Model Instance Name: SSA Main Services Portal v3
MID: V1wUw0sA

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:





SSA Main Services Portal v3 Model questions utilize the ACSI methodology to determine scores and impacts

			nethodology to determine scores and impa			
	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION			FUTURE BEHAVIORS
MQ La		MQ Label			MQ Label	
1	Look and Feel (1=Poor, 10=Excellent, Don't Know)	100-11-1-1	Satisfaction	10	Danamma:::1	Recommend (1=Very Unlikely, 10=Very Likely)
- Appeal	Feel 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 - Balance	Feel 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 - Readab	Feel 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 Navigatio Organize						
5 Navigatio Options						
6 Navigatio	n - 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 Informati	on - Please rate the thoroughness of information you viewed on this site today.					
8 SSA Informati Ouglity 9 SSA	on - Please rate the quality of information you viewed today.	.				
Informati Provided Answers	on - Please rate how well the information viewed today provided answers to your questions.					
	Site Performance (1=Poor, 10=Excellent, Don't Know)					
10 Site Performa Loading	Please rate how quickly pages load on this site.					
11 Site Performa Consiste						
12 Site Performa Errors						
13 Plain	Plain Language (1=Poor, 10=Excellent, Don't Know) Please rate the clarity of the wording on this site.					
Languag Clear						
14 Plain Languag Understa le	Please rate how well you understand the wording on this site adab					
15 Plain Languag Concise	Please rate this site on its use of short, clear sentences.					
						ForeSee Results - 0

SSA Main Services Portal v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 11/24/2015

red & strike-through: DELETE

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pink: ADDITION

	01:		SSA Main Services Portal v3 CUSTOM QUESTION LIST				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Requir ed Y/N
LNH4733	Label	Which of the following best describes you?	I am entitled to or receive Social Security benefits (i.e. retirement,	Skip to	Radio Button One Up Vertical	Single	Y
LINH4733		which of the following best describes you?	survivor's, disability, spouses, Medicare and/or Supplemental Security Income)		Radio Button One Op Vertical	Sirigle	T T
			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)	Α			
LNH4734	Α	Other Role			Text Field – limited to 100 characters		N
RUS0242165		Did you attempt to log in to your mySSA	Yes	Α	Radio Button One Up Vertical		Υ
		account today?					
			No				
			Don't know				
RUS0242166	Α	Was your log in successful?	Yes		Radio Button One Up Vertical		Υ
			No				
			Don't know				
TE0074170		What is the reason(s) for your visit today? (Check all that apply)	To get general information about Social Security programs and benefits			Multi	Υ
			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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			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	Requi ed Y/N
		Before visiting SSA.gov did you first try to			Checkbox, one up vertical	Multi	Υ
		accomplish your task in any of the following					
		ways?	Calling Social Security's 1-800 number	-			
			Visiting my local Social Security office	4			
			Calling my local Social Security office	-			
			No, I visited SSA.gov first				
			Not sure				
TAR0214844		Did you accomplish your goal?	Yes-	-	Radio Button One Up Vertical	Single	¥
			No-	C, BB			
			Not yet, I am still looking	C, BB			
TAR0214845	e	How can we help you accomplish your goal?			Text Area – no character limit	Open	¥
R0214846	BB	What do you plan to do next?	I will apply online for Social Security, SSI or Medicare benefits		Radio Button One Up Vertical	Open	-
			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)	Đ			
R0214847	Đ	What do you plan to do next?			Text Area – no character limit		N
		Did you accomplish your goal?	Yes	Α	Radio Button One Up Vertical	Single	Y
			Partially	В	· ·		
			No No	В			
	Α	How many attempts did you need to			Radio button, one up veritical		Y
		accomplish your task?	1				
			2				
			3				
			4				
			5 or more				
	В	What do you plan to do next?	Try again to complete my task online		Radio button, one up veritical		Υ
			Call Social Secuirty's 1-800 number				
			Visit my local Social Security office	_			
			Call my local Social Security office	_			
			Other (please specify)	BA			
	BA	What do you plan to do next?			Text area, no char limit		N
0184627		What is your age?	Under 18	-	Radio Button One Up Vertical	Single	Y
			18 - 29	-			
			30 - 39	4			
			40 - 49	-			
			50 - 59	-			
			60 - 69	-			
			70 or older	4			
1.511.14754		If the second state of the	Prefer not to answer	1	Total Annual Control of the Control	1	
LNH4751		If there was one thing you could change about the Social Security web site, please tell us what it would be.	t		Text Area – no character limit		N



