Seguro Social		
Otro, especificar	AA	
		Text box, no char limit
		Text box, no char limit
Comentado mi Declaración del Seguro Social en línea	A	check box one up vertical
Revisé el estado de cuenta que me envió el Seguro Social		



He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	B	
Vi el video de instrucciones	C	
Usé otra información en la página web de la Seguridad Social para preparar	D	
Utilicé otro recurso que se preparen para aplicar en línea	E	
No hice uso de los recursos para prepararse para aplicar en línea		
Muy útil		Drop down select one
algo útil		
Para nada útil		
Muy útil		Drop down select one
algo útil		
Para nada útil		
Muy útil		Drop down select one
algo útil		
Para nada útil		
Muy útil		Drop down select one
algo útil		
Para nada útil		
		Text field, no char limit
Comenzó una nueva aplicación		Drop down select one
Volvió a trabajar en una solicitud guardada	R1	
Sí, pude usar el número de re-ingreso que me facilitaron		Drop down select one
No, no pude usar el número de re-ingreso que me facilitaron	R2	
No, no tenía mi número de re-ingreso	R2	
Sí		Drop down select one
No		
Sí		Drop down select one
No, planeo completarla y enviarla más tarde	A	
No, no planeo completar y enviar mi solicitud en línea	A	

Yo no tenía la información que necesitaba como nombres, direcciones o fechas		check box one up vertical
No entendía el significado de las preguntas ni sabía cómo responder		
Que quería utilizar el estimador de jubilación reconsiderar mis opciones		
Que tenía que ver mi Declaración del Seguro Social y / o comprobar que mi registro de ganancias es el correcto		
Mi condición de discapacidad me impide trabajar con una computadora por largos periodos		
Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo		
Tuve problemas técnicos: por ejemplo, un mensaje de error o un error que no pude solucionar		
Hay demasiadas preguntas		
Toma demasiado tiempo llenarla		
Es demasiado complicada para completarla sin ayuda		
Otro, especificar	AA	
		Text field, no char limit
Hasta 15 minutos		Drop down select one
16 minutos - 30 minutos		
31 minutos - 1 hora		
Más de 1 hora hasta 2 horas		
Más de 2 horas		
Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button
Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social		
Usando el sistema de búsqueda en línea del Seguro Social		
Usando un motor de búsqueda (Google, Bing, etc.)		
Seguido de un enlace desde medicare.gov		
Siguiendo un enlace de otro sitio web (por ejemplo, AARP, el sitio web de un abogado...)		
Saltando de un enlace a otro hasta encontrarla		

Había marcado este sitio web anteriormente		
Otro, especificar	A	
		Text field, no char limit
Muy fácil		Radio Button
algo fácil		
algo duro	A	
Muy difícil	A	
No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical
El enlace para "Solicitar beneficios" no me pareció claro		
No tenía claro adónde ir para volver al formulario de solicitud que había guardado previamente		
No estaba claro para mí cuando los vínculos conducirían		
Tuve dificultades para usar un enlace en el sitio web del Seguro Social		
La información no parecía estar organizados de una manera lógica		
Usé la función de búsqueda, pero los resultados no parecen aplicarse.		
Intenté usar la sección de Preguntas frecuentes, pero no pude encontrar el enlace a la aplicación para presentar solicitudes en línea		
Otra opción (indique cuál)	AA	
		Text field, no char limit
Yo prefiero usar los servicios en línea tanto como sea posible		check box one up vertical
Me enteré de la posibilidad de presentar solicitudes en línea mientras visitaba el sitio web del Seguro Social (www.ssa.gov)		
Un empleado del Seguro Social recomienda que aplico en línea		
No puedo llegar a mi oficina local del Seguro Social	B	

Un amigo o familiar recomendaron que aplico en línea		
Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social		
Yo no quería ir a una oficina local del Seguro Social		
Yo no quería que la solicitud por teléfono		
Otro, especificar	A	
		Text field, no char limit
		Text field, no char limit
Nada, ya envié mi solicitud		Radio button, one-up vertical
Volveré a comprobar el estado de mi solicitud		
Volveré para completar mi solicitud		
Navegaré por el sitio web de la SSA		
Llamaré al 1-800 del Seguro Social		
Visitaré la oficina del Seguro Social de mi zona		
En este momento, no sé lo que haré a continuación		
Casado		Radio button, one-up vertical
En pareja/ Compañero		
Apartado		
Divorciado		
Viudo		
Nunca contraí matrimonio/ Soltero		
Prefiero no responder		
Otro, especificar	A	
		Text field, <100 char
		Text field, no char limit

Required Y/N	Special Instructions	CQ Label
Y		Type of Benefits
Y		Applying for
		Cómo se comunicó
Y	Skip-Logie Group	Desde dónde se comunicó
Y	Skip-Logie Group	Usó ícono de la SSA
N	Skip-Logie Group	OE_Cómo llegó a la SSA (biblioteca)

N	Skip Logic Group	OE_Ubicación del quiosco
N	Skip Logic Group	Cómo se comunicó con la SSA
Y	Skip Logic Group	Learn about App
Y	Skip Logic	SA Employee Contact
N	Skip Logic	SSA Employee Contact
N	Skip Logic	PS Learn about App
Y	Skip Logic	Prepare for App

Y	Skip Logic	Rate Statement
Y	Skip Logic	Rate RE Tools
Y	Skip Logic	Rate Video
Y	Skip Logic	Rate Other Info on Website
N	Skip Logic	Rate DPS Prepare for App
Y		App Status
Y	Skip Logic	Rate eso solicitud guardada
Y	Skip Logic	Rate Creó nueva solicitud
Y	Skip Logic	Complete App





N	Skip Logic	OPS Arrive at app
Y	Skip Logic	Find App
Y	Skip Logic	Why hard to find
N	Skip Logic	OPS Hard to Find
Y	Skip Logic	Why Online

N	<i>Skip Logic</i>	OPS Why Online
N	Skip Logic	OE No ir a la oficina
Y		Próximo paso S/N
N	OPS Group	Marital Status
N	OPS Group	OPS Marital Status
N		OE_Improvement

Model Instance Name:  
 SSA iClaim v3  
 MID: xZAAEQw81glo1Vo4Noc1Rw4C  
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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Y
			Medicare only			
			Disability			
			Both Retirement and Disability			
			Spouse's			
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Y
			Helping a Spouse/Relative/Friend			
			Professional Helping a Client			
			Other			
JAC0076363		Please tell us how and from where you connected with SSA during your visit today?	<del>Desktop computer/laptop from my home</del>	A	Radio button, one-up vertical	Y
			<del>Desktop computer/laptop from a friend or relative's home</del>			
			<del>Desktop computer/laptop from my place of employment</del>			
			<del>Public computer workstation in a library</del>			
			<del>Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)</del>			
			<del>Public computer workstation made available at my local Social Security office</del>			
			<del>SSA Express kiosk located in a public space or governmental office</del>			
<del>Other (please specify)</del>	B					
JAC0076364	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Y
			No			
JAC0076365	AA	How did you link to the SSA website?			Text area, no char limit	N

Model Instance Name:  
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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
JAC0076366	B	<del>Please describe the location.</del>			Text area, no char limit	N
JAC0076367	C	<del>Please tell us how and from where you connected with SSA during your visit today?</del>			Text area, no char limit	N
		How did you connect to SSA today?	Desktop Laptop Smart Phone Tablet		Radio button, one-up verticalb	Y
		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 verticalb	Y
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y
	AA	How did you link to the SSA website?			Text area, no char limit	N
	B	Please describe the location.			Text area, no char limit	N
	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? <del>this online application?</del> (Select all that apply.)	Official Social Security website ( <a href="http://www.ssa.gov">www.ssa.gov</a> ) <i>Social Media (Blog, Facebook, Twitter, etc.)</i> <i>A general web search (e.g. Google, Bing, etc.)</i> <i>An online ad (Banner/Image)</i> <i>An online video</i>		check box one up vertical	Y

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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			<del>The radio</del> Radio			
			<del>The television</del> Television			
			<u>A newspaper or magazine article</u>			
			<u>A newspaper or magazine ad</u>			
			<u>An email from Social Security</u>			
			<u>My Social Security statement</u>			
			<u>A Social Security employee</u>	A		
			<del>Friend, spouse, relative, neighbor or acquaintance</del> <u>A relative or friend</u>			
			<u>A community group or association</u>			
			<u>A billboard or other printed ad</u>			
			Other, please specify	B		
CAS0045244	A	How did you make contact with a Social Security employee?	<u>Called the national 800 number</u>		check box one up vertical	Y
			<u>Called a local Social Security office</u>			
			<u>Visited a local Social Security office</u>			
			<u>At a Social Security sponsored event</u>			
			Other, please specify	AA		
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N
CAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit	N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Y
			<u>Reviewed the Social Security statement that was mailed to me</u>			
			I used the Retirement Estimator or other tools on the Social Security website	B		
			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			
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
CAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful Somewhat helpful Not at all helpful		Drop down select one	Y
CAS0045265	C	How helpful did you find the instructional video?	Very helpful Somewhat helpful Not at all helpful		Drop down select one	Y
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful Somewhat helpful Not at all helpful		Drop down select one	Y
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N
CAS0045247		Did you start a new online application today or did you return to a <b>previously</b> saved application?	Started a new application Returned to work on a saved application		Drop down select one	Y
	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 No, I was not able to use the Reentry number that was provided to me No, I did not have my Reentry number		Drop down select one	Y
	R2	If you were not able to access your saved application, did you create a new application?	Yes No		Drop down select one	Y
CAS0045282		Did you complete and submit <b>this-your</b> online application today?	Yes No, I plan to complete and submit <b>it</b> later No, I do not plan to complete and submit <b>the my</b> online application		Drop down select one	Y
CAS0045283	A	If you did not complete and submit <b>this your</b> online application today, please tell us why.	<i>I didn't have information I needed like names, addresses, or dates</i> <i>I didn't understand what the questions meant or how to answer</i>		check box one up vertical	Y

