

Model Instance Name:

SSA Main Services Portal v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Partitioned (Y/N)?

FPI Included(Y/N)?

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

Date: 6/12/2013



SSA Main Services Portal v3

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Recommend	How likely are you to recommend this site to someone else?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	20 Return	How likely are you to return to this site?
	Navigation (1=Poor, 10=Excellent, Don't Know)				
4 Navigation - Organized	Please rate how well the site is organized.				
5 Navigation - Options	Please rate the options available for navigating this site.				
6 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	SSA Information(1=Poor, 10=Excellent, Don't Know)				
7 SSA Information - Thoroughness	Please rate the thoroughness of information you viewed on this site today.				
8 SSA Information - Quality	Please rate the quality of information you viewed today.				
9 SSA Information - Provided Answers	Please rate how well the information viewed today provided answers to your questions.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
10 Site Performance - Loading	Please rate how quickly pages load on this site.				
11 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
12 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
13 Plain Language - Clear	Please rate the clarity of the wording on this site.				
14 Plain Language - Understandable	Please rate how well you understand the wording on this site.				
15 Plain Language - Concise	Please rate this site on its use of short, clear sentences.				

Model Instance Name:
 SSA Main Services Portal v3
 MID: V1wUw0sAYNUA1pUKAswd1g4C
 Date: 11/24/2015

red & strike-through: DELETE
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 pink: ADDITION
 blue + -->: REWORDING

SSA Main Services Portal v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income)	A	Radio Button One Up Vertical	Single	Y
			I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.				
			I am an employer looking for Social Security information and services				
			I am a professional helping someone else with a Social Security matter				
			Other (please specify)				
LNH4734	A	Other Role			Text Field – limited to 100 characters		N
RUS0242165		Did you attempt to log in to your mySSA account today?	Yes	A	Radio Button One Up Vertical		Y
			No				
			Don't know				
RUS0242166	A	Was your log in successful?	Yes		Radio Button One Up Vertical		Y
			No				
			Don't know				
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To get general information about Social Security programs and benefits			Multi	Y
			To review the Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)				
			To view my online Social Security Statement				
			To use the Retirement Estimator				
			To apply for Social Security Retirement or Disability benefits (including Spouses Benefits)				
			To apply for Medicare benefits				
			To apply for Extra Help with Medicare Prescription Drug Plans				
			To apply for monthly Supplemental Security Income (SSI) payments				
			To apply for Social Security Survivor benefits or Lump Sum Death Payment				
			To check the status of my online application for benefits				
			To manage the benefits I receive (Social Security, SSI or Medicare benefits)				
			To appeal an unfavorable decision regarding my application for benefits				
			To file W2/W3s				
			To complete Representative Payee Accounting form				
			To change information on my Social Security card				
			To replace a lost or stolen Social Security card				
			To obtain a form or publication				
			To obtain contact information (e.g., locate a local SSA office, phone number, address, email, etc.)				
			To change my address or information for my direct deposit				
			To conduct research about Social Security history, policies, regulations, etc.				
			Other (please specify)	AA			
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N

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		Before visiting SSA.gov did you first try to accomplish your task in any of the following ways?	Calling Social Security's 1-800 number Visiting my local Social Security office Calling my local Social Security office No, I visited SSA.gov first Not sure		Checkbox, one up vertical	Multi	Y
TAR0214844		Did you accomplish your goal?	Yes- No- Not yet, I am still looking	- C, BB C, BB	Radio Button One Up Vertical	Single	Y
TAR0214845	C	How can we help you accomplish your goal?			Text Area—no character limit	Open	Y
TAR0214846	BB	What do you plan to do next?	I will apply online for Social Security, SSI or Medicare benefits I will view or open an online my Social Security account I will call Social Security's 1-800 Number I will call my local Social Security office I will visit my local Social Security office I will send a letter to Social Security Other (please specify)	B	Radio Button One Up Vertical	Open	- Y
TAR0214847	D	What do you plan to do next?			Text Area—no character limit		N
		Did you accomplish your goal?	Yes Partially No	A B B	Radio Button One Up Vertical	Single	Y
	A	How many attempts did you need to accomplish your task?	1 2 3 4 5 or more		Radio button, one up vertical		Y
	B	What do you plan to do next?	Try again to complete my task online Call Social Security's 1-800 number Visit my local Social Security office Call my local Social Security office Other (please specify)	BA	Radio button, one up vertical		Y
	BA	What do you plan to do next?			Text area, no char limit		N
JIB0184627		What is your age?	Under 18 18 - 29 30 - 39 40 - 49 50 - 59 60 - 69 70 or older Prefer not to answer		Radio Button One Up Vertical	Single	Y
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N



Special Instructions
OPS Group
OPS Group
Skip Logic
Skip Logic
Skip Logic Randomize
Anchor Answer Choice
Skip Logic

Special Instructions
Mutually Exclusive
Mutually Exclusive
Skip Logic
Skip Logic
Skip Logic
Skip Logic
Skip Logic
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LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income)	A	Radio Button One Up Vertical	Single	Y	OPS Group
			I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			I am an employer looking for Social Security information and services					
			I am a professional helping someone else with a Social Security matter					
			Other (please specify)					
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
		Did you attempt to log in to your mySSA account today?	Yes	A	Radio Button One Up Vertical		Y	Skip Logic
			No					
			Don't know					
	A	Was your log in successful?	Yes		Radio Button One Up Vertical		Y	Skip Logic
			No					
			Don't know					
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To get general information about Social Security programs and benefits			Multi	Y	Skip Logic Randomize Anchor Answer Choice
			To review the Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					
			To view my online Social Security Statement					
			To use the Retirement Estimator					
			To apply for Social Security Retirement or Disability benefits (including Spouses Benefits)					
			To apply for Medicare benefits					
			To apply for Extra Help with Medicare Prescription Drug Plans					
			To apply for monthly Supplemental Security Income (SSI) payments					
			To apply for Social Security Survivor benefits or Lump Sum Death Payment					
			To check the status of my online application for benefits					
			To log in to or open my Social Security account					
			To manage the benefits I receive (Social Security, SSI or Medicare benefits)					
			To appeal an unfavorable decision regarding my application for benefits					
			To file W2/W3s					
			To complete Representative Payee Accounting form					
			To change information on my Social Security card					
			To replace a lost or stolen Social Security card					
			To obtain a form or publication					
			To obtain contact information (e.g., locate a local SSA office, phone number, address, email, etc.)					
			To change my address or information for my direct deposit					
			To conduct research about Social Security history, policies, regulations, etc.					
			Other (please specify)	AA				
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N	Skip Logic