OPS Group

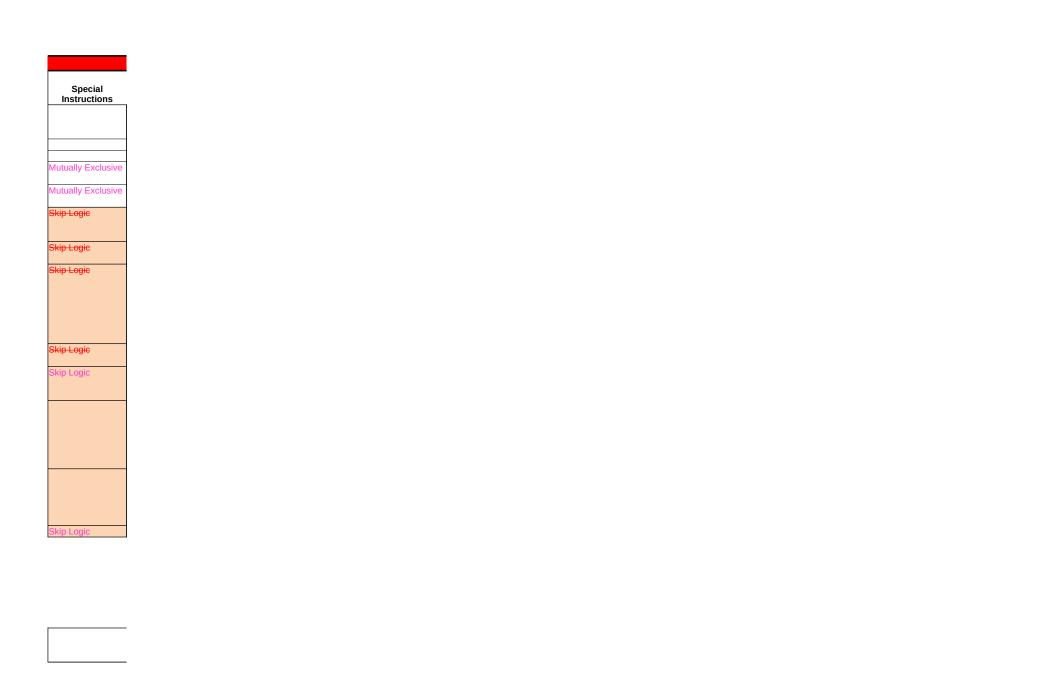
Skip Logic

Skip Logic

Skip Logic

Randomize

Anchor Answer Choice 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
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 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)	Α				
LNH4734	Α	Other Role			Text Field – limited to 100 characters		N	OPS Group
		Did you attempt to log in to your mySSA account today?	Yes	Α	Radio Button One Up Vertical		Y	Skip Logic
			No Don't know					
	Α	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
		1177	To review the Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomize
			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				Anchor Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	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	Requir ed Y/N	Special Instruction
TAR0214844			Yes No Not yet, I am still looking	C, BB C, BB	Radio Button One Up Vertical	Single	Y	Skip Logic
TAR0214845	С	How can we help you accomplish your goal?			Text Area – no character limit	Open	Y	Skip Logic
FAR0214846	BB		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
AR0214847	D	What do you plan to do next?			Text Area – no character limit		N	Skip Logic
IB0184627			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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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 Instruction
		Please tell us how and from where you	Desktop computer/laptop from my home		Radio button, one-up vertical			Skip Logic
AS0076473		connected with SSA during your visit today?				Single	¥	Group
			Desktop computer/laptop from a friend or relative's home					Randomiz
			Desktop computer/laptop from my place of employment Public computer workstation in a library	A				
			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	B				
			Other (please specify)					Anchor
								Answer
				Е				Choice
		Did you connect through a unique Social	Yes		Radio button, one-up vertical			Obin Lan
AS0076474	A	Security icon featured on the computer's desktop?				Single	¥	Skip Log Group
	, ,		No	AA		Ciligio		Стопр
					Text area, no char limit			Skip Log
AS0076475	AA	How did you link to the SSA website?				Open	N	Group
AS0076494	В	Please describe the location.			Text area, no char limit	0000	N	Skip Logi
450076494	- 6	Please describe the location.			Text area, no char limit	Open	14	Group
AS0076495	e	Please tell us how and from where you connected with SSA during your visit today?			rext area, no char illinit	Open	N	Skip Log 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	¥	Skip Logi
			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	Н	Skip Logi

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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
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.					
			l 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	А	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		check box, one up	Multi	Υ	Skip Logic
			To review the Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomize
			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					4
			To apply for monthly Supplemental Security Income (SSI) payments					4
			To apply for Social Security Survivor benefits or Lump Sum Death Payment		_			
			To check the status of my online application for benefits					4
			To log in to or open my Social Security account		-			4
			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		1			4
			To complete Representative Payee Accounting form					4
			To change information on my Social Security card					4
			To replace a lost or stolen Social Security card		-			4
			To obtain a form or publication	A	-			4
			To obtain contact information (e.g., locate a local SSA office, phone number, address, email, etc.)					1
			To change my address or information for my direct deposit To conduct research about Social Security history, policies, regulations,		+	_		4
			etc.		-			ļ
			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
		Did you accomplish your goal?	Yes	C PP	Radio Button One Up Vertical	Single	Υ	Skip Logic
			Not yet Lam etill looking	C, BB				
			Not yet, I am still looking	C, BB				

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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 Instruction
	С	How can we help you accomplish your goal?			Text Area – no character limit	Open	Υ	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 (olease specify)	D	Radio Button One Up Vertical	Open	Y	Skip Logic
	D	What do you plan to do next?	(house spenny)		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	tical Single	¥	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	¥	Skip Logie
STE0074173	A	Please explain what prevented you from accomplishing your goal on the site.	rot to dang to any amy openie		Text Area - no character limit	Open	N	Skip Logie
ΓΕ0074174	В	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		Radio Button One Up Vertical	Single	¥	Skip Logic
			I prefer calling my local Social Security office					Randomize
			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.)	е				
			I prefer sending a letter to Social Security					
			Other (please specify)	BB				Anchor Answer Choice
			Not sure					Anchor Answer Choice
FE0074175	BB	What do you plan to do next?			Text Area - no character limit	Open	N	Skip Logic
FE0074176	е	Which type of online solution would you prefer to use?	Click-to-chat		Radio Button One Up Vertical		¥	Skip Logic
			Email					Randomize
			"Before You Start" checklist					
			Instructional video Other (please specify)	Đ				Anchor Answer Choice
FE0074177	Đ	What other type of online solution would you prefer to use?			Text Area – no character limit		N	Skip Logic
CAS0049645		*	Yes	A	Dropdown (Select one)	Single	Yes	Skip Logie
			N o					
			Not sure					

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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	Requir ed Y/N	Special Instructions
CAS0049623	A	Did the Frequently Asked Questions give you the information you needed?			Dropdown (Select one)	Single	Yes	Skip Logie
			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 Logie
CAS0078803		How often do you visit this site?	This is my first time		Radio Button One Up Vertical	Single	¥	Skip Logic
			Once in a while	A				
			Frequently	A				
JIB0151011	A	Did you notice any changes to ssa.gov during	Yes	B	Radio Button One Up Vertical	Single	¥	Skip Logic
		your visit today?	No, I did not notice any changes					
			Not sure					
JIB0151012	₽	How does the new ssa.gov compare to the previous one?	Better than the previous website	e	Radio Button One Up Vertical	Single	¥	Skip Logic
			Same as the previous website					
			Worse than the previous website	Đ				
JIB0151014	e	Please tell us why you feel the new ssa.gov is better than the previous one.			Text Area – no character limit		N	Skip Logie
JIB0151013	Đ	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	Υ	
			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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QID (Group ID)	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instruction
AS0076473		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Desktop computer/laptop from a friend or relative's home					Randomiz
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library	Α				
			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	В				
			Other (please specify)	_				Anchor Answer
			V	С	Dadia hadaa aaa aa a			Choice
CAS0076474	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Single	Y	Skip Logi Group
		·	No	AA				· ·
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logi Group
CAS0076494	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logi Group
CAS0076495	С	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logio 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	Υ	Skip Logi
			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		Special Instruction
			Other, please explain	Α				
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		OPS Group
			l 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					
LNH4734	A	Other Role	Other (please specify)	Α	Text Field – limited to 100		N	OPS Grou
214114704		Care resid			characters		.,	Or o orou
TE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits		check box, one up	Multi	Y	Skip Logic
			To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomiz
			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	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.					

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 11/24/2015

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

		SSA	Main Services Portal v3 CUSTOM QUESTION L	IST				
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
			Other (please specify)	AA				Anchor Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	Ζ	Skip Logic
STE0074171	Α	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		Z	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	Α	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	Α	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	В	Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number		Radio Button One Up Vertical	Single	Υ	Skip Logic
			I prefer calling my local Social Security office					Randomize
			l prefer visiting my local Social Security office					
			l prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.)	С				
			l 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	С	Which type of online solution would you prefer to use?	Click-to-chat		Radio Button One Up Vertical		Y	Skip Logic
			Email The Committee of					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	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			No .					
CA C0040000	_		Not sure		Drondown (Colect and)	Cinala	Voo	Ckin Lasia
CAS0049623	Α	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic

SSA Main Services Portal v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 11/24/2015

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

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 Instruction
(Cloup ID)	Lasci	Question Text	No	AA	Type (select from fist)	Water	- //-	instruction
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	Α				
			Frequently	A				
JIB0151011	A	Did you notice any changes to ssa.gov during your visit today?	Yes No, I did not notice any changes	В	Radio Button One Up Vertical	Single	Y	Skip Logic
			Not sure					
JIB0151012	В	How does the new ssa.gov compare to the previous one?	Better than the previous website	С	Radio Button One Up Vertical	Single	Y	Skip Logic
			Same as the previous website					
			Worse than the previous website	D				
JIB0151014	С	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 18 - 29 30 - 39		Radio Button One Up Vertical	Single	Y	
			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	