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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			<i>I wanted to use the Retirement Estimator to reconsider my retirement options</i>			
			<i>I needed to view my Social Security Statement and/or verify that my earnings record is correct</i>			
			<i>My disabling condition prevents me from working with a computer for long periods</i>			
			<i>I had a limited amount of time/family demands that kept me from working on it for very long</i>			
			<i>I had technical problems, e.g... <u>like</u> an error message or a mistake I couldn't fix</i>			
			<i>There are too many questions</i>			
			<i>It takes too long to fill out</i>			
			<i>It's too complicated to <u>use complete</u> without help</i>			
			Other, please specify	AA		
CAS0045284	AA	<del>Please tell us why you did not complete and submit this application today.</del> What is your other reason?			Text field, no char limit	N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Y
CAS0045286		<del>How did you arrive at this online application today?</del> How did you find where to create an application for Retirement, Medicare or Disability?	<del>Used the Online Services link on the Social Security homepage</del> <del>Followed a link from somewhere else on the Social Security website</del> <del>Used the search feature on the Social Security website</del> <del>Used Social Security's online search feature</del> <del>Used an outside search engine (i.e. Google, Bing, yahoo etc.)</del> Used a search engine (e.g., Google, Bing, etc.) <del>Followed a link from medicare.gov</del> <del>Followed a link from another website (e.g., AARP, an attorney's website, etc.)</del>		Radio Button	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			I clicked around until I found it			
			<del>Site was bookmarked</del> I had bookmarked the site			
			Other, please specify	A		
CAS0045251	A	Please describe how you arrived at this online claim application today			Text field, no char limit	N
CAS0045249		How easy was it for you to find this the Social Security online application?	Very easy			
			Somewhat easy			
			Somewhat hard	A		
			Very hard	A		
CAS0045250	A	Please tell us why it was hard to find locate the online claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Y
			The "Apply for Benefits" was not clear to me			
			<del>Not clear where to go to return to a previously saved application</del> Not clear where to go to return to my previously saved application			
			It was not clear to me where the links would lead			
			I had difficulty using a link 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 use the FAQ's, but couldn't find the online application link			
			<del>Other reason (please describe)</del> Other, please specify	AA		
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			N	N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y
			I learned about applying online while visiting Social Security's website ( <a href="http://www.ssa.gov">www.ssa.gov</a> )			
			A Social Security employee recommended that I apply online			
			I can't get to my local Social Security Office	B		
			A friend or relative recommended that I apply online			



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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			I knew that if I had a question or problem applying online, I could still get help from Social Security			
			<del>I am filing on behalf of another person</del>			
			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		
CAS0045287	A	Please specify why you choose to apply online:			Text field, no char limit	N
	B	What is the reason that you cannot get to your local office?			Text field, no char limit	N
		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Y
			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			
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	N
			Significant Other/Partner			
			Separated			
			Divorced			
			Widowed			
			<del>Never married</del>			
			Never Married/Single			
			Prefer not to answer			
			Other, please specify	A		
CAS0045290	A	Other marital status			Text field, <100 char	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement Medicare only Disability Both Retirement and Disability Spouse's Other		Dropdown (Select-one)	Single	Y
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself Helping a Spouse/Relative/Friend Professional Helping a Client Other		Dropdown (Select-one)	Single	Y
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website A general web search (e.g. Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine article An online ad (Banner/Image) An online video A newspaper or magazine ad A billboard or other printed ad Social Media (Blog, Facebook, Twitter, etc.) Friend, spouse, relative, neighbor or acquaintance Social Security statement Social Security employee Community Group or Association Other, please specify	A B	check box one up vertical	Multi	Y
ENCAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	AA	check box one up vertical	Multi	Y
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
ENCAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			
ENCAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			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				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
ENCAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	A			
			Very hard	A			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link 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 use the FAQ's, but couldn't find the online application				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other reason (please describe)	AA			
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
ENCAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045289		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify	A	Radio button, one-up vertical	Single	N
ENCAS0045290	A	Other marital status			Text field, <100 char		N
ENSTE0059662		Have you registered for a <i>my</i> Social Security account?	Yes No	A	Radio button, one-up vertical	Single	Y
ENSTE0061423	A	What is the <b>main reason</b> you have not registered for a <i>my</i> Social Security account?	I am unaware of what a <i>my</i> Social Security account is. I just learned what a <i>my</i> Social Security account is and plan to register. I just learned what a <i>my</i> Social Security account is, but have not yet decided when or if I will register. I tried to register for a <i>my</i> Social Security account, but was unsuccessful. I am currently in the process of registering for a <i>my</i> Social Security account. I do not want a <i>my</i> Social Security account. Other (please specify):	AA	Radio button, one-up vertical	Single	Y
ENSTE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
		Other					
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home	A	Radio button, one-up vertical	Single	Y
			Desktop computer/laptop from a friend or relative's home				
			Desktop computer/laptop from my place of employment				
			Public computer workstation in a library				
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)				
			Public computer workstation made available at my local Social Security office				
			SSA Express kiosk located in a public space or governmental office				
			Other (please specify)				
A		Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Single	Y
			No				
AA		How did you link to the SSA website?			Text area, no char limit	Open	N
B		Please describe the location.			Text area, no char limit	Open	N
C		Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	B			
CAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N
CAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit		N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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			



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I did not use any resources to prepare to apply online				
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			I needed to view my Social Security Statement and/or verify that my earnings record is correct				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			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				
			Other, please specify	AA			
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
CAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	A			
			Very hard	A			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link 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 use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
CAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	A			
CAS0045290	A	Other marital status			Text field, <100 char		N
<del>STE0059662</del>		<del>Have you registered for a my Social Security account?</del>	<del>Yes</del>		<del>Radio button, one-up-vertical</del>	<del>Single</del>	<del>Y</del>
			<del>No</del>	<del>A</del>			
<del>STE0061423</del>	<del>A</del>	<del>What is the main reason you have not registered for a my Social Security account?</del>	<del>I am unaware of what a my Social Security account is.</del>		<del>Radio button, one-up-vertical</del>	<del>Single</del>	<del>Y</del>
			<del>I just learned what a my Social Security account is and plan to register.</del>				
			<del>I just learned what a my Social Security account is, but have not yet decided when or if I will register.</del>				
			<del>I tried to register for a my Social Security account, but was unsuccessful.</del>				
			<del>I am currently in the process of registering for a my Social Security account.</del>				
			<del>I do not want a my Social Security account.</del>				
			<del>Other (please specify):</del>	<del>AA</del>			
<del>STE0061395</del>	<del>AA</del>	<del>Please tell us why you have not registered for a my Social Security account.</del>			<del>Text field, no char limit</del>	<del>Single</del>	<del>N</del>
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Solo Medicare Por incapacidad Tanto Jubilación y Discapacidad Coomo cónyuge Otro		Dropdown (Select-one)	Single	Y
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo Cómo ayudar a un cónyuge / pariente / amigo Profesional Ayudar a un cliente Otro		Dropdown (Select-one)	Single	Y
		Por favor, cómo y de decirle donde conectó con la SSA durante su visita de hoy?	Computadora de escritorio / laptop de mi casa Ordenador / portátil de un amigo o en el hogar de un pariente de escritorio Computadora de escritorio / laptop de mi lugar de trabajo Estación de trabajo público en una biblioteca Estación de trabajo público de alguna otra agencia / organización social (por ejemplo, los servicios sociales, Administración de Vehículos Automotores, la agencia de vivienda, hospital, etc.) Estación de trabajo Equipo público disponible en mi oficina local del Seguro Social SSA expreso kiosco ubicado en un espacio público u oficina gubernamental Otros (especificar)	A B C	Radio button, one-up vertical	Single	Y
	A	¿Ha conectado a través de un icono único de la Seguridad Social aparece en el escritorio del ordenador?	Sí No	AA	Radio button, one-up vertical	Single	Y
	AA	¿Cómo usted se conecta a la página web de la SSA?			Text area, no char limit	Open	N
	B	Por favor, describa la ubicación.			Text area, no char limit	Open	N
	C	Por favor, cómo y de decirle donde conectó con la SSA durante su visita de hoy?			Text area, no char limit	Open	N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social		check box one up vertical	Multi	Y
			Una búsqueda web general (por ejemplo, Google, Bing, etc)				
			La radio				
			La televisión				
			Un correo electrónico de la Seguridad Social				
			Un periódico o la revista				
			Un anuncio en línea (Banner / Imagen)				
			Un video en línea				
			Un periódico o una revista de anuncios				
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
			Empleado del Seguro Social	A			
			Grupo de la comunidad o de la Asociación				
			Otro, especificar	B			
SPCAS0045244	A	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar	AA			
SPCAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
SPCAS0045246	B	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	A	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	B			
			Vi el video de instrucciones	C			
			Usé otra información en la página web de la Seguridad Social para preparar	D			