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TAR0214844		Did you accomplish your goal?	Yes No Not yet, I am still looking	C, BB C, BB	Radio Button One Up Vertical	Single	Y	Skip Logic
TAR0214845	C	How can we help you accomplish your goal?			Text Area – no character limit	Open	Y	Skip Logic
TAR0214846	BB	What do you plan to do next?	I will apply online for Social Security, SSI or Medicare benefits I will view or open an online <i>my</i> Social Security account I will call Social Security's 1-800 Number I will call my local Social Security office I will visit my local Social Security office I will send a letter to Social Security Other (please specify)	D	Radio Button One Up Vertical	Open	Y	Skip Logic
TAR0214847	D	What do you plan to do next?			Text Area – no character limit		N	Skip Logic
JIB0184627		What is your age?	Under 18 18 - 29 30 - 39 40 - 49 50 - 59 60 - 69 70 or older Prefer not to answer		Radio Button One Up Vertical	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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CAS0076473		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	Skip Logic Group Randomize
			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)	B	Anchor Answer Choice						
	C							
CAS0076474	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	Skip Logic Group
			No					
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
CAS0076495	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		checkbox, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
			Community group or association					
Government agency other than Social Security (e.g., State, Federal)								
Other, please explain			A					
CAS0061123	A	How did you learn about the Social Security website?			Text Area—no character limit	Single	N	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To get general information about Social Security programs and benefits To review the Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for Social Security Retirement or Disability benefits (including Spouses Benefits) To apply for Medicare benefits To apply for Extra Help with Medicare Prescription Drug Plans To apply for monthly Supplemental Security Income (SSI) payments To apply for Social Security Survivor benefits or Lump Sum Death Payment To check the status of my online application for benefits To log in to or open my Social Security account To manage the benefits I receive (Social Security, SSI or Medicare benefits) To appeal an unfavorable decision regarding my application for benefits To file W2/W3s To complete Representative Payee Accounting form To change information on my Social Security card To replace a lost or stolen Social Security card To obtain a form or publication To obtain contact information (e.g., locate a local SSA office, phone number, address, email, etc.) To change my address or information for my direct deposit To conduct research about Social Security history, policies, regulations, etc. Other (please specify)	AA	check box, one up	Multi	Y	Skip Logic Randomize Anchor Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N	Skip Logic
STE0074171	A	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
		Did you accomplish your goal?	Yes No Not yet, I am still looking	C, BB C, BB	Radio Button One Up Vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
	C	How can we help you accomplish your goal?			Text Area – no character limit	Open	Y	Skip Logic
	BB	What do you plan to do next?	I will apply online for Social Security, SSI or Medicare benefits I will view or open an online my Social Security account I will call Social Security's 1-800 Number I will call my local Social Security office I will visit my local Social Security office I will send a letter to Social Security Other (please specify)	D	Radio Button One Up Vertical	Open	Y	Skip Logic
	D	What do you plan to do next?			Text Area – no character limit		N	Skip Logic
LNH4737		-Did the Social Security home page help you find what you were looking for?	Yes- No-	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area—no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?–	Yes No Not yet, I am still looking Not looking for anything specific	A, B A, B	Dropdown (Select one)	Single	Y	Skip Logic
STE0074173	A	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	B	Since you were unable to accomplish your goal on the site, what do you PREFER to do next?	I prefer calling the SSA 1-800 Number I prefer calling my local Social Security office I prefer visiting my local Social Security office I prefer having an online solution (e.g., click to chat, "Before You Start" checklist, instructional video, email SSA feature, etc.) I prefer sending a letter to Social Security Other (please specify) Not sure	E BB	Radio Button One Up Vertical	Single	Y	Skip Logic Randomize Anchor Answer Choice Anchor Answer Choice
STE0074175	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
STE0074176	C	Which type of online solution would you prefer to use?	Click to chat Email "Before You Start" checklist Instructional video Other (please specify)	D	Radio Button One Up Vertical		Y	Skip Logic Randomize Anchor Answer Choice
STE0074177	D	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select one)	Single	Yes	Skip Logic

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CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions-			Text Area — no character limit		N	Skip Logic
CAS0078803		How often do you visit this site?	This is my first time		Radio Button One Up Vertical	Single	Y	Skip Logic
			Once in a while	A				
			Frequently	A				
HB0151011	A	Did you notice any changes to ssa.gov during your visit today?	Yes	B	Radio Button One Up Vertical	Single	Y	Skip Logic
			No, I did not notice any changes					
			Not sure					
HB0151012	B	How does the new ssa.gov compare to the previous one?	Better than the previous website	C	Radio Button One Up Vertical	Single	Y	Skip Logic
			Same as the previous website					
			Worse than the previous website	D				
HB0151014	C	Please tell us why you feel the new ssa.gov is better than the previous one.			Text Area — no character limit		N	Skip Logic
HB0151013	D	Please tell us why you feel the new ssa.gov is worse than the previous one.			Text Area — no character limit		N	Skip Logic
JIB0184627		What is your age?	Under 18		Radio Button One Up Vertical	Single	Y	
			18 - 29					
			30 - 39					
			40 - 49					
			50 - 59					
			60 - 69					
			70 or older					
			Prefer not to answer					
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area — no character limit		N	