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 11/24/2015

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pink: ADDITION

		SSA	A Main Services Portal v3 CUSTOM QUESTION L	.IST				
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		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Desktop computer/laptop from a friend or relative's home					Randomize
			Desktop computer/laptop from my place of employment					randomize
			Public computer workstation in a library	Α				
			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	В				
			Other (please specify)	С				Anchor Answer Choice
		Did you connect through a unique Social	Yes		Radio button, one-up vertical			
CAS0076474	Α	Security icon featured on the computer's desktop?				Single	Y	Skip Logic Group
CA30070474	^	uesktop:	No	AA		Single		Отоир
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
					Text area, no char limit			
CAS0076495	С	Please tell us how and from where you connected with SSA during your visit today?				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)					

SSA Main Services Portal v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 11/24/2015

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pink: ADDITION

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instruction
			Other, please explain	Α				
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		OPS Group
			l 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					
LNH4734	A	Other Role	Other (please specify)	Α	Text Field – limited to 100		N	OPS Grou
214114704		Care resid			characters		.,	Or o orou
TE0074170		What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits		check box, one up	Multi	Y	Skip Logic
			To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomiz
			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	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.					

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Date: 11/24/2015

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		SSA	Main Services Portal v3 CUSTOM QUESTION L	IST				
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
			Other (please specify)	AA				Anchor Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open	Ζ	Skip Logic
STE0074171	Α	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		Z	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	Α	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	Α	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	В	Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number		Radio Button One Up Vertical	Single	Υ	Skip Logic
			I prefer calling my local Social Security office					Randomize
			l prefer visiting my local Social Security office					
			l prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.)	С				
			l 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	С	Which type of online solution would you prefer to use?	Click-to-chat		Radio Button One Up Vertical		Y	Skip Logic
			Email The Committee of					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	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			No .					
CA C0040000	_		Not sure		Drondown (Colect and)	Cinala	Voo	Ckin Lasia
CAS0049623	Α	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic

SSA Main Services Portal v3

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Date: 11/24/2015

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instruction
CAS0049624		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	Υ	Skip Logic
			Once in a while	A				
			Frequently	Α				
	Α	Did you notice any changes to ssa.gov	Yes	В	Radio Button One Up Vertical	Single	Υ	Skip Logic
		during your visit today?	No, I did not notice any changes					
			Not sure					
	В	How does the new ssa.gov compare to the previous one?	Better than the previous website	С	Radio Button One Up Vertical	Single	Y	Skip Logic
			Same as the previous website		-			
			Worse than the previous website	D				
	С	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	

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 11/24/2015

red <u>& strike-through</u>: DELETE underlined <u>& italicized</u>: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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
			Desktop computer/laptop from my home		Radio button, one-up			
CAS0076473		Please tell us how and from where you connected with SSA during your visit today?			vertical	Single	Y	Skip Logic Group
			Desktop computer/laptop from a friend or relative's home					Randomize
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library	Α				
			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	В				
			Other (please specify)					Anchor
				С				Answer Choice
		Did you connect through a unique Social	Yes		Radio button, one-up			
CAS0076474	Α	Security icon featured on the computer's desktop?			vertical	Single	Y	Skip Logic Group
CA30010414		desktop:	No	AA		Single		Croup
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
					Text area, no char limit	<u> </u>		·
CAS0076495	С	Please tell us how and from where you connected with SSA during your visit today?				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	Υ	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)					e Results - Cor

SSA Main Services Portal v3

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Date: 11/24/2015

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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 Instruction
			Other, please explain	Α				
CAS0061123	Α	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.					
			l 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)	Α				
LNH4734	Α	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		check box, one up	Multi	Y	Skip Logic
			To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomize
			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	Nicole St	enn:			
			To change information on my Social Security card	Hid this a	answer option			
			To replace a lost/stolen Social Security card		ted a new			
			To obtain an SSA form or publication		nstead of g for data			
			To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.)	accuracy	purposes. d by Megan			
			To change my address or change my/sign up for direct deposit					
			To conduct research about Social Security history, policies, regulations, etc.					

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Date: 11/24/2015

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pink: ADDITION

blue + -->: REWORDING

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
			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	Α	Please tell us which SSA form or publication you were seeking.			Text Area – no character limit		N	Skip Logic
LNH4737			Yes No	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	Α	Please tell us why the home page was not helpful.			Text Area – no character limit		N	Skip Logic
LNH4741			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	Α	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
STE0074174	В	Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number		Radio Button One Up Vertical	Single	Y	Skip Logic
			I prefer calling my local Social Security office		Ī			Randomize
			I prefer visiting my local Social Security office					
			l prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.)	С				
			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	С	Which type of online solution would you prefer to use?	Click-to-chat		Radio Button One Up Vertical		Υ	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	А	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					

SSA Main Services Portal v3 MID:

V1wUw0sAYNUA1pUkAswd1g4C

11/24/2015 Date:

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instructions
CAS0049623		Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624		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	

SSA Main v3 MID:

V1wUw0sAYNUA1pUkAswd1g4C

Date: 6/14/2011

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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
			Desktop computer/laptop from my home		Radio button, one-up			
CAS0076473		Please tell us how and from where you connected with SSA during your visit today?			vertical	Single	Y	Skip Logic Group
			Desktop computer/laptop from a friend or relative's home					Randomize
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library	Α				
			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	В				
			Other (please specify)					Anchor
				С				Answer Choice
		Did you connect through a unique Social	Yes		Radio button, one-up			
CAS0076474	Α	Security icon featured on the computer's desktop?			vertical	Single	Y	Skip Logic Group
CA30010414		desktop:	No	AA		Single		Croup
CAS0076475	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
CAS0076494	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group
					Text area, no char limit	<u> </u>		·
CAS0076495	С	Please tell us how and from where you connected with SSA during your visit today?				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	Υ	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)					e Results - Cor

SSA Main v3 MID:

V1wUw0sAYNUA1pUkAswd1g4C

Date: 6/14/2011

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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
			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
			l 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.					
			l am an employer looking for Social Security information and services					
			l am a professional helping someone else with a Social Security matter					
			Other (please specify)	Α				
LNH4734	Α	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		check box, one up	Multi	Y	Skip Logic
			To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomize
			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 <i>my</i> 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	Α				
			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.					