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			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	A	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	B	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	C	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y
			No, tengo la intención de completar y enviar más tarde	A			
			No, no tengo planes para completar y enviar la solicitud en línea	A			
SPCAS0045283	A	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Que quería utilizar el estimador de jubilación reconsiderar mis opciones				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Que tenía que ver mi Declaración del Seguro Social y / o comprobar que mi registro de ganancias es el correcto				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos 16 minutos - 30 minutos 31 minutos - 1 hora Más de 1 hora hasta 2 horas Más de 2 horas		Drop down select one	Single	Y
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil algo fácil algo duro Muy difícil	A A			
SPCAS0045250	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea Donde no está claro que vaya a volver a una solicitud previamente guardada No estaba claro para mí cuando los vínculos conducirían Dificultad para utilizar un enlace en la página web de la Seguridad Social La información no parecía estar organizados de una manera lógica Usé la función de búsqueda, pero los resultados no parecen aplicarse. Traté de usar el FAQ, pero no pude encontrar la solicitud en línea Otro, especificar		check box one up vertical	Multi	Y
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	A			
SPCAS0045251	A	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)	Yo no quería ir a una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplique en línea				
			Un amigo o familiar recomendaron que aplique en línea				
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				
			Estoy presentando en nombre de otra persona				
			Otro, especificar	A			
SPCAS0045287	A	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?	casado		Radio button, one-up vertical	Single	N

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			apartado				
			divorciado				
			viudo				
			Nunca se ha casado				
			Prefiero no responder				
			Otro, especificar	<b>A</b>			
SPCAS0045290	A	Otro estado civil			Text field, <100 char		N
SPSTE0059662		<del>¿Ya se registró para una cuenta de mi Seguro Social?</del>	Sí		Radio button, one-up-vertical	Single	Y
			No	<b>A</b>			
SPSTE0061423	A	<del>¿Cuál es la razón principal por la que no se haya registrado para una cuenta de mi Seguro Social?</del>	No tengo conocimiento de lo que una cuenta de mi Seguro Social es.		Radio button, one-up-vertical	Single	Y
			Acabo de enterarme de lo que una cuenta de mi Seguro Social es y planea registrarse.				
			Acabo de enterarme de lo que es un mi cuenta de la Seguridad Social está, pero todavía no han decidido cuándo o si voy a registrar.				
			Traté de registrar una cuenta de mi Seguro Social, pero no tuvo éxito.				
			Actualmente estoy en el proceso de registrarse para una cuenta de mi Seguro Social.				
			Yo no quiero una cuenta de mi Seguro Social.				
			Otro (especificar):	<b>AA</b>			
SPSTE0061395	AA	Por favor, díganos por qué usted no está registrado para obtener una cuenta de mi Seguridad Social.			Text field, no char limit	Single	N
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

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BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	B			
CAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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CAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit		N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions Takes too long to fill out Too complicated to use without help Didn't have information I needed like names, addresses, or dates Didn't understand what questions meant/how to answer I wanted to use the Retirement Estimator to reconsider my retirement options 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 Other, please specify	AA	check box one up vertical	Multi	Y
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Single	Y
CAS0045249		How easy was it for you to find this online application?	Very easy Somewhat easy Somewhat hard Very hard	A A			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application Not clear where to go to return to a previously saved application It was not clear to me where the links would lead Difficulty using a link on the Social Security website The information did not seem to be organized in a logical manner		check box one up vertical	Multi	Y

Model Instance Name:

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	A			
CAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify		Radio button, one-up vertical	Single	N
CAS0045290	A	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a my Social Security account?	Yes No	A	Radio button, one-up vertical	Single	Y
STE0061423	A	What is the <b>main reason</b> you have not registered for a my Social Security account?	I am unaware of what a my Social Security account is. I just learned what a my Social Security account is and plan to register. I just learned what a my Social Security account is, but have not yet decided when or if I will register. I tried to register for a my Social Security account, but was unsuccessful. I am currently in the process of registering for a my Social Security account. I do not want a my Social Security account. Other (please specify):	AA	Radio button, one-up vertical	Single	Y
STE0061395	AA	Please tell us why you have not registered for a my Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	B			
CAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N



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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	<b>B</b>	Please specify how you learned about this online application.			Text box, no char limit		N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	<b>B</b>	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	<b>E</b>	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	<b>A</b>			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions Takes too long to fill out Too complicated to use without help Didn't have information I needed like names, addresses, or dates Didn't understand what questions meant/how to answer I wanted to use the Retirement Estimator to reconsider my retirement options 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 Other, please specify	AA	check box one up vertical	Multi	Y
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Single	Y
CAS0045249		How easy was it for you to find this online application?	Very easy Somewhat easy Somewhat hard Very hard	A A			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application Not clear where to go to return to a previously saved application It was not clear to me where the links would lead Difficulty using a link on the Social Security website The information did not seem to be organized in a logical manner		check box one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	A			
CAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify		Radio button, one-up vertical	Single	N
CAS0045290	A	Other marital status		A	Text field, <100 char		N
STE0059662		Have you registered for a my Social Security account?	Yes No	A	Radio button, one-up vertical	Single	Y
STE0061423	A	What is the <b>main reason</b> you have not registered for a my Social Security account?	I am unaware of what a my Social Security account is. I just learned what a my Social Security account is and plan to register. I just learned what a my Social Security account is, but have not yet decided when or if I will register. I tried to register for a my Social Security account, but was unsuccessful. I am currently <del>trying</del> in the process of registering for a my Social Security account. I do not want a my Social Security account. Other (please specify):	AA	Radio button, one-up vertical	Single	Y
STE0061395	AA	Please tell us why you have not registered for a my Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

Model Instance Name:  
 SSA iClaim v3  
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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement Medicare only Disability Both Retirement and Disability Spouse's Other		Dropdown (Select-one)	Single	Y
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself Helping a Spouse/Relative/Friend Professional Helping a Client Other		Dropdown (Select-one)	Single	Y
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website A general web search (e.g. Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine article An online ad (Banner/Image) An online video A newspaper or magazine ad A billboard or other printed ad Social Media (Blog, Facebook, Twitter, etc.) Friend, spouse, relative, neighbor or acquaintance Social Security statement Social Security employee Community Group or Association Other, please specify	A B	check box one up vertical	Multi	Y
ENCAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	AA	check box one up vertical	Multi	Y
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
ENCAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			
ENCAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			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				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
ENCAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	A			
			Very hard	A			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link 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 use the FAQ's, but couldn't find the online application				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other reason (please describe)	AA			
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
ENCAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N



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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045289		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify	A	Radio button, one-up vertical	Single	N
ENCAS0045290	A	Other marital status			Text field, <100 char		N
ENSTE0059662		Have you registered for a <i>my</i> Social Security account?	Yes No	A	Radio button, one-up vertical	Single	Y
ENSTE0061423	A	What is the <b>main reason</b> you have not registered for a <i>my</i> Social Security account?	I am unaware of what a <i>my</i> Social Security account is. I just learned what a <i>my</i> Social Security account is and plan to register. I just learned what a <i>my</i> Social Security account is, but have not yet decided when or if I will register. I tried to register for a <i>my</i> Social Security account, but was unsuccessful. I am currently <del>trying</del> in the process of registering for a <i>my</i> Social Security account. I do not want a <i>my</i> Social Security account. Other (please specify):	AA	Radio button, one-up vertical	Single	Y
ENSTE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

Model Instance Name:

SSA iClaim v3 (Spanish)

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Solo Medicare Por incapacidad Tanto Jubilación y Discapacidad Como cónyuge Otro		Dropdown (Select-one)	Single	Y
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo Cómo ayudar a un cónyuge / pariente / amigo Profesional Ayudar a un cliente Otro		Dropdown (Select-one)	Single	Y
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social Una búsqueda web general (por ejemplo, Google, Bing, etc) La radio La televisión Un correo electrónico de la Seguridad Social Un periódico o la revista Un anuncio en línea (Banner / Imagen) Un video en línea Un periódico o una revista de anuncios Un anuncio impreso cartelera u otro Medios de Comunicación Social (Blog, Facebook, Twitter, etc) Amigo, cónyuge, pariente, vecino o conocido Declaración del Seguro Social Empleado del Seguro Social Grupo de la comunidad o de la Asociación Otro, especificar	A B	check box one up vertical	Multi	Y
SPCAS0045244	A	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social Llamado a la oficina local del Seguro Social Llamado el número nacional 800 Otro, especificar	AA	check box one up vertical	Multi	Y
SPCAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N

Model Instance Name:

SSA iClaim v3 (Spanish)

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045246	B	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	A	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	B			
			Ví el video de instrucciones	C			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	A	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	B	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	C	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y
			No, tengo la intención de completar y enviar más tarde	A			
			No, no tengo planes para completar y enviar la solicitud en línea	A			

Model Instance Name:  
 SSA iClaim v3 (Spanish)  
 MID: Q0ExM1xNQRI9JJUR0M0JIA4C  
 Date: 7/15/2011