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CAS0076473		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	Skip Logic Group Randomize
			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					
CAS0076474	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	Skip Logic Group
			No					
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
CAS0076495	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		check box, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
Community group or association								
Government agency other than Social Security (e.g., State, Federal)								

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			Other, please explain	A				
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)		Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role		A	Text Field – limited to 100 characters		N	OPS Group
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits) To apply for Medicare Only benefits To apply for Extra Help with Medicare Prescription Drug Plans To apply for monthly Supplemental Security Income (SSI) payments To apply for Social Security Survivor benefits and/or Lump Sum Death Payment To check the status of my recently submitted online application for benefits To create (or access) a my Social Security account To manage the Social Security, SSI or Medicare benefits that I receive To appeal an unfavorable decision regarding my application for benefits To file W2/W3s To complete Representative Payee Accounting form To change information on my Social Security card To replace a lost/stolen Social Security card To obtain an SSA form or publication To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.) To change my address or change my/sign up for direct deposit To conduct research about Social Security history, policies, regulations, etc.		check box, one up	Multi	Y	Skip Logic Randomize

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STE0074171	A	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A, B A, B	Dropdown (Select-one)	Single	Y	Skip Logic
STE0074173	A	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	B	Since you were unable to accomplish your goal on the site, what do you PREFER to do next?	I prefer calling the SSA 1-800 Number I prefer calling my local Social Security office I prefer visiting my local Social Security office I prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.) I prefer sending a letter to Social Security	C	Radio Button One Up Vertical	Single	Y	Skip Logic
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
STE0074175	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
STE0074176	C	Which type of online solution would you prefer to use?	Click-to-chat Email "Before You Start" checklist Instructional video		Radio Button One Up Vertical		Y	Skip Logic
			Other (please specify)	D				Anchor Answer Choice
STE0074177	D	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic

Model Instance Name:

SSA Main Services Portal v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 11/24/2015

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blue + -->: REWORDING

SSA Main Services Portal v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.	No	AA	Text Area – no character limit		N	Skip Logic
CAS0078803		How often do you visit this site?	This is my first time		Radio Button One Up Vertical	Single	Y	Skip Logic
			Once in a while	A				
			Frequently	A				
JIB0151011	A	Did you notice any changes to ssa.gov during your visit today?	Yes	B	Radio Button One Up Vertical	Single	Y	Skip Logic
			No, I did not notice any changes					
			Not sure					
JIB0151012	B	How does the new ssa.gov compare to the previous one?	Better than the previous website	C	Radio Button One Up Vertical	Single	Y	Skip Logic
			Same as the previous website					
			Worse than the previous website	D				
JIB0151014	C	Please tell us why you feel the new ssa.gov is better than the previous one.			Text Area – no character limit		N	Skip Logic
JIB0151013	D	Please tell us why you feel the new ssa.gov is worse than the previous one.			Text Area – no character limit		N	Skip Logic
		What is your age?	Under 18		Radio Button One Up Vertical	Single	Y	
			18 - 29					
			30 - 39					
			40 - 49					
			50 - 59					
			60 - 69					
			70 or older					
			Prefer not to answer					
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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SSA Main Services Portal v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0076473		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	Skip Logic Group Randomize
			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					
CAS0076474	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	Skip Logic Group
			No					
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
CAS0076495	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		check box, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
Community group or association								
Government agency other than Social Security (e.g., State, Federal)								

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other, please explain	A				
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)		Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role		A	Text Field – limited to 100 characters		N	OPS Group
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits) To apply for Medicare Only benefits To apply for Extra Help with Medicare Prescription Drug Plans To apply for monthly Supplemental Security Income (SSI) payments To apply for Social Security Survivor benefits and/or Lump Sum Death Payment To check the status of my recently submitted online application for benefits To create (or access) a my Social Security account To manage the Social Security, SSI or Medicare benefits that I receive To appeal an unfavorable decision regarding my application for benefits To file W2/W3s To complete Representative Payee Accounting form To change information on my Social Security card To replace a lost/stolen Social Security card To obtain an SSA form or publication To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.) To change my address or change my/sign up for direct deposit To conduct research about Social Security history, policies, regulations, etc.		check box, one up	Multi	Y	Skip Logic Randomize

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other (please specify)	AA				Anchor Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N	Skip Logic
STE0074171	A	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A, B A, B	Dropdown (Select-one)	Single	Y	Skip Logic
STE0074173	A	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	B	Since you were unable to accomplish your goal on the site, what do you PREFER to do next?	I prefer calling the SSA 1-800 Number I prefer calling my local Social Security office I prefer visiting my local Social Security office I prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.) I prefer sending a letter to Social Security	C	Radio Button One Up Vertical	Single	Y	Skip Logic
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
STE0074175	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
STE0074176	C	Which type of online solution would you prefer to use?	Click-to-chat Email "Before You Start" checklist Instructional video		Radio Button One Up Vertical		Y	Skip Logic
			Other (please specify)	D				Anchor Answer Choice
STE0074177	D	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.	No	AA	Text Area – no character limit		N	Skip Logic
CAS0078803		How often do you visit this site?	This is my first time		Radio Button One Up Vertical	Single	Y	Skip Logic
			Once in a while	A				
			Frequently	A				
	A	Did you notice any changes to ssa.gov during your visit today?	Yes	B	Radio Button One Up Vertical	Single	Y	Skip Logic
			No, I did not notice any changes					
			Not sure					
	B	How does the new ssa.gov compare to the previous one?	Better than the previous website	C	Radio Button One Up Vertical	Single	Y	Skip Logic
			Same as the previous website					
			Worse than the previous website	D				
	C	Please tell us why you feel the new ssa.gov is better than the previous one.			Text Area – no character limit		N	Skip Logic
	D	Please tell us why you feel the new ssa.gov is worse than the previous one.			Text Area – no character limit		N	Skip Logic
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
CAS0076473		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	Skip Logic Group Randomize
			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)					
CAS0076474	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	Skip Logic Group
			No					
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
CAS0076495	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		check box, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					