SSA Main v3 MID: V1wUw0sAYNUA1pUkAswd1g4C

MID: V1wUw0sAYNUA1pUkAswd1g4C Date: 6/14/2011 red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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 Anchor
			Other (please specify)					Answer Choice
STE0074172	AA	What is the reason you are visiting SSA today?			Text Area – no character limit	Open		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.		Radio Button One Up Vertical	Single	Yes	
			I had the Social Security website bookmarked. Other (please specfly)	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	А	Radio Button One Up Vertical	Single	Y	Skip Logic
LNH4738	A	Please tell us why the home page was not helpful.	No .		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	Α	Please explain what prevented you from accomplishing your goal on the site.			Text Area – no character limit	Open	N	Skip Logic
TE0074174	В	Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number		Radio Button One Up Vertical	Single	Y	Skip Logic
			I prefer calling my local Social Security office I prefer visiting my local Social Security office					Randomize
			I prefer visiting thy 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.)	С				

SSA Main v3

MID:

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blue + -->: REWORDING

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
			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	С	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	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	Α	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 Frequenty					
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	¥	
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
		Discount of the second form when you	Desktop computer/laptop from my home		Radio button, one-up vertical			Obia Lauta
		Please tell us how and from where you connected with SSA during your visit today?			vertical	Single	Y	Skip Logic Group
		3,1	Desktop computer/laptop from a friend or relative's home					
								Randomize
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library	Α				
			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	В				
			Other (please specify)	D				Amahay
			Син. (р. сисс сроску)					Anchor Answer
				С				Choice
		Did you connect through a unique Social Security icon featured on the computer's	Yes		Radio button, one-up vertical			Skip Logic
	Α	desktop?			vortion.	Single	Υ	Group
		·	No	AA				·
	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group
	AA	now did you link to the SSA website?			Text area, no char limit	Open	IN	Skip Logic
	В	Please describe the location.			,	Open	N	Group
					Text area, no char limit			
	С	Please tell us how and from where you connected with SSA during your visit today?				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	Requir ed Y/N	Special Instructions
			Other, please explain	Α				
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.					
			l am an employer looking for Social Security information and services					
			l am a professional helping someone else with a Social Security matter					
			Other (please specify)	Α				
LNH4734	A	Other Role			Text Field – limited to 100 characters			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		check box, one up	Multi	Y	Skip Logic
			To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomize
			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 <i>my</i> 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	Α				
			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.					

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MID: V1wUw0sAYNUA1pUkAswd1g4C Date: 6/14/2011 red & strike-through: DELETE
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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Other (please specify)	Skip to AA	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions Anchor Answer
STE0074172	AA	What is the reason you are visiting SSA today?	//		Text Area – no character	Open	N	Choice Skip Logic
					limit	Opo		
STE0074171	Α	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.		Radio Button One Up Vertic	Single	Yes	
			I had the Social Security website bookmarked. Other (please specfiy)	Α				
CAS0049644	Α	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			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	Α	Please explain what prevented you from accomplishing your goal on the site.	anyumig opposite		Text Area – no character limit	Open	N	Skip Logic
STE0074174	В	Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number		Radio Button One Up Vertical	Single	Y	Skip Logic
			I prefer calling my local Social Security office					Randomize
			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.)	С				

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) I prefer sending a letter to Social Security	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instructions
			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	С	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	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	Α	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		Dropdown (Select-one)	Single	Υ	
		,	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	¥	Skip Logic
			No	A				
CAS0061397	A	What is the main reason you have not registered for a my Social Security account?	l-am unaware of what a my Social Security account is.		Radio button, one-up vertical	Single	¥	Skip Logic
			I-tried to register for a <i>my</i> Social Security account, but was unsuccessful.					
			l-am-currently trying to register for a my-Social Security account.					
			I do not want a my Social Security account.					
			Other (please specify):	AA				

SSA Main v3

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QID (Group ID) CAS0061398	Question Text Please tell us why you have not registered for a my Social Security account.	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Text field, no char limit	Single or Multi Single	Y/N	Special Instructions 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	

SSA Main v3 MID:

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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
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	Α				
CAS0061123	А	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					
			l am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			l 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)	Α				
LNH4734	Α	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		check box, one up	Multi	Υ	Skip Logic
			To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomize
			To view my online Social Security Statement					
			To use the Retirement Estimator					4
			To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits)					
			To apply for Medicare Only benefits					4
			To apply for Extra Help with Medicare Prescription Drug Plans					

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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
			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 <i>my</i> 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	Α				
			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	Α	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.		Radio Button One Up Vertic	Single	Yes	
			I typed in the web address of a Social Security page.					
			l arrived here from another website.					
			I had the Social Security website bookmarked.					
			Other (please specfiy)	Α				
CAS0049644	Α	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?			Radio Button One Up Vertical	Single	Y	Skip Logic
			Yes					

SSA Main v3

MID:

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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
			No	Α				
LNH4738	Α	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	В	Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number		Radio Button One Up Vertical	Single	Y	Skip Logic
			I prefer calling my local Social Security office					Randomize
			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.)	С				
			I prefer sending a an email or l etter 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	С	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					ļ <u>.</u>
			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	А	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	Α	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				

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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
CAS0049624		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	A	Radio button, one-up vertical	Single	Y	Skip Logic
CAS0061397	A	What is the <u>main reason</u> you have not registered for a <i>my</i> Social Security account?	No I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Y	Skip Logic
			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		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	Requir ed Y/N	Special Instruction
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	Α				
CAS0061123	А	How did you learn about the Social Security website?			Text Area – no character limit	Single	N	Skip Logi
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					
			l am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			am an employer looking for Social Security information and services					
			l am a professional helping someone else with a Social Security matter					
			Other (please specify)	Α				
LNH4734	Α	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		check box, one up	Multi	Υ	Skip Logic
			To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)					Randomize
			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					

SSA Main v3

MID:

V1wUw0sAYNUA1pUkAswd1g4C

Date: 6/14/2011

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pink: ADDITION

blue + -->: REWORDING

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 Instruction
			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	Α				
			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
	Α	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?	To learn about Social Security benefits		Radio Button One Up Vertical	Single	¥	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					
			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					

SSA Main v3
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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 Instructio
			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.		Radio Button One Up Vertic	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 specfiy)	А				
CAS0049644	Α	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?			Radio Button One Up Vertical	Single	Y	Skip Logi
			Yes	_ A				
LNH4738	A	Please tell us why the home page was not	No		Text Area – no character		N	Skip Logi
LIND4730	^	helpful.			limit		IN	Skip Logii
LNH4741		Did you find the information you were looking for or did you successfully complete your online	Yes		Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	A, B				
			Not yet, I am still looking	A, B				
	Α	Please explain what prevented you from	Not looking for anything specific		Text Area – no character	Open	N	Skip Logic
	^	accomplishing your goal on the site.			limit	Open	IN	Skip Lugii
	В	Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number		Radio Button One Up Vertical	Single	Y	Skip Logi
			I prefer calling my local Social Security office					Randomiz
			I prefer visiting my local Social Security office					
			prefer having an online solution (e.g., click-to-chat,	С				

SSA Main v3 MID:

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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
			I prefer sending an email or letter to SSA.	DD				A se a la a se
			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
	С	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	Α	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	¥	
			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	Υ	
			More than once a day					
			Daily					
			Once a week	1				
			Once a month	-				
CAS0061396		Use a serior manifestation of face a serior Consider Cons	Every 6 months or less frequently		Dadia button, and un	Cinalc	V	Ckin Logic
CA30001390		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic
		La company de la	No	Α	D 11 1 11	0	,,,	01: 1
CAS0061397	A	What is the <u>main reason</u> 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.		Radio button, one-up vertical	Single	Y	Skip Logic

MID:

SSA Main v3

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blue + -->: REWORDING

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
			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		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	Requir ed 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	Υ	Skip Logic
			The radio					1 0
			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	Α				
CAS0061123	А	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					
			l am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			l am an employer looking for Social Security information and services					
			l am a professional helping someone else with a Social Security matter					
			Other (please specify)	Α				
LNH4734	Α	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	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.)		Vertical			
			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	Requir ed Y/N	Special Instruction
			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)	Α				
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.		Radio Button One Up Vertic	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 specfiy)	Α				
CAS0049644	Α	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?			Radio Button One Up Vertical	Single	Y	Skip Logic
			Yes No	Α				
LNH4738	А	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			Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No Not yet, I am still looking	A A				

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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
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit			Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623		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	Υ	
			More than once a day					
			Daily					
			Once a week					
			Once a month					
			Every 6 months or less frequently		- "			
		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Υ	Skip Logic
			No	Α				
	Α	What is the <u>main reason</u> 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.		Radio button, one-up vertical	Single	Y	Skip Logic
			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				
	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	Requir ed 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	Υ	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	Α				
	Α	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					
			l am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			l am an employer looking for Social Security information and services					
			l am a professional helping someone else with a Social Security matter					
			Other (please specify)	Α				
LNH4734	Α	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	Single	Υ	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.)		Vertical			
			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	Requir ed Y/N	Special Instruction
			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)	Α				
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.		Radio Button One Up Vertic	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 specfiy)	Α				
CAS0049644	Α	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?			Radio Button One Up Vertical	Single	Y	Skip Logic
			Yes No	Α				
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			Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No Not yet, I am still looking	A A				

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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
LNH4742		Please tell us what you were trying to find or do on the SSA website today.	Not looking for anything specific		Text Area – no character limit		N	Skip Logic
CAS0049645		Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			No					
			Not sure					
CAS0049623	Α	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
CAS0049624		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		<u> </u>	-	L	-
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
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)	Α				
LNH4734	Α	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	Single	Υ	OPS Group
			To plan for my future benefits (e.g., view <i>my</i> Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)		Vertical			
			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)	Α				
LNH4736	Α	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.		Radio Button One Up Vertica	Single	Yes	
			I typed in the web address of a Social Security page.					
			l arrived here from another website.					

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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 Instruction
			I had the Social Security website bookmarked.					
			Other (please specfiy)	A				
CA C0040C44		Diagon avalois houses awised at the Conial			Tout Area no observator			
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			Radio Button One Up	Single	Υ	Skip Logic
2.1		find what you were looking for?			Vertical	- Ciligio		Cimp Logic
			Yes					
			No	Α				
LNH4738	Α	Please tell us why the home page was not	INO		Text Area – no character		N	Skip Logic
2		helpful.			limit			Cimp Logic
LNH4741			Yes		Dropdown (Select-one)	Single	Υ	Skip Logic
		for or did you successfully complete your online transaction?						
			No Not yet, I am still looking	A				
			Not looking for anything specific	^				
LNH4742	Α	Please tell us what you were trying to find or do			Text Area – no character		N	Skip Logic
		on the SSA website today.			limit			
CAS0049645			Yes	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
		("FAQs") to find information?						
			No .					
CAS0049623	Α		Not sure Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
CA30049023		Did the Frequently Asked Questions give you the information you needed?	165		Dropdown (Select-one)	Sirigie	165	Skip Logic
		,	No	AA				
CAS0049624	AA				Text Area – no character		N	Skip Logic
		Please tell us about your concerns or problems			limit			
		when using the Frequently Asked Questions.						
CAS0049625		Now that you have visited the website, do you			Radio Button One Up	Single	Υ	
		plan to contact Social Security?	No, I found the information or service I wanted.		Vertical			
			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	Υ	
-			More than once a day]	(
			Daily					
	1		Once a week]		1		

red & strike-through: DELETE

SSA Main v3

MID:

Date:

underlined & italicized: RE-ORDER

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pink: ADDITION

6/14/2011

blue + -->: REWORDING

			SSA Main v3 CUSTOM QUESTION LIST					
QID (Group ID)	Skip Logic Label		Answer Choices (limited to 50 characters) Once a month Every 6 months or less frequently	Skip to	Type (select from list)	Single or Multi		Special Instructions
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	

SSA Main v3

MID:

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Date: 6/14/2011

red <u>& strike-through</u>: DELETE <u>underlined & italicized</u>: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes	A,B	Radio Button One up	Single	¥	Skip Logic Group
			Ne Don't remember					
LNH4730	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	¥	Skip Logic Group
			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					
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)		Radio Button One Up Vertical	Single	Y	OPS Group
			I do not receive Social Security, Medicare or Supplemental Security Income benefits					
			I receive Supplemental Security Income (SSI)	1				
			I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.					
			l am applying for Social Security disability, retirement, survivor's, or SSI					
			l am an employer looking for Social Security information and services					
			l am an employer					
			I am a professional helping someone else with a Social Security matter business					
			Other (please specify)	Α				
LNH4734	Α	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 <i>my</i> Social Security Statement, estimate my benefit amount, determine when to file and what information will be needed, etc.)					

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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
			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	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)	Α				
LNH4736	Α	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 Vertica	Single	Yes	
			I typed in the web address of a Social Security page.					
			l arrived here from another website.					
			l had the Social Security website bookmarked.					
			Other (please specfiy)	Α				
	Α	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	А	Radio Button One Up Vertical	Single	Y	Skip Logic
			Not Sure/ Didn't visit the home page					

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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
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	А	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	Α	Dropdown (Select-one)	Single	Yes	Skip Logic
			Not sure					
	Α	Did the Frequently Asked Questions give you the information you needed?	Yes		Dropdown (Select-one)	Single	Yes	Skip Logic
			No	AA				
	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.		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	<u>Y</u>	
			More than once a day				_	
			Daily					
			<u>About o-Once a week</u>					
			About o Once a month					
			Every 6 months or less frequently					
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 -	A	Radio Button One Up Vertical	Single	¥	Skip Logic
		ar every page, daring year view.	Don't know what that is-	-				
LNH4744	A	Which of the following, if any, did you experience while using the search tool today?	Hound what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
		(check all that apply)	I was not sure what words to use in my search Results were not relevant to my search terms or needs	e e				
			Search returned no results	e				
			Search returned not enough results	e				
			Search returned too many results	e				
			Search required too many refinements to get to what I	E				
			Search returned results that were too similar/redundant	e				
			Other (please-specify)	B,C				

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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
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		Н	Skip Logic
LNH4746	e	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	¥	
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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes	А,В	Radio Button One up	Single	Υ	Skip Logic Group
			No					
			Don't remember					
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Y	Skip Logic Group
			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					
LNH4731	В	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Υ	
			More than once a day					
			Daily					
			About once a week	1				
			About once a month					
			Every 6 months or less frequently					
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			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					
			l am a professional helping someone else with Social Security business					
				_				
			Other (please specify)	Α				
LNH4734	A	Other Role	Other (please specify)	A	Text Field – limited to 100 characters		N	OPS Group
LNH4734 LNH4735	A	Other Role What was the main reason for your visit today?		A		Single	N Y	OPS Group
	A			A	characters Radio Button One Up	Single		
	A		Apply for benefits online	A	characters Radio Button One Up	Single		
	A		Apply for benefits online Online check of the status of my application for benefits	A	characters Radio Button One Up	Single		