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045283	A	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Que quería utilizar el estimador de jubilación reconsiderar mis opciones				
			Que tenía que ver mi Declaración del Seguro Social y / o comprobar que mi registro de ganancias es el correcto				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				
			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	A			
			Muy difícil	A			
SPCAS0045250	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	A			
SPCAS0045251	A	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)	Yo no quería ir a una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplique en línea				
			Un amigo o familiar recomendaron que aplique en línea				
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Estoy presentando en nombre de otra persona				
			Otro, especificar	A			
SPCAS0045287	A	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?	casado		Radio button, one-up vertical	Single	N
			apartado				
			divorciado				
			viudo				
			Nunca se ha casado				
			Prefiero no responder				
			Otro, especificar	A			
SPCAS0045290	A	Otro estado civil			Text field, <100 char		N
SPSTE0059662		¿Ya se registró para una cuenta de mi Seguro Social?	Sí		Radio button, one-up vertical	Single	Y
			No	A			
SPSTE0061423	A	¿Cuál es la razón principal por la que no se haya registrado para una cuenta de mi Seguro Social?	No tengo conocimiento de lo que una cuenta de mi Seguro Social es.		Radio button, one-up vertical	Single	Y
			Acabo de enterarme de lo que una cuenta de mi Seguro Social es y planea registrarse.				
			Acabo de enterarme de lo que es un mi cuenta de la Seguridad Social está, pero todavía no han decidido cuándo o si voy a registrar.				
			Traté de registrar una cuenta de mi Seguro Social, pero no tuvo éxito.				
			Actualmente estoy <del>tratando de registrar</del> en el proceso de registrarse para una cuenta de mi Seguro Social.				
			Yo no quiero una cuenta de mi Seguro Social.				
			Otro (especificar):	AA			
SPSTE0061395	AA	Por favor, díganos por qué usted no está registrado para obtener una cuenta de mi Seguridad Social.			Text field, no char limit	Single	N
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
Social Security employee	A						
Community Group or Association							
Other, please specify	B						
CAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify				
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	<b>B</b>	Please specify how you learned about this online application.			Text box, no char limit		N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	<b>B</b>	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	<b>E</b>	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	<b>A</b>			



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions Takes too long to fill out Too complicated to use without help Didn't have information I needed like names, addresses, or dates Didn't understand what questions meant/how to answer I wanted to use the Retirement Estimator to reconsider my retirement options 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 Other, please specify		check box one up vertical	Multi	Y
CAS0045284	AA	Please tell us why you did not complete and submit this application today.		AA	Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Single	Y
CAS0045249		How easy was it for you to find this online application?	Very easy Somewhat easy Somewhat hard Very hard	A A			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application Not clear where to go to return to a previously saved application It was not clear to me where the links would lead Difficulty using a link on the Social Security website The information did not seem to be organized in a logical manner		check box one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	A			
CAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify		Radio button, one-up vertical	Single	N
CAS0045290	A	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a my Social Security account?	Yes No	A	Radio button, one-up vertical	Single	Y
STE0061423	A	What is the <b>main reason</b> you have not registered for a my Social Security account?	I am unaware of what a my Social Security account is. I tried to register for a my Social Security account, but was unsuccessful. I am currently trying to register for a my Social Security account. I do not want a my Social Security account. Other (please specify):	AA	Radio button, one-up vertical	Single	Y
STE0061395	AA	Please tell us why you have not registered for a my Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
Social Security employee	A						
Community Group or Association							
Other, please specify	B						
CAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify				
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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CAS0045246	<b>B</b>	Please specify how you learned about this online application.			Text box, no char limit		N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	<b>B</b>	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	<b>E</b>	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	<b>A</b>			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions Takes too long to fill out Too complicated to use without help Didn't have information I needed like names, addresses, or dates Didn't understand what questions meant/how to answer 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 Other, please specify	AA	check box one up vertical	Multi	Y
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Single	Y
CAS0045249		How easy was it for you to find this online application?	Very easy Somewhat easy Somewhat hard Very hard	A A			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application Not clear where to go to return to a previously saved application It was not clear to me where the links would lead Difficulty using a link 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 use the FAQ's, but couldn't find the online application		check box one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
CAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N

**Model Instance Name:**

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045289		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify	A	Radio button, one-up vertical	Single	N
CAS0045290	A	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a my Social Security account?	Yes No	A	Radio button, one-up vertical	Single	Y
	A	What is the <u>main reason</u> you have not registered for a my Social Security account?	I am unaware of what a my Social Security account is. I tried to register for a my Social Security account, but was unsuccessful. I am currently trying to register for a my Social Security account. I do not want a my Social Security account. Other (please specify):	AA	Radio button, one-up vertical	Single	Y
	AA	Please tell us why you have not registered for a my Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N



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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement Medicare only Disability Both Retirement and Disability Spouse's Other		Dropdown (Select-one)	Single	Y
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself Helping a Spouse/Relative/Friend Professional Helping a Client Other		Dropdown (Select-one)	Single	Y
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website A general web search (e.g. Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine article An online ad (Banner/Image) An online video A newspaper or magazine ad A billboard or other printed ad Social Media (Blog, Facebook, Twitter, etc.) Friend, spouse, relative, neighbor or acquaintance Social Security statement Social Security employee Community Group or Association Other, please specify	A B	check box one up vertical	Multi	Y
ENCAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	AA	check box one up vertical	Multi	Y
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
ENCAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			
ENCAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			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				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Single	Y
ENCAS0045249		How easy was it for you to find this online application?	Very easy Somewhat easy Somewhat hard Very hard	A A			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application Not clear where to go to return to a previously saved application It was not clear to me where the links would lead Difficulty using a link 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 use the FAQ's, but couldn't find the online application Other reason (please describe)		check box one up vertical	Multi	Y
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
ENCAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N
ENCAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	A			
ENCAS0045290	A	Other marital status			Text field, <100 char		N
ENSTE0059662		Have you registered for a my Social Security account?	Yes		Radio button, one-up vertical	Single	Y
			No	A			
	A	What is the <b>main reason</b> you have not registered for a my Social Security account?	I am unaware of what a my Social Security account is.		Radio button, one-up vertical	Single	Y
			I tried to register for a my Social Security account, but was unsuccessful.				
			I am currently trying to register for a my Social Security account.				
			I do not want a my Social Security account.				
			Other (please specify):	AA			
	AA	Please tell us why you have not registered for a my Social Security account.			Text field, no char limit	Single	N
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación		Dropdown (Select-one)	Single	Y
			Solo Medicare				
			Por incapacidad				
			Tanto Jubilación y Discapacidad				
			Coomo cónyuge				
Otro							
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo		Dropdown (Select-one)	Single	Y
			Cómo ayudar a un cónyuge / pariente / amigo				
			Profesional Ayudar a un cliente				
			Otro				
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social		check box one up vertical	Multi	Y
			Una búsqueda web general (por ejemplo, Google, Bing, etc)				
			La radio				
			La televisión				
			Un correo electrónico de la Seguridad Social				
			Un periódico o la revista				
			Un anuncio en línea (Banner / Imagen)				
			Un video en línea				
			Un periódico o una revista de anuncios				
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
Empleado del Seguro Social	A						
Grupo de la comunidad o de la Asociación							
Otro, especificar	B						
SPCAS0045244	A	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
SPCAS0045246	B	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	A	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	B			
			Vi el video de instrucciones	C			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	A	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	B	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	C	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			No, tengo la intención de completar y enviar más tarde	A			
			No, no tengo planes para completar y enviar la solicitud en línea	A			
SPCAS0045283	A	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				
			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	A			
			Muy difícil	A			
SPCAS0045250	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	A			
SPCAS0045251	A	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)	Yo no quería ir a una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplique en línea				
			Un amigo o familiar recomendaron que aplique en línea				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				
			Estoy presentando en nombre de otra persona				
			Otro, especificar	A			
SPCAS0045287	A	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?	casado apartado divorciado viudo Nunca se ha casado Prefiero no responder Otro, especificar	A	Radio button, one-up vertical	Single	N
SPCAS0045290	A	Otro estado civil			Text field, <100 char		N
ENSTE0059662		¿Ya se registró para una cuenta de mi Seguro Social?	Sí No	A	Radio button, one-up vertical	Single	Y
	A	¿Cuál es la razón principal por la que no se haya registrado para una cuenta de mi Seguro Social?	No tengo conocimiento de lo que una cuenta de mi Seguro Social es. Traté de registrar una cuenta de mi Seguro Social, pero no tuvo éxito. Actualmente estoy tratando de registrar una cuenta de mi Seguro Social. Yo no quiero una cuenta de mi Seguro Social. Otro (especificar):	AA	Radio button, one-up vertical	Single	Y
	AA	Por favor, díganos por qué usted no está registrado para obtener una cuenta de mi Seguridad Social.			Text field, no char limit	Single	N
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
		Other					
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	B			
CAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	<b>B</b>	Please specify how you learned about this online application.			Text box, no char limit		N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	<b>B</b>	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	<b>E</b>	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	<b>A</b>			

**Model Instance Name:**

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions Takes too long to fill out Too complicated to use without help Didn't have information I needed like names, addresses, or dates Didn't understand what questions meant/how to answer 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 Other, please specify	AA	check box one up vertical	Multi	Y
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Single	Y
CAS0045249		How easy was it for you to find this online application?	Very easy Somewhat easy Somewhat hard Very hard	A A			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application Not clear where to go to return to a previously saved application It was not clear to me where the links would lead Difficulty using a link 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 use the FAQ's, but couldn't find the online application		check box one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
CAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045289		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify		Radio button, one-up vertical	Single	N
CAS0045290	A	Other marital status		A	Text field, <100 char		N
		Do you presently have an active <i>my Social Security</i> account established?	Yes No		Radio button, one-up vertical	Single	Y
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
			Other				
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
Other, please specify	B						
ENCAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	B	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
ENCAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			
ENCAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			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				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours		Drop down select one	Single	Y
ENCAS0045249		How easy was it for you to find this online application?	Very easy Somewhat easy Somewhat hard Very hard	A A			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application Not clear where to go to return to a previously saved application It was not clear to me where the links would lead Difficulty using a link 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 use the FAQ's, but couldn't find the online application Other reason (please describe)		check box one up vertical	Multi	Y
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
ENCAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N
ENCAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	A			
ENCAS0045290	A	Other marital status			Text field, <100 char		N
		Do you presently have an active my Social Security account established?	Yes No		Radio button, one-up vertical	Single	Y
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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SSA iClaim v3 (Spanish)