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SSA Main Services Portal v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other, please explain	A				
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits) To apply for Medicare Only benefits To apply for Extra Help with Medicare Prescription Drug Plans To apply for monthly Supplemental Security Income (SSI) payments To apply for Social Security Survivor benefits and/or Lump Sum Death Payment To check the status of my recently submitted online application for benefits To create (or access) a my Social Security account To manage the Social Security, SSI or Medicare benefits that I receive To appeal an unfavorable decision regarding my application for benefits To file W2/W3s To complete Representative Payee Accounting form To change information on my Social Security card To replace a lost/stolen Social Security card To obtain an SSA form or publication To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.) To change my address or change my/sign up for direct deposit To conduct research about Social Security history, policies, regulations, etc.		check box, one up	Multi	Y	Skip Logic Randomize

Nicole Stepp:
 Hid this answer option and created a new answer instead of rewording for data accuracy purposes.
 Approved by Megan

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other (please specify)	AA				Anchor Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N	Skip Logic
STE0074171	A	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A, B A, B	Dropdown (Select-one)	Single	Y	Skip Logic
STE0074173	A	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	B	Since you were unable to accomplish your goal on the site, what do you PREFER to do next?	I prefer calling the SSA 1-800 Number I prefer calling my local Social Security office I prefer visiting my local Social Security office I prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.) I prefer sending a letter to Social Security	C	Radio Button One Up Vertical	Single	Y	Skip Logic
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
STE0074175	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
STE0074176	C	Which type of online solution would you prefer to use?	Click-to-chat Email "Before You Start" checklist Instructional video Other (please specify)	D	Radio Button One Up Vertical		Y	Skip Logic
								Randomize
STE0074177	D	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
CAS0078803		How often do you visit this site?	This is my first time		Radio Button One Up Vertical	Single	Y	
			Once in a while					
			Frequently					
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

Model Instance Name:

SSA Main v3

MID: V1wUw0sAYNUA1pUKAswd1g4C

Date: 6/14/2011

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
CAS0076473		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	Skip Logic Group Randomize
			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					
CAS0076474	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	Skip Logic Group
			No					
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
CAS0076495	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		check box, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other, please explain	A				
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits) To apply for Medicare Only benefits To apply for Extra Help with Medicare Prescription Drug Plans To apply for monthly Supplemental Security Income (SSI) payments To apply for Social Security Survivor benefits and/or Lump Sum Death Payment To check the status of my recently submitted online application for benefits To create (or access) a my Social Security account To manage the Social Security, SSI or Medicare benefits that I receive To appeal an unfavorable decision regarding my application for benefits To file W2/W3s To complete Representative Payee Accounting form To change information on my Social Security card or replace a lost/stolen Social Security card To obtain an SSA form or publication To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.) To change my address or change my/sign up for direct deposit To conduct research about Social Security history, policies, regulations, etc.	A	check box, one up	Multi	Y	Skip Logic Randomize

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			I prefer sending a letter to Social Security					
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
STE0074175	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
STE0074176	C	Which type of online solution would you prefer to use?	Click-to-chat		Radio Button One Up Vertical		Y	Skip Logic
			Email					Randomize
			"Before You Start" checklist					
			Instructional video					
			Other (please specify)	D				Anchor Answer Choice
STE0074177	D	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes	A	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
		How often do you visit this site?	This is my first time		Radio Button One Up Vertical	Single	Y	
			Once in a while Frequently					
LNH4732		How often do you visit this site?	First time More than once a day Daily Once a week Once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

Model Instance Name:

SSA Main v3

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Date: 6/14/2011

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
		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	Skip Logic Group Randomize
			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.)	B				
			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)	C				
	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	Skip Logic Group
			No					
	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		check box, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other, please explain	A				
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits) To apply for Medicare Only benefits To apply for Extra Help with Medicare Prescription Drug Plans To apply for monthly Supplemental Security Income (SSI) payments To apply for Social Security Survivor benefits and/or Lump Sum Death Payment To check the status of my recently submitted online application for benefits To create (or access) a my Social Security account To manage the Social Security, SSI or Medicare benefits that I receive To appeal an unfavorable decision regarding my application for benefits To file W2/W3s To complete Representative Payee Accounting form To change information on my Social Security card or replace a lost/stolen Social Security card To obtain an SSA form or publication To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.) To change my address or change my/sign up for direct deposit To conduct research about Social Security history, policies, regulations, etc.	A	check box, one up	Multi	Y	Skip Logic Randomize

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other (please specify)	AA				Anchor Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N	Skip Logic
STE0074171	A	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
CAS0049643		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc. I typed in the web address of a Social Security page. I arrived here from another website. I had the Social Security website bookmarked. Other (please specify)	A	Radio Button One Up Vertical	Single	Yes	
CAS0049644	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A, B A, B	Dropdown (Select-one)	Single	Y	Skip Logic
STE0074173	A	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	B	Since you were unable to accomplish your goal on the site, what do you PREFER to do next?	I prefer calling the SSA 1-800 Number I prefer calling my local Social Security office I prefer visiting my local Social Security office I prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.)	C	Radio Button One Up Vertical	Single	Y	Skip Logic Randomize

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			I prefer sending a letter to Social Security					
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
STE0074175	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
STE0074176	C	Which type of online solution would you prefer to use?	Click-to-chat		Radio Button One Up Vertical		Y	Skip Logic
			Email					Randomize
			"Before You Start" checklist					
			Instructional video					
			Other (please specify)	D				Anchor Answer Choice
STE0074177	D	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes	A	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
LNH4732		How often do you visit this site?	First time More than once a day Daily Once a week Once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
CAS0061396		Have you registered for a my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic
			No	A				
CAS0061397	A	What is the main reason 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	Skip Logic
			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				