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			<u> </u>					
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
			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 (Crown ID)	Skip Logic	Outstian Tout	Answer Choices	Claim to	Tune (colors from lies)	Single or	Requir ed	Special
(Group ID)	Label	Question Text	(limited to 50 characters) Learn about the Medicare Prescription Drug Program	Skip to	Type (select from list)	Multi	Y/N	Instructions
			(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)	Α				
LNH4736	Α	Other Reason	Carlot (produce openity)		Text Field – limited to 100			OPS Group
					characters			
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov)	Yes		Radio Button One Up Vertical	Single	Υ	Skip Logic
		please tell us if it made clear to you where you	No	Н				
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
LNH4738	Н	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	Yes		Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	Α				
			Not yet, I am still looking	Α				
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit			Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner	Yes	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
		of every page) during your visit?	No		Vertical			
		or every page, during your visit.	Don't know what that is					
LNH4744	Α	Which of the following, if any, did you	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
2		experience while using the search tool today?	The sound of the s		The state of the s			p
		(check all that apply)	I was not sure what words to use in my search	С				
			Results were not relevant to my search terms or needs	С				
			Search returned no results	С				
			Search returned not enough results	С				
			Search returned too many results	С				
			Search required too many refinements to get to what I	С				
			Search returned results that were too similar/redundant Other (please specify)	C B.C				
			Other (bicase sheelis)	ь,с				

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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		Special Instructions
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	С	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	A, B	Radio button, one-up vertica	Single	¥	Skip Logic Group
LNH4753	A	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	¥	Skip Logic Group
			A tablet None of these	×				
LNH4754	₩	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	¥	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		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	A,B	Radio Button One up	Single		Skip Logic Group
			No					
			Don't remember					
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi		Skip Logic Group
			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					
LNH4731	В	Please explain your difficulty.			Text Area – no character limit			Skip Logic Group
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Υ	
			More than once a day					
			Daily					
			About once a week					
			About once a month					
			Every 6 months or less frequently		_ ,, _ ,, _ ,,			
LNH4733		Which of the following best describes you?	Every 6 months or less frequently I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group
LNH4733		Which of the following best describes you?	Every 6 months or less frequently I receive Social Security Disability, Retirement, or Survivor's benefits I receive SSI			Single	Y	OPS Group
LNH4733		Which of the following best describes you?	Every 6 months or less frequently 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			Single	Y	OPS Group
LNH4733		Which of the following best describes you?	Every 6 months or less frequently 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			Single	Y	OPS Group
LNH4733		Which of the following best describes you?	Every 6 months or less frequently 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			Single	Y	OPS Group
LNH4733		Which of the following best describes you?	Every 6 months or less frequently 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			Single	Y	OPS Group
			Every 6 months or less frequently 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	Α	Vertical .	Single		·
LNH4734	A	Other Role	Every 6 months or less frequently 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)		Vertical Text Field – limited to 100 characters		N	OPS Group
	A		Every 6 months or less frequently 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)		Vertical Text Field – limited to 100	Single	N	OPS Group
LNH4734	A	Other Role	Every 6 months or less frequently 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) Apply for benefits online		Text Field – limited to 100 characters Radio Button One Up		N	OPS Group
LNH4734	A	Other Role	Every 6 months or less frequently 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)		Text Field – limited to 100 characters Radio Button One Up		N	OPS Group
LNH4734	A	Other Role	Every 6 months or less frequently 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) Apply for benefits online Online check of the status of my application for benefits		Text Field – limited to 100 characters Radio Button One Up		N	OPS Group 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	Requir ed 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 (Crown ID)	Skip Logic	Outstian Tout	Answer Choices	Claim to	Tune (colors from lies)	Single or	Requir ed	Special
(Group ID)	Label	Question Text	(limited to 50 characters) Learn about the Medicare Prescription Drug Program	Skip to	Type (select from list)	Multi	Y/N	Instructions
			(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)	Α				
LNH4736	Α	Other Reason	Carlot (produce openity)		Text Field – limited to 100			OPS Group
					characters			
LNH4737		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov)	Yes		Radio Button One Up Vertical	Single	Υ	Skip Logic
		please tell us if it made clear to you where you	No	Н				
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
LNH4738	Н	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	Yes		Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	Α				
			Not yet, I am still looking	Α				
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character limit			Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner	Yes	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
		of every page) during your visit?	No		Vertical			
		or every page, during your visit.	Don't know what that is					
LNH4744	Α	Which of the following, if any, did you	I found what I was looking for		Checkbox One Up Vertical	Multi	N	Skip Logic
2		experience while using the search tool today?	The sound of the s		The state of the s			p
		(check all that apply)	I was not sure what words to use in my search	С				
			Results were not relevant to my search terms or needs	С				
			Search returned no results	С				
			Search returned not enough results	С				
			Search returned too many results	С				
			Search required too many refinements to get to what I	С				
			Search returned results that were too similar/redundant Other (please specify)	C B.C				
			Other (bicase sheelis)	ь,с				

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pink: ADDITION

blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instructions
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	С	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 vertica	Single	Y	Skip Logic Group
LNH4753	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet None of these	X				
LNH4754		Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Y	Skip Logic Group
			Android					
			Blackberry					

SSA Main v3 MID: V1

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Date: 6/14/2011

red <u>& strike-through</u>: DELETE <u>underlined & italicized</u>: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes	A,B	Radio Button One up	Single	Υ	Skip Logic Group
			No					
			Don't remember					
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Υ	Skip Logic Group
			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					
LNH4731	В	Please explain your difficulty.			Text Area – no character			Skip Logic Group
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
2		l l l l l l l l l l l l l l l l l l l	More than once a day		2.0000000000000000000000000000000000000	og.o		
			Daily					
			About once a week					
			About once a month					
			Every 6 months or less frequently					
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			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)	Α			L	
LNH4734	Α	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		Radio Button One Up	Single	Y	OPS Group
			Online check of the status of my application for benefits		Vertical			
			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					
			The state of the s				1	

SSA Main v3

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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)	Α				
LNH4736	Α	Other Reason	Unier (piease specify)		Text Field – limited to 100			OPS Group
2.4.7.7.00					characters			o. o o.oup
LNH4737		Thinking about the Social Security web site's	Yes		Radio Button One Up	Single	Y	Skip Logic
		home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you	No	н	Vertical			
		needed to go to accomplish what you wanted.						
		needed to go to docomplish what you wanted.	Not Sure/Didn't visit the home page					
LNH4738	Н	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	Retirement		Checkbox One Up Vertical	Multi	¥	Skip Logic
		you use today? (Select all that apply)	Disability					
			Survivors					
			SSI					
			Medicare Pusinger Consider					
			Business Services Not Sure					
			None of the above					anchor/pin
LNH4740	 	Did you use any of the Top Services links on	Yes		Radio Button One Up	Single	¥	Skip Logic
214114140		the left side of the homepage today?	No		Vertical	Cirigio	'	C.up Logic
			Not Sure-					
LNH4741		Did you find the information you were looking	Yes		Dropdown (Select-one)	Single	Υ	Skip Logic
		for or did you successfully complete your online						
		transaction?	No	Α				
			Not yet, I am still looking	Α				
11111716			Not looking for anything specific					01: 1 :
LNH4742	Α	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	Yes	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
		of every page) during your visit?	No		75.452			
			Don't know what that is					