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**SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Solo Medicare Por incapacidad Tanto Jubilación y Discapacidad Coomo cónyuge Otro		Dropdown (Select-one)	Single	Y
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo Cómo ayudar a un cónyuge / pariente / amigo Profesional Ayudar a un cliente Otro		Dropdown (Select-one)	Single	Y
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social Una búsqueda web general (por ejemplo, Google, Bing, etc) La radio La televisión Un correo electrónico de la Seguridad Social Un periódico o la revista Un anuncio en línea (Banner / Imagen) Un video en línea Un periódico o una revista de anuncios Un anuncio impreso cartelera u otro Medios de Comunicación Social (Blog, Facebook, Twitter, etc) Amigo, cónyuge, pariente, vecino o conocido Declaración del Seguro Social Empleado del Seguro Social Grupo de la comunidad o de la Asociación Otro, especificar	A B	check box one up vertical	Multi	Y
SPCAS0045244	A	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social Llamado a la oficina local del Seguro Social Llamado el número nacional 800 Otro, especificar	AA	check box one up vertical	Multi	Y

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**SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
SPCAS0045246	B	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	A	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	B			
			Vi el video de instrucciones	C			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	A	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	B	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	C	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			No, tengo la intención de completar y enviar más tarde	A			
			No, no tengo planes para completar y enviar la solicitud en línea	A			
SPCAS0045283	A	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				
			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	A			
			Muy difícil	A			
SPCAS0045250	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	A			
SPCAS0045251	A	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)	Yo no quería ir a una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplique en línea				
			Un amigo o familiar recomendaron que aplique en línea				



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				
			Estoy presentando en nombre de otra persona				
			Otro, especificar	A			
SPCAS0045287	A	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?	casado apartado divorciado viudo Nunca se ha casado Prefiero no responder Otro, especificar		Radio button, one-up vertical	Single	N
SPCAS0045290	A	Otro estado civil			Text field, <100 char		N
		¿Tiene actualmente una cuenta activa de my Social Security establecido?	Sí No		Radio button, one-up vertical	Single	Y
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2230		Please rate <del>your impression of the level of security in completing tasks</del> on this application:	1 = Poor  2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
BJL2231		What type of benefits were you applying for?	Retirement Medicare only Disability Both Retirement and Disability Spouse's Other I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
		Are you applying online for yourself or are you helping someone else?	Myself Helping a Spouse/Relative/Friend Professional Helping a Client Other		Dropdown (Select-one)	Single	Y
		How did you learn about this online application? (Select all that apply.)	Official Social Security website A general web search (e.g. Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine article An online ad (Banner/Image)		check box one up vertical	Multi	Y

**Model Instance Name:**

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	B			
	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N
	B	Please specify how you learned about this online application.			Text box, no char limit		N
		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				

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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			
	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			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				
			Other, please specify	AA			
	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			More than 2 hours				
		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	A			
			Very hard	A			
	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link 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 use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
	AA	Please explain the reason why it was hard for you to find the online application.			N		N
		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
	A	Please describe how you arrived at this online application today			Text field, no char limit		N
		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I did not want to apply over the phone				
			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				
			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				
			Other, please specify	A			
	A	Please specify why you choose to apply online			Text field, no char limit		N
		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	A			
	A	Other marital status			Text field, <100 char		N
		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N
<b>BJL2232</b>	<b>M</b>	How did you learn about the Social Security online application? (Select all that apply.)	Official Social Security website		Checkbox One Up Vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			An-online ad (Banner/Image) An-online video A-newspaper-or magazine ad A-billboard-or other printed ad Social-Media (Blog, Facebook, Twitter, etc.) Friend, spouse, relative, neighbor-or acquaintance Social-Security statement Social-Security employee Community Group-or Association Other, please specify	B A			
BJL2233	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
BJL2234	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	D	Radio Button One-Up Vertical	Single	Y
BJL2235	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
BJL2236	Q	Did you complete your application today?	Yes, I completed my new application today- Yes, I restarted and completed my earlier application today- No, I did not complete my new application, but I plan to complete it later- No, I did not complete my re-started earlier application, but I plan to complete it later- No, I do not plan to complete my application at all- I'm not applying for benefits today-	C C C C C	Radio Button One-Up Vertical	Single	Y
BJL2237	C	For whom are you filing this online application for Social Security benefits?	Myself My spouse My parent Another relative My friend My client Other		Radio Button One-Up Vertical	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today	zz	Checkbox One-Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked-out" of the application				
			I had a problem entering dates or other information in some of the pages				
Other Reason							
BJL2239	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
BJL2240	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select one)	Single	Y
			No				
BJL2241	Y	Did you use the SEARCH box on our website to find what you needed?	Yes		Dropdown (Select one)	Single	Y
			No				
BJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application	Z1	Radio Button One-Up Vertical	Single	Y
			I found it somewhat difficult to find the application				
BJL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking	Z2	Checkbox One-Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)				
BJL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
BJL2245	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select one)	Single	Y



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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			<del>Did a search (i.e. Google, Bing, Yahoo)</del> <del>Followed a link from medicare.gov</del> <del>Followed a link from another website</del>				
<b>BJL2246</b>	<b>E</b>	<del>Please rate the clarity of the instructions provided for this Social Security online application.-</del>	<del>1 = Not At All Clear</del> <del>2</del> <del>3</del> <del>4</del> <del>5</del> <del>6</del> <del>7</del> <del>8</del> <del>9</del> <del>10 = Very Clear</del> <del>Don't know</del>	<b>F</b>	Radio Button Scale Has Don't Know	Single	Y
<b>BJL2247</b>	<b>F</b>	<del>What part of the instructions was not clear?-</del>			Text area, no char limit		N
<b>BJL2248</b>	<b>G</b>	<del>Did you complete the Online Disability Report today?</del>	<del>Yes</del> <del>No</del> <del>Don't recall</del>		Radio Button One Up Vertical	Single	Y
<b>BJL2249</b>	<b>W</b>	<del>Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)</del>			Text area, no char limit		N

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2230		Please rate <b>your impression of the level of security in completing tasks</b> on this application.	1 = Poor		Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Excellent				
Don't know							
ENBJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			<i>Medicare only</i>				
			<i>Disability</i>				
			<i>Both Retirement and Disability</i>				
			<i>Spouse's</i>				
			<i>Other</i>				
			<i>I am not applying today</i>				
		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
An online ad (Banner/Image)							

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	B			
	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N
	B	Please specify how you learned about this online application.			Text box, no char limit		N
		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	B			
			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				
	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	B	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	C	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	A			
			No, I do not plan to complete and submit the online application	A			
	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			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				
			Other, please specify	AA			
	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			More than 1 hour up to 2 hours				
			More than 2 hours				
		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	A			
			Very hard	A			
	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link 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 use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
	AA	Please explain the reason why it was hard for you to find the online application.			N		N
		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	A			
	A	Please describe how you arrived at this online application today			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office I did not want to apply over the phone 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 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 Other, please specify		check box one up vertical	Multi	Y
	A	Please specify why you choose to apply online			Text field, no char limit		N
		What is your current marital status?	Married Separated Divorced Widowed Never married Prefer not to answer Other, please specify		Radio button, one-up vertical	Single	N
	A	Other marital status			Text field, <100 char		N
		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N
ENBJL2232	M	How did you learn about the Social Security online application? (Select all that apply.)	Official Social Security website A general web search (e.g. Google, Bing, etc.) The radio		Checkbox One Up Vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			<del>The television</del> <del>An email from Social Security</del> <del>A newspaper or magazine article</del> <del>An online ad (Banner/Image)</del> <del>An online video</del> <del>A newspaper or magazine ad</del> <del>A billboard or other printed ad</del> <del>Social Media (Blog, Facebook, Twitter, etc.)</del> <del>Friend, spouse, relative, neighbor or acquaintance</del> <del>Social Security statement</del> <del>Social Security employee</del> <del>Community Group or Association</del> <del>Other, please specify</del>	<p style="text-align: center;"><del>B</del></p> <p style="text-align: center;"><del>A</del></p>			
ENBJL2233	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENBJL2234	B	How did you make contact with a Social Security employee?	<del>Visited a local Social Security office</del>  <del>Called a local Social Security office</del> <del>Called the national 800 number</del> <del>Other, please specify</del>	<p style="text-align: center;"><del>D</del></p>	Radio Button One Up Vertical	Single	Y
ENBJL2235	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
ENBJL2236	Q	Did you complete your application today?	<del>Yes, I completed my new application today</del>  <del>Yes, I restarted and completed my earlier application today</del>  <del>No, I did not complete my new application, but I plan to complete it later</del>  <del>No, I did not complete my re-started earlier application, but I plan to complete it later</del>  <del>No, I do not plan to complete my application at all. I'm not applying for benefits today</del>	<p style="text-align: center;"><del>C</del></p> <p style="text-align: center;"><del>C</del></p> <p style="text-align: center;"><del>C</del></p> <p style="text-align: center;"><del>C</del></p> <p style="text-align: center;"><del>C</del></p>	Radio Button One Up Vertical	Single	Y
ENBJL2237	C	For whom are you filing this online application for Social Security benefits?	<del>Myself</del>  <del>My spouse</del> <del>My parent</del> <del>Another relative</del>		Radio Button One Up Vertical	Single	Y