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GAS0061398	AA	Please tell us why you have not registered for a my Social Security account.			Text field, no char limit	Single	N	Skip Logic
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine article A newspaper or magazine ad A billboard or other printed ad An online ad (e.g., banner, image, etc.) An online video Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Mailed Social Security Statement Other direct mail (e.g., Post Card) Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) Other, please explain	A	check box, one up	Multi	Y	Skip Logic
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
STE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits) To apply for Medicare Only benefits To apply for Extra Help with Medicare Prescription Drug Plans		check box, one up	Multi	Y	Skip Logic Randomize

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			To apply for monthly Supplemental Security Income (SSI) payments					
			To apply for Social Security Survivor benefits and/or Lump Sum Death Payment					
			To check the status of my recently submitted online application for benefits					
			To create (or access) a my Social Security account					
			To manage the Social Security, SSI or Medicare benefits that I receive					
			To appeal an unfavorable decision regarding my application for benefits					
			To file W2/W3s					
			To complete Representative Payee Accounting form					
			To change information on my Social Security card or replace a lost/stolen Social Security card					
			To obtain an SSA form or publication	A				
			To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.)					
			To change my address or change my/sign up for direct deposit					
			To conduct research about Social Security history, policies, regulations, etc.					
			Other (please specify)	AA			Anchor Answer Choice	
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N	Skip Logic
STE0074171	A	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
CAS0049643		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc. I typed in the web address of a Social Security page. I arrived here from another website. I had the Social Security website bookmarked. Other (please specify)	A	Radio Button One Up Vertical	Single	Yes	
CAS0049644	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			No	A				
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A, B A, B	Dropdown (Select-one)	Single	Y	Skip Logic
STE0074173	A	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	B	Since you were unable to accomplish your goal on the site, what do you PREFER to do next?	I prefer calling the SSA 1-800 Number I prefer calling my local Social Security office I prefer visiting my local Social Security office I prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.) I prefer sending a an-email-or-letter to Social Security	C	Radio Button One Up Vertical	Single	Y	Skip Logic
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
STE0074175	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
STE0074176	C	Which type of online solution would you prefer to use?	Click-to-chat Email "Before You Start" checklist Instructional video Other (please specify)	D	Radio Button One Up Vertical		Y	Skip Logic
								Randomize
STE0074177	D	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes No	AA	Dropdown (Select-one)	Single	Yes	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
LNH4732		How often do you visit this site?	First time More than once a day Daily Once a week Once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
CAS0061396		Have you registered for a <i>my</i> Social Security account?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip Logic
CAS0061397	A	What is the main reason 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 tried to register for a <i>my</i> Social Security account, but was unsuccessful. I am currently trying to register 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	Skip Logic
CAS0061398	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N	Skip Logic
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.) The radio The television An email from Social Security A newspaper or magazine article A newspaper or magazine ad A billboard or other printed ad An online ad (e.g., banner, image, etc.) An online video Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Mailed Social Security Statement Other direct mail (e.g., Post Card) Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) Other, please explain	A	check box, one up	Multi	Y	Skip Logic
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner) To view my online Social Security Statement To use the Retirement Estimator To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits) To apply for Medicare Only benefits To apply for Extra Help with Medicare Prescription Drug Plans		check box, one up	Multi	Y	Skip Logic Randomize

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			To apply for monthly Supplemental Security Income (SSI) payments					
			To apply for Social Security Survivor benefits and/or Lump Sum Death Payment					
			To check the status of my recently submitted online application for benefits					
			To create (or access) a my Social Security account					
			To manage the Social Security, SSI or Medicare benefits that I receive					
			To appeal an unfavorable decision regarding my application for benefits					
			To file W2/W3s					
			To complete Representative Payee Accounting form					
			To change information on my Social Security card or replace a lost/stolen Social Security card					
			To obtain an SSA form or publication	A				
			To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.)					
			To change my address or change my/sign up for direct deposit					
			To conduct research about Social Security history, policies, regulations, etc.					
			Other (please specify)	AA				Anchor Answer Choice
	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	N	Skip Logic
	A	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
LNH4735		What was the main reason for your visit today?	<p>To learn about Social Security benefits</p> <p>To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)</p> <p>To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits</p> <p>To check the status of my application for benefits</p> <p>To manage the benefits I currently receive</p> <p>To find out how to get or replace a Social Security card</p> <p>To get an SSA form or publication</p> <p>To get SSA contact information (e.g., locate an office, phone number or email)</p> <p>To get information or conduct business as an employer or government official</p>		Radio Button One-Up Vertical	Single	Y	OPS Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			To help someone else with Social Security business					
			To conduct research about Social Security history, policies, regulations, etc.					
			Other (please specify)	A				
LNH4736	A	What is the reason you are visiting SSA today?			Text Area – no character limit			OPS Group
CAS0049643		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc. I typed in the web address of a Social Security page. I arrived here from another website. I had the Social Security website bookmarked. Other (please specify)	A	Radio Button One Up Vertical	Single	Yes	
CAS0049644	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A, B A, B	Dropdown (Select-one)	Single	Y	Skip Logic
	A	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
	B	Since you were unable to accomplish your goal on the site, what do you PREFER to do next?	I prefer calling the SSA 1-800 Number I prefer calling my local Social Security office I prefer visiting my local Social Security office I prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, etc.)	C	Radio Button One Up Vertical	Single	Y	Skip Logic Randomize

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			I prefer sending an email or letter to SSA.					
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
	BB	What do you plan to do next?			Text Area – no character limit	Open	N	Skip Logic
	C	Which type of online solution would you prefer to use?	Click-to-chat		Radio Button One Up Vertical		Y	Skip Logic
			Email					Randomize
			"Before You Start" checklist					
			Instructional video					
			Other (please specify)					Anchor Answer Choice
		What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes	A	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
CAS0049625		Now that you have visited the website, do you plan to contact Social Security?	No, I found the information or service I wanted.		Radio Button One Up Vertical	Single	Y	
			Yes, I plan to call on the phone.					
			Yes, I plan to visit an office.					
			Yes, I plan to send an email or letter.					
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
			More than once a day					
			Daily					
			Once a week					
			Once a month					
			Every 6 months or less frequently					
CAS0061396		Have you registered for a my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic
			No	A				
CAS0061397	A	What is the main reason 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	Skip Logic