SSA Main v3

MID:

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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		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 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 to many 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 B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746	С	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
LNH4750			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 vertice	Single	Υ	Skip Logic Group
LNH4753	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet None of these	Х				
LNH4754	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertice	Single	Y	Skip Logic Group
			Android Blackberry					

SSA Main v3 MID: V1

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Date: 6/14/2011

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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
LNH4729		Prior to receiving this survey today, did you experience any difficulties logging in, applying for benefits or using another service online?	Yes	A,B	Radio Button One up	Single	Υ	Skip Logic Group
			No					
			Don't remember					
LNH4730	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Υ	Skip Logic Group
			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					
LNH4731	В	Please explain your difficulty.			Text Area – no character			Skip Logic Group
LNH4732		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
2		l l l l l l l l l l l l l l l l l l l	More than once a day		2.0000000000000000000000000000000000000	og.o		
			Daily					
			About once a week					
			About once a month					
			Every 6 months or less frequently					
LNH4733		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			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)	Α			L	
LNH4734	Α	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		Radio Button One Up	Single	Y	OPS Group
			Online check of the status of my application for benefits		Vertical			
			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					
			The state of the s				1	

SSA Main v3

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MID: V1wUw0sAYNUA1pUkAswd1g4C

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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	^				
LNH4736	Α	Other Reason	Other (please specify)	Α	Text Field – limited to 100			OPS Group
	A				characters			
LNH4737		Thinking about the Social Security web site's	Yes		Radio Button One Up	Single	Y	Skip Logic
		home page (http://www.socialsecurity.gov) please tell us if it made clear to you where you	No	н	Vertical			
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
LNH4738	н	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	Retirement		Checkbox One Up Vertical	Multi	Y	Skip Logic
		you use today? (Select all that apply)	Disability					
			Survivors					
			SSI					
			Medicare					
			Business Services					
			Not Sure					
			None of the above					anchor/pin
LNH4740		Did you use any of the Top Services links on	Yes		Radio Button One Up Vertical	Single	Y	Skip Logic
		the left side of the homepage today?	No .		vertical			1
LNH4741		Did you find the information you were looking	Not Sure Yes		Drandown (Calast and)	Cinala	Y	Ckin Lasia
LINM4/41		for or did you successfully complete your online			Dropdown (Select-one)	Single	Y	Skip Logic
		transaction?	No	Α				
			Not yet, I am still looking	Â				
			Not looking for anything specific					
LNH4742	Α	Please tell us what you were trying to find or do on the SSA website today.			Text Area – no character		N	Skip Logic
LNH4743		Did you use the Social Security web site's Search (located in the upper right-hand corner	Yes	Α	Radio Button One Up Vertical	Single	Υ	Skip Logic
		of every page) during your visit?	No					
		or every page, during your visit:					II	

Model Instance Name: SSA Main v3

MID: V1wUw0sAYNUA1pUkAswd1g4C

Date: 6/14/2011

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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
LNH4744		Which of the following, if any, did you	I found what I was looking for	On p to	Checkbox One Up Vertical	Multi	N	Skip Logic
214117777		experience while using the search tool today?	I found what I was looking for		Checkbox one op vertical	Ividia		Onip Logic
		(check all that apply)	I was not sure what words to use in my search	С				
			Results were not relevant to my search terms or needs	С				
			Search returned no results	С				
			Search returned not enough results	С				
			Search returned too many results	С				
			Search required too many refinements to get to what I	С				
			Search returned results that were too similar/redundant	С				
			Other (please specify)	B,C				
LNH4745	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
LNH4746		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	¥	
			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	¥	
			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 S	¥	
			2					
			3					
			4					
			5					
			6					
			7					

SSA Main v3

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Date: 6/14/2011

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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					
LNH4750		After viewing our website, what do you plan to	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
		do next?	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	Υ	Skip Logic Group
			No					
LNH4753	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			A tablet	Х				
			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					

SSA Main v2 MID:

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Date: 6/14/2011

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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				
ACQinh0023740		Prior to receiving this survey today, did you		A.B	Radio Button One up	Single	Υ					
		experience any difficulties logging in, applying for benefits or using another service online?		,								
			No									
			Don't remember									
ACQinh0023741	А	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Υ					
			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									
			Involle of the above		Text Area – no character							
ACQinh0023742	В	Please explain your difficulty.			limit							
SAC2649		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y					
			More than once a day									
			Daily									
			About once a week									
			About once a month Every 6 months or less frequently									
ACQCol0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's		Radio Button One Up	Single	Single	Single	Single	Single	Υ	OPS Group
ACQC010003930		which of the following best describes you:	benefits I receive SSI		Vertical	Sirigie	<u>'</u>	OF 3 Gloup				
			I am applying for Social Security disability, retirement, survivor's, or SSI									
			I do not receive Social Security benefits									
			I am an employer									
			l am a professional helping someone else with Social Security business									
			Other (please specify)	Α								
ACQCol0005957	Α	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		Radio Button One Up	Single	Υ	OPS Group				
			Online check of the status of my application for benefits		Vertical							
			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					eculte - Confid				

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Date: 6/14/2011

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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)	Α				
SAC2653	Α	Other Reason	Guid (pictage specify)		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	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	н	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	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.	0 , 0 1		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	Α	Radio Button One Up Vertical	Single	Y	Skip Logic

SSA Main v2
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pink: ADDITION

blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Y/N	Special Instruction											
SAC2661		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	С	Checkbox One Up Vertical	Multi	N	Skip Logic											
			Results were not relevant to my search terms or needs	c															
			Search returned no results	C															
			Search returned not enough results	С															
			Search returned too many results	С															
			Search required too many refinements to get to what I	С															
			Search returned results that were too similar/redundant	С															
			Other (please specify)	B,C															
SAC2662		Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic											
ACQCol0006071		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		Radio button, scale, has don't know	S	Y												
			2																
			3																
			4																
			5																
			6																
			7																
			8																
			9																
			Excellent=10																
ACQhar0021339		Discourate houself year understand the	Don't know		Dadia huttan asala haa	S	Y												
ACQ11810021339		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	3	T												
			2																
			3																
			4																
			5																
			6																
			7																
			8																
			9																
			Excellent=10																
			Don't know																
ACQhar0021340		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	1															

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Date: 6/14/2011

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pink: ADDITION

blue + -->: REWORDING

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	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
		do next?	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					
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	
			Yes	A, B	Radio button, one-up vertical			
ACQinh0018616		phone or tablet?				Single	Y	
			No					
ACQinh0018617	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Υ	
			A tablet	Х				
			None of these					
ACQinh0018618		Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Y	
			Android					
			Blackberry					