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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			My friend My client Other				
ENBJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today Needed to find documents/other information for my application Too many questions Takes too long Too complicated to use without help My medical/physical condition prevents me from working on the computer for long periods Application wouldn't accept empty/blank fields Received an error message or was "kicked out" of the application I had a problem entering dates or other information in some of the pages Other Reason	zz	Checkbox One Up Vertical	Multi	Y
ENBJL2239	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
ENBJL2240	X	Did you visit the Social Security <b>home page</b> (www.socialsecurity.gov) today?	Yes No		Dropdown (Select one)	Single	Y
ENBJL2241	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?-	Yes No		Dropdown (Select one)	Single	Y
ENBJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application I found it somewhat difficult to find the application	Z1	Radio Button One Up Vertical	Single	Y
ENBJL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking It was not clear to me where the links would lead The information did not seem to be organized in a logical manner I used the search function but the results didn't seem to apply. Other reason (please describe)	Z2	Checkbox One Up Vertical	Multi	Y



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SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENBJL2245	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser Did a search (i.e. Google, Bing, Yahoo) Followed a link from medicare.gov Followed a link from another website		Dropdown (Select one)	Single	Y
ENBJL2246	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear 2 3 4 5 6 7 8 9 10 = Very Clear Don't know	F  F F F F	Radio Button Scale Has Don't Know	Single	Y
ENBJL2247	F	What part of the instructions was not clear?			Text area, no char limit		N
ENBJL2248	G	Did you complete the Online Disability Report today?	Yes No Don't recall		Radio Button One Up Vertical	Single	Y
ENBJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2230		Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	<p>1 = Decificiente</p> <p>Excelente = 10</p> <p>No sé</p>		Radio Button Scale Has Don't Know	Single	Y
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	<p>Por jubilación</p> <p>Solo Medicare</p> <p>Por incapacidad</p> <p>Tanto Jubilación y Discapacidad</p> <p>Coomo cónyuge</p> <p>Otro</p> <p>No estoy solicitando hoy</p>	<p>M, Q, R, X, Y, Z, U, E, W</p> <p>M, Q, R, X, Y, Z, U, E, W</p> <p>M, Q, R, X, Y, Z, U, E, G, W</p> <p>M, Q, R, X, Y, Z, U, E, W</p>	Dropdown (Select-one)	Single	Y
		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	<p>Yo mismo</p> <p>Cómo ayudar a un cónyuge / pariente / amigo</p> <p>Profesional Ayudar a un cliente</p> <p>Otro</p>		Dropdown (Select-one)	Single	Y
		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	<p>Sitio web oficial de la Seguridad Social</p> <p>Una búsqueda web general (por ejemplo, Google, Bing, etc)</p> <p>La radio</p> <p>La televisión</p> <p>Un correo electrónico de la Seguridad Social</p> <p>Un periódico o la revista</p> <p>Un anuncio en línea (Banner / Imagen)</p> <p>Un video en línea</p>		check box one up vertical	Multi	Y

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Un periódico o una revista de anuncios				
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
			Empleado del Seguro Social	A			
			Grupo de la comunidad o de la Asociación				
			Otro, especificar	B			
	A	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar	AA			
	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
	B	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	A	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	B			
			Vi el video de instrucciones	C			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
	A	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
	B	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	C	¿Qué tan útil le parecen la video instructivo?	Muy útil algo útil Para nada útil		Drop down select one	Single	Y
	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil algo útil Para nada útil		Drop down select one	Single	Y
	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación Volvió a trabajar en una solicitud guardada		Drop down select one	Single	Y
		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí No, tengo la intención de completar y enviar más tarde No, no tengo planes para completar y enviar la solicitud en línea	A A	Drop down select one	Single	Y
	A	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas Toma demasiado tiempo para llenar Demasiado complicado de usar sin ayuda No tenía la información que necesitaba como nombres, direcciones o fechas No entendía lo que significaba preguntas / cómo responder Mi condición de discapacidad me impide trabajar con una computadora por largos periodos Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar Otro, especificar		check box one up vertical	Multi	Y
	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.		AA	Text field, no char limit		N
		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos 16 minutos - 30 minutos 31 minutos - 1 hora		Drop down select one	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	A			
			Muy difícil	A			
	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	A			
	A	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)	Yo no quería ir a una oficina local del Seguro Social Yo no quería que la solicitud por teléfono Yo prefiero usar los servicios en línea tanto como sea posible Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social Un empleado del Seguro Social recomienda que aplique en línea Un amigo o familiar recomendaron que aplique en línea Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social Estoy presentando en nombre de otra persona Otro, especificar	A	check box one up vertical	Multi	Y
	A	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
		¿Cuál es su estado civil actual?	casado apartado divorciado viudo Nunca se ha casado Prefiero no responder Otro, especificar	A	Radio button, one-up vertical	Single	N
	A	Otro estado civil			Text field, <100 char		N
		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N
SPBJL2232	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	<del>El sitio de Internet del Seguro Social</del> Una búsqueda por Internet (usando Google, Bing, etc.)		Checkbox One-Up Vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Una promoción en la radio Una promoción en la televisión Un e-mail del Seguro Social Un artículo en un diario o una revista Una promoción por Internet (anuncio web/imagen) Un video en la Internet Una promoción en un diario o una revista Una pancarta u otro tipo de promoción impresa En las redes sociales (un blog, en Facebook, Twitter, etc.) Un amigo, mi cónyuge, un familiar, un vecino o un conocido La Declaración del Seguro Social Un agente del Seguro Social Una asociación o un grupo comunitario Otro modo, por favor especifique el modo	B A			
SPBJL2233	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.			Text area, no char limit		N
SPBJL2234	B	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social Llamando la oficina local del Seguro Social Llamando el número 800 nacional Otro modo, por favor especifique	D	Radio Button One-Up Vertical	Single	Y
SPBJL2235	D	Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPBJL2236	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo. Sí, reanudé y llené la solicitud que ya había comenzado. No, no terminé de llenar la solicitud pero la terminaré más adelante. No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante. No, no tengo intención de terminar la solicitud. No voy a solicitar los beneficios hoy.	C C C C	Radio Button One-Up Vertical	Single	Y
SPBJL2237	C	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo: Para mi cónyuge: Para mis padres: Para un familiar:		Radio Button One-Up Vertical	Single	Y

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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Para un amigo: Para un cliente: Para otra persona				
SPBJL2238	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy:  Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud. Demasiadas preguntas Me demoró mucho. La solicitud es muy complicada sin la ayuda de alguien. Mi impedimento físico/médico me impide trabajar con una computadora por períodos prolongados. La solicitud no aceptaba que dejara preguntas sin contestar. Recibí un mensaje haciendo saber que había sido «expulsado» de la solicitud. Tuve problemas ingresando fechas y otra información en algunas de las páginas. Por otras razones	zz	Checkbox One-Up Vertical	Multi	Y
SPBJL2239	zz	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPBJL2240	X	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí  No		Dropdown (Select one)	Single	Y
SPBJL2241	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí  No		Dropdown (Select one)	Single	Y
SPBJL2242	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud.  Se me hizo un poco difícil encontrar la solicitud.	Z1	Radio Button One-Up Vertical	Single	Y
SPBJL2243	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar.  No estaba claro a dónde me llevarían los enlaces. No me pareció que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)	Z2	Checkbox One-Up Vertical	Multi	Y



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SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2244	Z2	Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPBJL2245	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select one)	Single	Y
SPBJL2246	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social:	1 = No lo entiendo          Muy claro = 10 No sé	F  F F F	Radio Button Scale Has Don't Know	Single	Y
SPBJL2247	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPBJL2248	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí.  No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPBJL2249	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
BJL2230		Please rate <b>your impression of the level of security in completing tasks</b> on this application.	1 = Poor  2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
BJL2231		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
BJL2232	M	How did you learn about the Social Security online application? (Select all that apply.)	+-->Official Social Security website  A general web search (e.g. Google, Bing, etc.)  The radio The television An email from Social Security A newspaper or magazine article An online ad (Banner/Image) An online video A newspaper or magazine ad A billboard or other printed ad Social Media (Blog, Facebook, Twitter, etc.) Social Security statement Social Security employee Community Group or Association Another website or search engine	B	Checkbox One Up Vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			<del>News (TV, radio, newspaper or Internet)</del> <del>Advertisement</del> Other, please specify	<b>A</b>			
BJL2233	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
BJL2234	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number Other, please specify	<b>D</b>	Radio Button One Up Vertical	Single	Y
BJL2235	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
BJL2236	Q	Did you complete your application today?	Yes, I completed my new application today Yes, I restarted and completed my earlier application today No, I did not complete my new application, but I plan to complete it later No, I did not complete my re-started earlier application, but I plan to complete it later No, I do not plan to complete my application at all I'm not applying for benefits today	<b>C</b> <b>C</b> <b>C</b> <b>C</b> <b>C</b>	Radio Button One Up Vertical	Single	Y
BJL2237	C	For whom are you filing this online application for Social Security benefits?	Myself My spouse My parent Another relative My friend My client Other		Radio Button One Up Vertical	Single	Y
BJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today Needed to find documents/other information for my application Too many questions Takes too long Too complicated to use without help		Checkbox One Up Vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	<b>zz</b>			
BJL2239	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
BJL2240	X	Did you visit the Social Security <b>home page</b> (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
BJL2241	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
BJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	<b>Z1</b>			
BJL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	<b>Z2</b>			
BJL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
BJL2245	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
BJL2246	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	<b>F</b>	Radio Button Scale Has Don't Know	Single	Y
			2	<b>F</b>			
			3	<b>F</b>			