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.					
			I am currently trying to register for a <i>my</i> Social Security account.					
			I do not want a <i>my</i> Social Security account.					
			Other (please specify):	AA				
CAS0061398	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N	Skip Logic
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

Model Instance Name:

SSA Main v3

MID: V1wUw0sAYNUA1pUKAswd1g4C

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CAS0061122		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		check box, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Other, please explain	A				
CAS0061123	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income)		Radio Button One Up Vertical	Single	Y	OPS Group
			I do not receive Social Security, Medicare or Supplemental Security Income benefits					
			I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			I am an employer looking for Social Security information and services					
			I am a professional helping someone else with a Social Security matter					
			Other (please specify)	A				
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	To learn about Social Security benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)					
			To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits					
			To check the status of my application for benefits					
			To manage the benefits I currently receive					

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			To find out how to get or replace a Social Security card					
			To get an SSA form or publication					
			To get SSA contact information (e.g., locate an office, phone number or email)					
			To get information or conduct business as an employer or government official					
			To help someone else with Social Security business					
			To conduct research about Social Security history, policies, regulations, etc.					
			Other (please specify)	A				
LNH4736	A	What is the reason you are visiting SSA today?			Text Area – no character limit			OPS Group
CAS0049643		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc. I typed in the web address of a Social Security page. I arrived here from another website. I had the Social Security website bookmarked. Other (please specify)	A	Radio Button One Up Vertical	Single	Yes	
CAS0049644	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking	A A	Dropdown (Select-one)	Single	Y	Skip Logic

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			Not looking for anything specific					
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions (“FAQs”) to find information?	Yes	A	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
CAS0049625		Now that you have visited the website, do you plan to contact Social Security?	No, I found the information or service I wanted.		Radio Button One Up Vertical	Single	Y	
			Yes, I plan to call on the phone.					
			Yes, I plan to visit an office.					
			Yes, I plan to send an email or letter.					
LNH4732		How often do you visit this site?	First time More than once a day Daily Once a week Once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
		Have you registered for a my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic
			No	A				
	A	What is the main reason 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	Skip Logic
			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	Skip Logic
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
		How did you learn about the Social Security website? (Check all that apply.)	A general web search (e.g., Google, Bing, etc.)		check box, one up	Multi	Y	Skip Logic
			The radio					
			The television					
			An email from Social Security					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			A billboard or other printed ad					
			An online ad (e.g., banner, image, etc.)					
			An online video					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Mailed Social Security Statement					
			Other direct mail (e.g., Post Card)					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Other, please explain	A				
	A	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logic
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income)		Radio Button One Up Vertical	Single	Y	OPS Group
			I do not receive Social Security, Medicare or Supplemental Security Income benefits					
			I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			I am an employer looking for Social Security information and services					
			I am a professional helping someone else with a Social Security matter					
			Other (please specify)	A				
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	To learn about Social Security benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)					
			To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits					
			To check the status of my application for benefits					
			To manage the benefits I currently receive					

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			To find out how to get or replace a Social Security card					
			To get an SSA form or publication					
			To get SSA contact information (e.g., locate an office, phone number or email)					
			To get information or conduct business as an employer or government official					
			To help someone else with Social Security business					
			To conduct research about Social Security history, policies, regulations, etc.					
			Other (please specify)	A				
LNH4736	A	What is the reason you are visiting SSA today?			Text Area – no character limit			OPS Group
CAS0049643		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc. I typed in the web address of a Social Security page. I arrived here from another website. I had the Social Security website bookmarked. Other (please specify)	A	Radio Button One Up Vertical	Single	Yes	
CAS0049644	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking	A A	Dropdown (Select-one)	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Not looking for anything specific					
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions (“FAQs”) to find information?	Yes	A	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
CAS0049625		Now that you have visited the website, do you plan to contact Social Security?	No, I found the information or service I wanted.		Radio Button One Up Vertical	Single	Y	
			Yes, I plan to call on the phone.					
			Yes, I plan to visit an office.					
			Yes, I plan to send an email or letter.					
LNH4732		How often do you visit this site?	First time More than once a day Daily Once a week Once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am an employer looking for Social Security information and services I am a professional helping someone else with a Social Security matter Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	To learn about Social Security benefits To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.) To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits To check the status of my application for benefits To manage the benefits I currently receive To find out how to get or replace a Social Security card To get an SSA form or publication To get SSA contact information (e.g., locate an office, phone number or email) To get information or conduct business as an employer or government official To help someone else with Social Security business To conduct research about Social Security history, policies, regulations, etc. Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4736	A	What is the reason you are visiting SSA today?			Text Area – no character limit			OPS Group
CAS0049643		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc. I typed in the web address of a Social Security page. I arrived here from another website.		Radio Button One Up Vertical	Single	Yes	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			I had the Social Security website bookmarked. Other (please specify)	A				
CAS0049644	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Did the Social Security home page help you find what you were looking for?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?	Yes No	AA	Dropdown (Select-one)	Single	Yes	Skip Logic
CAS0049624	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
CAS0049625		Now that you have visited the website, do you plan to contact Social Security?	No, I found the information or service I wanted. Yes, I plan to call on the phone. Yes, I plan to visit an office. Yes, I plan to send an email or letter.		Radio Button One Up Vertical	Single	Y	
LNH4732		How often do you visit this site?	First time More than once a day Daily Once a week		Dropdown (Select-one)	Single	Y	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Once a month Every 6 months or less frequently					
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Applying for Spousal benefits Filing a Representative Payee Accounting Report Appealing a benefits decision Finding an answer to my question using the Frequently Asked Questions (FAQs) None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area — no character limit			Skip Logic Group
LNH4733		Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income) I do not receive Social Security, Medicare or Supplemental Security Income benefits I receive Supplemental Security Income (SSI) I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits. I am applying for Social Security disability, retirement, survivor's, or SSI I am an employer looking for Social Security information and services I am an employer I am a professional helping someone else with a Social Security matter business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	To learn about Social Security benefits To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)		Radio Button One Up Vertical	Single	Y	OPS Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			To apply for Social Security, Supplemental Security Income (SSI) or Medicare benefits					
			To manage the benefits I currently receive					
			To find out how to get or replace a Social Security card					
			To get an SSA form or publication					
			To get SSA contact information (e.g., locate an office, phone number or email)					
			To get information or conduct business as an employer or government official					
			To help someone else with Social Security business					
			To conduct research about Social Security history, policies, regulations, etc.					
			Online check of the status of my application for benefits					
			See if I qualify for benefits					
			Get online estimate of my future benefits					
			Plan for retirement					
			Request a Proof of Income letter					
			Online request for a Form 1099/1042S — Social Security Benefit Statement					
			Request a Social Security Statement online					
			Get information about the disability program					