**Model Instance Name:**

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

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violet (bold): SKIP-LOGIC

**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			4	F			
			5	F			
			6				
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				
BJL2247	F	What part of the instructions was not clear?			Text area, no char limit		N
BJL2248	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
BJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

**Model Instance Name:**

SSA iClaim v3

MID: VgpBBYx9l8JxIFgJIY1lkg4C

Date: 7/15/2011

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underlined & italicized: RE-ORDER

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violet (bold): SKIP-LOGIC

**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
ENBJL2230		Please rate <b>your impression of the level of security in completing tasks</b> on this application.	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
ENBJL2231		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
ENBJL2232	M	How did you learn about the Social Security online application? (Select all that apply.)	+-->Official Social Security website  A general web search (e.g. Google, Bing, etc.)  The radio The television An email from Social Security A newspaper or magazine article An online ad (Banner/Image) An online video A newspaper or magazine ad A billboard or other printed ad Social Media (Blog, Facebook, Twitter, etc.) <u>Social Security statement</u> <u>Social Security employee</u> <u>Community Group or Association</u> <del>Another website or search engine</del> <del>News (TV, radio, newspaper or Internet)</del> <del>Advertisement</del> Other, please specify		Checkbox One Up Vertical	Multi	Y
ENBJL2233	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENBJL2234	B	How did you make contact with a Social Security employee?	Visited a local Social Security office  Called a local Social Security office		Radio Button One Up Vertical	Single	Y

**Model Instance Name:**

SSA iClaim v3

MID: VgpBBYx9l8JxIFgJIY1lkg4C

Date: 7/15/2011

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violet (bold): SKIP-LOGIC

**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
			Called the national 800 number				
			Other, please specify	<b>D</b>			
ENBJL2235	<b>D</b>	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
ENBJL2236	<b>Q</b>	Did you complete your application today?	Yes, I completed my new application today	<b>C</b>	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	<b>C</b>			
			No, I did not complete my new application, but I plan to complete it later	<b>C</b>			
			No, I did not complete my re-started earlier application, but I plan to complete it later	<b>C</b>			
			No, I do not plan to complete my application at all I'm not applying for benefits today	<b>C</b>			
ENBJL2237	<b>C</b>	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
			Other				
ENBJL2238	<b>R</b>	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	<b>zz</b>			
ENBJL2239	<b>zz</b>	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
ENBJL2240	<b>X</b>	Did you visit the Social Security <b>home page</b> (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENBJL2241	<b>Y</b>	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y

**Model Instance Name:**

SSA iClaim v3

MID: VgpBBYx9l8JxIFgJIY1lkg4C

Date: 7/15/2011

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**SSA iClaim v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			No				
ENBJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	Z1			
ENBJL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
ENBJL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENBJL2245	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENBJL2246	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			3	F			
			4	F			
			5	F			
			6				
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				
ENBJL2247	F	What part of the instructions was not clear?			Text area, no char limit		N
ENBJL2248	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
ENBJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N



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 SSA iClaim v3 (Spanish) **underlined & italicized:** RE-ORDER  
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 Date: 7/15/2011 **blue + -->:** REWORDING  
**violet (bold):** SKIP-LOGIC

**SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)		Skip To	Type (select from)	Single or Multi	Required Y/N
SPBJL2230		Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	1 = Decifcente          Excelente = 10 No sé			Radio Button Scale Has Don't Know	Single	Y
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Por incapacidad Coomo cónyuge Solo Medicare No estoy solicitando hoy		M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SPBJL2232	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	El sitio de Internet del Seguro Social Por un amigo, mi cónyuge, un familiar, un vecino o un conocido Agente del Seguro Social Por medio de otro sitio de Internet o un buscador de internet Las noticias (TV, radio, diario o Internet) Promoción La Declaración del Seguro Social Grupo o asociación comunitaria Otro modo, por favor especifique	<b>El sitio de Internet del Seguro Social</b> <b>Una búsqueda por Internet (usando Google, Bing, etc.)</b> <b>Una promoción en la radio</b> <b>Una promoción en la televisión</b> <b>Un e-mail del Seguro Social</b> <b>Un artículo en un diario o una revista</b> <b>Una promoción por Internet (anuncio web/imagen)</b> <b>Un video en la Internet</b> <b>Una promoción en un diario o una revista</b> <b>Una pancarta u otro tipo de promoción impresa</b> <b>En las redes sociales (un blog, en Facebook, Twitter, etc.)</b> <b>Un amigo, mi cónyuge, un familiar, un vecino o un conocido</b> <b>La Declaración del Seguro Social</b> <b>Un agente del Seguro Social</b> <b>Una asociación o un grupo comunitario</b> <b>Otro modo, por favor especifique el modo</b>		Checkbox One Up Vertical	Multi	Y
SPBJL2233	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.				Text area, no char limit		N
SPBJL2234	B	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social Llamando la oficina local del Seguro Social Llamando el número 800 nacional Otro modo, por favor especifique			Radio Button One Up Vertical	Single	Y
SPBJL2235	D	Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.				Text field, <100 char		N

Model Instance Name:

SSA iClaim v3 (Spanish)

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Date: 7/15/2011

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**pink**: ADDITION

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**violet (bold)**: SKIP-LOGIC

SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
SPBJL2236	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	C	Radio Button One Up Vertical	Single	Y
			Sí, reanudé y llené la solicitud que ya había comenzado.	C			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	C			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	C			
			No, no tengo intención de terminar la solicitud. No voy a solicitar los beneficios hoy.	C			
SPBJL2237	C	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo.		Radio Button One Up Vertical	Single	Y
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente. Para otra persona				
SPBJL2238	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy.		Checkbox One Up Vertical	Multi	Y
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy complicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensaje haciendo saber que había sido «expulsado» de la solicitud.				
			Tuve problemas ingresando fechas y otra información en algunas de las páginas.				
			Por otras razones	zz			
SPBJL2239	zz	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPBJL2240	X	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí		Dropdown (Select-one)	Single	Y
			No				
SPBJL2241	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí		Dropdown (Select-one)	Single	Y
			No				
SPBJL2242	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud.		Radio Button One Up Vertical	Single	Y
			Se me hizo un poco dificultoso el encontrar la solicitud.	Z1			
SPBJL2243	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar.		Checkbox One Up Vertical	Multi	Y
			No estaba claro a dónde me llevarían los enlaces.				

Model Instance Name:  
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 Date: 7/15/2011

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 violet (**bold**): SKIP-LOGIC

SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			No me pareció que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)	Z2			
SPBJL2244	Z2	Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPBJL2245	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select-one)	Single	Y
SPBJL2246	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo            Muy claro = 10 No sé	F  F F F	Radio Button Scale Has Don't Know	Single	Y
SPBJL2247	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPBJL2248	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí.  No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPBJL2249	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N

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 SSA iClaim v2 (English Equiv)  
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 Date: 7/15/2011

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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
SAC3073		Please rate <b>your impression of the level of security in completing tasks</b> on this application.	1 = Poor  2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
SAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B       A	Checkbox One Up Vertical	Multi	Y
SAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
SAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number		Radio Button One Up Vertical	Single	Y

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 SSA iClaim v2 (English Equiv)  
 MID: 98cNE5hU0E5gtFMVR8IFUQ==  
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 blue + -->: REWORDING  
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**SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	D			
SAC3078	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
SAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
SAC3080	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
SAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
Other Reason	zz						
SAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

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 SSA iClaim v2 (English Equiv)  
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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3083	X	Did you visit the Social Security <b>home page</b> (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3084	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application	Z1	Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application				
SAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking	Z2	Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)				
SAC3087	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
SAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
SAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				
SAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N

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Date: 7/15/2011

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violet (bold): SKIP-LOGIC

SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3091	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
SAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

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 Date: 7/15/2011

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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3073		Please rate <b>your impression of the level of security in completing tasks</b> on this application.	1 = Poor  2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
ENSAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
ENSAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B       A	Checkbox One Up Vertical	Multi	Y
ENSAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENSAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number		Radio Button One Up Vertical	Single	Y



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 SSA iClaim v2 (English)  
 MID: ZQh018xMFRBUYs1ZZtthA==  
 Date: 7/15/2011

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

**SSA iClaim v2 (English) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	D			
ENSAC3078	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
ENSAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
ENSAC3080	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
Other							
ENSAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
Other Reason							
ENSAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

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**SSA iClaim v2 (English) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3083	X	Did you visit the Social Security <b>home page</b> (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3084	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	Z1			
ENSAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
ENSAC3087	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENSAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENSAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			3	F			
			4	F			
			5	F			
			6				
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				

#REF!

SSA iClaim v2 (English)

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SSA iClaim v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N
ENSAC3091	G	Did you complete the Online Disability Report today?	Yes No Don't recall		Radio Button One Up Vertical	Single	Y
ENSAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

#REF!  
SSA iClaim v2 (Spanish)  
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Date: 7/15/2011

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**SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
SPSAC3073		Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	1 = Decificiente              Excelente = 10 No sé		Radio Button Scale Has Don't Know	Single	Y
SPSAC3074		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Por incapacidad Coomo cónyuge Solo Medicare No estoy solicitando hoy	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SPSAC3075	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	El sitio de Internet del Seguro Social Por un amigo, mi cónyuge, un familiar, un vecino o un conocido Agente del Seguro Social Por medio de otro sitio de Internet o un buscador de internet Las noticias (TV, radio, diario o Internet) Promoción La Declaración del Seguro Social Grupo o asociación comunitaria Otro modo, por favor especifique	B       A	Checkbox One Up Vertical	Multi	Y
SPSAC3076	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.			Text area, no char limit		N
SPSAC3077	B	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social		Radio Button One Up Vertical	Single	Y

#REF!

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## SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Llamando la oficina local del Seguro Social				
			Llamando el número 800 nacional				
			Otro modo, por favor especifique	D			
SPSAC3078	D	Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPSAC3079	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	C	Radio Button One Up Vertical	Single	Y
			Sí, reanudé y llené la solicitud que ya había comenzado.	C			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	C			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	C			
			No, no tengo intención de terminar la solicitud.	C			
			No voy a solicitar los beneficios hoy.				
SPSAC3080	C	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo.		Radio Button One Up Vertical	Single	Y
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente.				
			Para otra persona				
SPSAC3081	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy.		Checkbox One Up Vertical	Multi	Y
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy complicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensaje haciendo saber que había sido «expulsado» de la solicitud.				

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**SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Tuve problemas ingresando fechas y otra información en algunas de las páginas. Por otras razones	zz			
SPSAC3082	zz	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPSAC3083	X	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3084	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3085	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud. Se me hizo un poco dificultoso el encontrar la solicitud.	Z1	Radio Button One Up Vertical	Single	Y
SPSAC3086	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar. No estaba claro a dónde me llevarían los enlaces. No me pareció que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)	Z2	Checkbox One Up Vertical	Multi	Y
SPSAC3087	Z2	Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPSAC3088	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select-one)	Single	Y
SPSAC3089	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo	F  F F F	Radio Button Scale Has Don't Know	Single	Y

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SSA iClaim v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Muy claro = 10 No sé	F			
SPSAC3090	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPSAC3091	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí. No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPSAC3092	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N

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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3073		Please rate <b>your impression of the level of security in completing tasks</b> on this application.	1 = Poor  2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
SAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B       A	Checkbox One Up Vertical	Multi	Y
SAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
SAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number		Radio Button One Up Vertical	Single	Y



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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	D			
SAC3078	D	Other: + _>PLEASE DESCRIBE THE WAY YOU MADE CONTACT WITH A SOCIAL SECURITY EMPLOYEE.			Text field, <100 char		N
SAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	C	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	C			
			No, I did not complete my new application, but I plan to complete it later	C			
			No, I did not complete my re-started earlier application, but I plan to complete it later	C			
			No, I do not plan to complete my application at all I'm not applying for benefits today	C			
SAC3080	C	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
Other							
SAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	ZZ			

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SSA iClaim v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
SAC3083	X	Did you visit the Social Security <b>home page</b> (www.socialsecurity.gov) today?	Yes No		Dropdown (Select-one)	Single	Y
SAC3084	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes No		Dropdown (Select-one)	Single	Y
SAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application I found it somewhat difficult to find the application	Z1	Radio Button One Up Vertical	Single	Y
SAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking It was not clear to me where the links would lead The information did not seem to be organized in a logical manner I used the search function but the results didn't seem to apply. Other reason (please describe)	Z2	Checkbox One Up Vertical	Multi	Y
SAC3087	Z2	Other: +__>PLEASE EXPLAIN THE REASON YOU FOUND IT SOMEWHAT DIFFICULT TO FIND THE APPLICATION.			Text area, no char limit		N
SAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser Did a search (i.e. Google, Bing, Yahoo) Followed a link from medicare.gov Followed a link from another website		Dropdown (Select-one)	Single	Y
SAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear 2 3 4 5 6 7 8 9 10 = Very Clear	F  F F F	Radio Button Scale Has Don't Know	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Don't know				
SAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N
SAC3091	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
SAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3073		Please rate <b>your impression of the level of security in completing tasks</b> on this application.	1 = Poor  2 3 4 5 6 7 8 9 10 = Excellent Don't know		Radio Button Scale Has Don't Know	Single	Y
ENSAC3074		What type of benefits were you applying for?	Retirement Disability Spouse's Medicare only I am not applying today	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
ENSAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website Friend, spouse, relative, neighbor or acquaintance Social Security employee Another website or search engine News (TV, radio, newspaper or Internet) Advertisement Social Security statement Community Group or Association Other, please specify	B       A	Checkbox One Up Vertical	Multi	Y
ENSAC3076	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENSAC3077	B	How did you make contact with a Social Security employee?	Visited a local Social Security office Called a local Social Security office Called the national 800 number		Radio Button One Up Vertical	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	<b>D</b>			
ENSAC3078	<b>D</b>	Other: + _>PLEASE DESCRIBE THE WAY YOU MADE CONTACT WITH A SOCIAL SECURITY EMPLOYEE.			Text field, <100 char		N
ENSAC3079	<b>Q</b>	Did you complete your application today?	Yes, I completed my new application today	<b>C</b>	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	<b>C</b>			
			No, I did not complete my new application, but I plan to complete it later	<b>C</b>			
			No, I did not complete my re-started earlier application, but I plan to complete it later	<b>C</b>			
			No, I do not plan to complete my application at all I'm not applying for benefits today	<b>C</b>			
ENSAC3080	<b>C</b>	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
Other							
ENSAC3081	<b>R</b>	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	<b>ZZ</b>			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3082	zz	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
ENSAC3083	X	Did you visit the Social Security <b>home page</b> (www.socialsecurity.gov) today?	Yes No		Dropdown (Select-one)	Single	Y
ENSAC3084	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes No		Dropdown (Select-one)	Single	Y
ENSAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application I found it somewhat difficult to find the application	<b>Z1</b>	Radio Button One Up Vertical	Single	Y
ENSAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking It was not clear to me where the links would lead The information did not seem to be organized in a logical manner I used the search function but the results didn't seem to apply. Other reason (please describe)	<b>Z2</b>	Checkbox One Up Vertical	Multi	Y
ENSAC3087	Z2	Other: +__>PLEASE EXPLAIN THE REASON YOU FOUND IT SOMEWHAT DIFFICULT TO FIND THE APPLICATION.			Text area, no char limit		N
ENSAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser Did a search (i.e. Google, Bing, Yahoo) Followed a link from medicare.gov Followed a link from another website		Dropdown (Select-one)	Single	Y
ENSAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear 2 3 4 5 6 7 8 9 10 = Very Clear	<b>F</b>  <b>F</b> <b>F</b> <b>F</b>	Radio Button Scale Has Don't Know	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Don't know				
ENSAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N
ENSAC3091	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No				
			Don't recall				
ENSAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

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Date: 7/15/2011

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from)	Single or Multi	Required Y/N
SPSAC3073		Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	1 = Decificiente           Excelente = 10 No sé		Radio Button Scale Has Don't Know	Single	Y
SPSAC3074		¿Qué tipo de beneficios estaba solicitando?	Por jubilación Por incapacidad Coomo cónyuge Solo Medicare No estoy solicitando hoy	M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z, U, E, W M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
SPSAC3075	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	El sitio de Internet del Seguro Social Por un amigo, mi cónyuge, un familiar, un vecino o un conocido Agente del Seguro Social Por medio de otro sitio de Internet o un buscador de internet Las noticias (TV, radio, diario o Internet) Promoción La Declaración del Seguro Social Grupo o asociación comunitaria Otro modo, por favor especifique	B       A	Checkbox One Up Vertical	Multi	Y
SPSAC3076	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.			Text area, no char limit		N
SPSAC3077	B	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social		Radio Button One Up Vertical	Single	Y



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Llamando la oficina local del Seguro Social	<b>D</b>			
			Llamando el número 800 nacional				
			Otro modo, por favor especifique				
SPSAC3078	D	Otro: + ___ >Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPSAC3079	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	<b>C</b>	Radio Button One Up Vertical	Single	Y
			Sí, reanudé y llené la solicitud que ya había comenzado.	<b>C</b>			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	<b>C</b>			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	<b>C</b>			
			No, no tengo intención de terminar la solicitud.	<b>C</b>			
			No voy a solicitar los beneficios hoy.	<b>C</b>			
SPSAC3080	C	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo.		Radio Button One Up Vertical	Single	Y
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente.				
			Para otra persona				
SPSAC3081	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy.		Checkbox One Up Vertical	Multi	Y
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy complicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
Recibí un mensaje haciendo saber que había sido «expulsado» de la solicitud.							

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Tuve problemas ingresando fechas y otra información en algunas de las páginas. Por otras razones	zz			
SPSAC3082	zz	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPSAC3083	X	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3084	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí No		Dropdown (Select-one)	Single	Y
SPSAC3085	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud. Se me hizo un poco dificultoso el encontrar la solicitud.	Z1	Radio Button One Up Vertical	Single	Y
SPSAC3086	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar. No estaba claro a dónde me llevarían los enlaces. No me pareció que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)	Z2	Checkbox One Up Vertical	Multi	Y
SPSAC3087	Z2	Otro: + ___> Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPSAC3088	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select-one)	Single	Y
SPSAC3089	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo	F F F F	Radio Button Scale Has Don't Know	Single	Y

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			Muy claro = 10 No sé	F			
SPSAC3090	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPSAC3091	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí. No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPSAC3092	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N