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason What is the reason you are visiting SSA today?			Text Area – no character limit			OPS Group
		How did you arrive at the Social Security website today?	I searched for it using Google, Yahoo, Bing, etc.		Radio Button One Up Vertical	Single	Yes	
			I typed in the web address of a Social Security page.					
			I arrived here from another website.					
			I had the Social Security website bookmarked.					
			Other (please specify)	A				
	A	Please explain how you arrived at the Social Security website today.			Text Area – no character limit			
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted. Did the Social Security home page help you find what you were looking for?	Yes No Not Sure/ Didn't visit the home page	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4738	A	Please explain why it wasn't clear where you needed to go to accomplish what you wanted. Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes No Not sure	A	Dropdown (Select-one)	Single	Yes	Skip Logic
	A	Did the Frequently Asked Questions give you the information you needed?	Yes No	AA	Dropdown (Select-one)	Single	Yes	Skip Logic
	AA	Please tell us about your concerns or problems when using the Frequently Asked Questions.			Text Area – no character limit		N	Skip Logic
		Now that you have visited the website, do you plan to contact Social Security?	No, I found the information or service I wanted. Yes, I plan to call on the phone. Yes, I plan to visit an office. Yes, I plan to send an email or letter.		Radio Button One Up Vertical	Single	Y	
LNH4732		How often do you visit this site?	First time More than once a day Daily About o Once a week About o Once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4743		Did you use the Social Security web site's Search (located in the upper right hand corner of every page) during your visit?	Yes- No- Don't know what that is-	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip-Logic
LNH4746	C	What word(s) did you enter into the search box?–			Text Area – no character limit		N	Skip-Logic
LNH4750		After viewing our website, what do you plan to do next?–	Nothing, – I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Applying for Spousal benefits Filing a Representative Payee Accounting Report Appealing a benefits decision Finding an answer to my question using the Frequently Asked Questions (FAQs) None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement		Radio Button One Up Vertical	Single	Y	OPS Group

Model Instance Name:

SSA Main v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 6/14/2011

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pink: ADDITION

blue + -->: REWORDING

SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Request a Proof-of-Income letter					
			Online request for a Form 1099/1042S -- Social Security Benefit Statement					
			Request a Social Security Statement online					
			Get information about the disability program					

Model Instance Name:

SSA Main v3

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio-button, one-up-vertical	Single	Y	Skip-Logic Group
LNH4753	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up-vertical	Multi	Y	Skip-Logic Group
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio-button, one-up-vertical	Single	Y	Skip-Logic Group

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Applying for Spousal benefits Filing a Representative Payee Accounting Report Appealing a benefits decision Finding an answer to my question using the Frequently Asked Questions (FAQs) None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement		Radio Button One Up Vertical	Single	Y	OPS Group

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SSA Main v3 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Request a Proof-of-Income letter					
			Online request for a Form 1099/1042S -- Social Security Benefit Statement					
			Request a Social Security Statement online					
			Get information about the disability program					

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
LNH4753	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	Single	Y	Skip Logic Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4739		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
LNH4740		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
			I was not sure what words to use in my search	C				
			Results were not relevant to my search terms or needs	C				
			Search returned no results	C				
			Search returned not enough results	C				
			Search returned too many results	C				
			Search required too many refinements to get to what I	C				
			Search returned results that were too similar/redundant	C				
		Other (please specify)	B,C					
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
			Nothing, although I did not find/complete what I wanted					
			Send Social Security an e-mail					
			Call Social Security's 800 number					
			Call my local Social Security office					
			Visit my local Social Security office					
			Write a letter to Social Security					
Return to the Social Security website later and try again								
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No					
LNH4753	A	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet	X				
			None of these					
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Android					
			Blackberry					

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	Skip Logic Group
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	Skip Logic Group
LNH4731	B	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
LNH4734	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
LNH4735		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
LNH4736	A	Other Reason			Text Field – limited to 100 characters			OPS Group
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
LNH4739		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
LNH4740		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4741		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
LNH4742	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LNH4744	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
			I was not sure what words to use in my search	C				
			Results were not relevant to my search terms or needs	C				
			Search returned no results	C				
			Search returned not enough results	C				
			Search returned too many results	C				
			Search required too many refinements to get to what I	C				
			Search returned results that were too similar/redundant	C				
		Other (please specify)	B,C					
LNH4745	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4747		Please rate the clarity of the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
Don't know								
LNH4748		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
Don't know								
LNH4749		Please rate the site on its use of short, clear sentences .	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			9 Excellent=10 Don't know					
LNH4750		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
LNH4752		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No					
LNH4753	A	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet	X				
			None of these					
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Android					
			Blackberry					

Model Instance Name:

SSA Main v2

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SSA Main v2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
ACQinh0023740		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	
ACQinh0023741	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	
ACQinh0023742	B	Please explain your difficulty.			Text Area – no character limit			
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCol0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCol0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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SSA Main v2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCol0006071	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
ACQhar0021338		Please rate the clarity of the wording on this site.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Don't know		Radio button, scale, has don't know	S	Y	
ACQhar0021339		Please rate how well you understand the wording on this site.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Don't know		Radio button, scale, has don't know	S	Y	
ACQhar0021340		Please rate the site on its use of short, clear sentences .	1=Poor 2 3 4 5 6 7 8		Radio button, scale, has don't know	S	Y	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			9 Excellent=10 Don't know					
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
ACQinh0018616		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	
ACQinh0018617	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	Single	Y	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes No Don't remember	A,B	Radio Button One up	Single	Y	
	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account Problems using a previously created My Social Security account Viewing my Social Security Statement Checking the status of my application Applying for Help with Medicare Prescription Drug Plan Costs Using the Retirement Estimator Applying for Disability benefits Applying for Medicare benefits Applying for Retirement benefits Filing a Representative Payee Accounting Report Appealing a benefits decision None of the above		Check box one up vertical	Multi	Y	
	B	Please explain your difficulty.			Text Area – no character limit			
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCoI0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCoI0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCol0006071	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
ACQhar0021338		Please rate the clarity of the wording on this site.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Don't know		Radio button, scale, has don't know	S	Y	
ACQhar0021339		Please rate how well you understand the wording on this site.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Don't know		Radio button, scale, has don't know	S	Y	
ACQhar0021340		Please rate the site on its use of short, clear sentences.	1=Poor 2 3 4 5 6 7 8		Radio button, scale, has don't know	S	Y	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
			9 Excellent=10 Don't know					
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
ACQinh0018616		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	
ACQinh0018617	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	Single	Y	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCoI0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCoI0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C C B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCol0006071	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
		Please rate the clarity of the wording on this site.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Don't know		Radio button, scale, has don't know	S	Y	
		Please rate how well you understand the wording on this site.	1=Poor 2 3 4 5 6 7 8 9		Radio button, scale, has don't know	S	Y	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Excellent=10					
			Don't know					
		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	Y	
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Excellent=10					
			Don't know					
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what it would be.			Text Area – no character limit		N	
ACQinh0018616		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Y	
			No					
ACQinh0018617	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	Single	Y	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
ACQCoI0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
ACQCoI0005957	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic
SAC2659	A	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic

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SSA Main v2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	C C C C C C C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
	C	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what			Text Area – no character limit		N	
		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y	
	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y	
	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry		Radio button, one-up vertical	Single	Y	

Model Instance Name:

SSA Main v2

MID: ZgYJFVF51REcEs5x1EpJUg==

Date: 6/14/2011

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SSA Main v2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC2649		How often do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less frequently		Dropdown (Select-one)	Single	Y	
SAC2650		Which of the following best describes you?—	Social Security Beneficiary— SSI Recipient— Social Security or SSI Claimant/Applicant— Social Worker, Advocate or Representative— Employer— Physician, Attorney, or Other Professional— Accountant, Financial Planner, Tax Preparer/Advisor— Student or Researcher— General Public— Other, (please specify)—	A	Radio Button One Up Vertical	Single	Y	OPS Group
SAC2651	A	Other Role			Text Field — limited to 100 characters		N	OPS Group
		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI I am applying for Social Security disability, retirement, survivor's, or SSI I do not receive Social Security benefits I am an employer I am a professional helping someone else with Social Security business Other (please specify)	A	Radio Button One Up Vertical	Single	Y	OPS Group
	A	Other Role			Text Field – limited to 100 characters		N	OPS Group
SAC2652		What was the main reason for your visit today?	Apply for benefits online Online check of the status of my application for benefits See if I qualify for benefits Get online estimate of my future benefits Plan for retirement Request a Proof-of-Income letter Online request for a Form 1099/1042S -- Social Security Benefit Statement Request a Social Security Statement online Get information about the disability program		Radio Button One Up Vertical	Single	Y	OPS Group

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SSA Main v2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Learn about the Medicare Prescription Drug Program (Medicare Part D) Apply online for Help With Medicare Prescription Drug Plan Get/replace Social Security card or change my name on my Social Security card Online request for a replacement Medicare card Get a password for Social Security Online, or change my current password Check the contact, direct deposit, Medicare and payment information you have on file for me Set up or change Direct Deposit of my check Make an online change affecting the benefits I already Check for popular baby names Look for Federal employment Find my local office; how to contact Social Security Download forms Use online services for employers/businesses Research Social Security or its financial status Other (please specify)	A				
SAC2653	A	Other Reason			Text Field – limited to 100 characters			OPS Group
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you needed to go to accomplish what you wanted.	Yes No Not Sure/Didn't visit the home page	H	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	H	Please explain why it wasn't clear where you needed to go to accomplish what you wanted.			Text Field – limited to 100 characters		N	Skip Logic
SAC2656		Which, if any, of the top navigation links did you use today? (Select all that apply)	Retirement Disability Survivors SSI Medicare Business Services Not Sure None of the above		Checkbox One Up Vertical	Multi	Y	Skip Logic
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes No Not Sure		Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2658		Did you find the information you were looking for or did you successfully complete your online transaction?	Yes No Not yet, I am still looking Not looking for anything specific	A A	Dropdown (Select-one)	Single	Y	Skip Logic Change to

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SAC2659	A	If you didn't find what you wanted or weren't able to complete your online transaction, please tell us what you were trying to find, or do--> Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit		N	Skip Logic
SAC2660		Did you use the Social Security web site's Search (located in the upper right-hand corner of every page) during your visit?	Yes No Don't know what that is	A	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2661	A	Which of the following, if any, did you experience while using the search tool today? (check all that apply)	I found what I was looking for I was not sure what words to use in my search Results were not relevant to my search terms or needs Search returned no results Search returned not enough results Search returned too many results Search required too many refinements to get to what I Search returned results that were too similar/redundant Other (please specify)	B	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	B	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
SAC2663		After viewing our website, what do you plan to do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security an e-mail Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Write a letter to Social Security Return to the Social Security website later and try again		Dropdown (Select-one)	Single	Y	
SAC2664		If there was one thing you could change about the Social Security web site, please tell us what			Text Area – no character limit		N	