MID: ZgYJFVF51REcEs5x1EpJUg==

Date: 6/14/2011

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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												
		Prior to receiving this survey today, did you																		
		experience any difficulties logging in, applying																		
		for benefits or using another service online?	Yes	A,B	Radio Button One up	Single	Υ													
			No																	
			Don't remember																	
	A	Which of the following did you experience difficulties with today?	Creating a new My Social Security account		Check box one up vertical	Multi	Y													
			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																	
	В	Please explain your difficulty.			Text Area – no character limit															
SAC2649		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Υ													
			More than once a day														_		i	
			Daily																	
			About once a week																	
			About once a month																	
			Every 6 months or less frequently																	
ACQCol0005956		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group												
			I receive SSI	Ī																
			l am applying for Social Security disability, retirement, survivor's, or SSI																	
			I do not receive Social Security benefits	1																
			I am an employer	1																
			I am a professional helping someone else with Social Security business																	
			Other (please specify)	Α																
ACQCol0005957	Α	Other Role	(picture specify)		Text Field – limited to 100 characters		N	OPS Group												
SAC2652		What was the main reason for your visit today?	Apply for benefits online		Radio Button One Up	Single	Υ	OPS Group												
			Online check of the status of my application for benefits		Vertical															
			See if I qualify for benefits																	
			Get online estimate of my future benefits																	
			Plan for retirement																	
			Request a Proof-of-Income letter																	
			reducer a river or meeme tetter																	
			Online request for a Form 1099/1042S Social Security Benefit Statement																	
			Online request for a Form 1099/1042S Social Security																	

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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
(Cloup is)		Question Text	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	Skip to	Type (sereet nom nat)			instructions.
			Other (please specify)	Α				
SAC2653	Α	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	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	Н	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	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.	9 7 9 1		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	Α	Radio Button One Up Vertical	Single	Y	Skip Logic
			Don't know what that is					

SSA Main v2
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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	Y/N	Special Instruction											
SAC2661		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	С	Checkbox One Up Vertical	Multi	N	Skip Logic											
			Results were not relevant to my search terms or needs	c															
			Search returned no results	C															
			Search returned not enough results	С															
			Search returned too many results	С															
			Search required too many refinements to get to what I	С															
			Search returned results that were too similar/redundant	С															
			Other (please specify)	B,C															
SAC2662		Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic											
ACQCol0006071		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		Radio button, scale, has don't know	S	Y												
			2																
			3																
			4																
			5																
			6																
			7																
			8																
			9																
			Excellent=10																
ACQhar0021339		Discourate houself year understand the	Don't know		Dadia huttan asala haa	S	Y												
ACQ11810021339		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	3	T												
			2																
			3																
			4																
			5																
			6																
			7																
			8																
			9																
			Excellent=10																
			Don't know																
ACQhar0021340		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	1															

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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	Nothing, I found /completed what I wanted		Dropdown (Select-one)	Single	Y	
		do next?	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					
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	
			Yes	A, B	Radio button, one-up vertical			
ACQinh0018616		phone or tablet?				Single	Y	
			No					
ACQinh0018617	Α	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Υ	
			A tablet	х				
			None of these					
ACQinh0018618		Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Y	
			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	Y/N	Special Instruction
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	Α	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)	Α				
SAC2653	Α	Other Reason	caro. (produce aposity)		Text Field – limited to 100 characters			OPS Group
SAC2654		needed to go to accomplish what you wanted	Yes No Not Sure/Didn't visit the home page	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	н	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		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		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	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) SAC2660	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Yes	Skip to	Type (select from list) Radio Button One Up	Single or Multi	Requir ed 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?	No Don't know what that is	A -	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 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 B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
ACQCol0006071	С	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		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		Special Instructions
		,	Excellent=10					
		-	Don't know	1				
		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	Υ	
			2	1				
			3	-				
			4					
			5					
			6					
			7					
			8					
			9	1				
			Excellent=10	-				
			Don't know					
SAC2663			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	1				
			Call Social Security's 800 number	1				
			Call my local Social Security office					
			Visit my local Social Security office					
			Write a letter to Social Security	Ī				
			Return to the Social Security website later and try again	1				
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 vertica	Single	Υ	
			No					
ACQinh0018617	Α		A SmartPhone	W	Checkbox, one-up vertical	Multi	Υ	
			A tablet	Х				
			None of these					
ACQinh0018618	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Y	
			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	Y/N	Special Instruction
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	Α	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)	Α				
SAC2653	Α	Other Reason	caro. (produce aposity)		Text Field – limited to 100 characters			OPS Group
SAC2654		needed to go to accomplish what you wanted	Yes No Not Sure/Didn't visit the home page	н	Radio Button One Up Vertical	Single	Y	Skip Logic
SAC2655	н	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		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		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	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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			<u> </u>					
QID (Group ID)	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir ed Y/N	Special Instruction
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 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 B,C	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	В	Please tell us what else you experienced while using the search tool today.			Text Area – no character limit		N	Skip Logic
	С	What word(s) did you enter into the search box?			Text Area – no character limit		N	Skip Logic
SAC2663			Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Send Social Security's 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 vertic	Single	Υ	
	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		Radio button, one-up vertice	Single	Υ	
			Android Blackberry					

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	Skip						Requir	
QID	Logic		Answer Choices			Single or		Special
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
SAC2649		How often do you visit this site?	First time		Dropdown (Select-one)	Single	Y	
			More than once a day					
			Daily					
			About once a week					
			About once a month					
0.00050			Every 6 months or less frequently			0: 1		0000
SAC2650		Which of the following best describes you?	Social Security Beneficiary		Radio Button One Up Vertical	Single	¥	OPS Group
			SSI Recipient		V Ci ii Cdi			
			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)					
SAC2651	A	Other Role	Other, (piease specify)-	A	Text Field – limited to 100		N	OPS Group
5AC2051	*	Other Role			characters		14	OPS Group
		Which of the following best describes you?	I receive Social Security Disability, Retirement, or Survivor's benefits		Radio Button One Up Vertical	Single	Y	OPS Group
			I receive SSI					
			l 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)	Α				
	Α	Other Role			Text Field – limited to 100		N	OPS Group
					characters			
SAC2652		What was the main reason for your visit today?	Apply for benefits online		Radio Button One Up	Single	Υ	OPS Group
			Online check of the status of my application for benefits		Vertical			
			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		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					
SAC2653	Α	Other Reason	Other (please specify)	Α	Text Field – limited to 100			OPS Group
3AC2033	_ ^	Other Reason			characters			OF 3 Gloup
SAC2654		Thinking about the Social Security web site's home page (http://www.socialsecurity.gov)	Yes		Radio Button One Up Vertical	Single	Υ	Skip Logic
			NI-	н				
		please tell us if it made clear to you where you needed to go to accomplish what you wanted.	No	н				
		needed to go to accomplish what you wanted.	Not Sure/Didn't visit the home page					
SAC2655	Н	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		you use today? (Select all that apply)	Retirement		Checkbox One Up Vertical	Multi	Y	Skip Logic
			Disability					
			Survivors					
			SSI					
			Medicare					
			Business Services					
			Not Sure					
CA C2CE7	-	Did you you only of the Ten Comdes - Links -	None of the above		Dadia Button One He	Cinal-	- V	anchor/pin
SAC2657		Did you use any of the Top Services links on the left side of the homepage today?	Yes		Radio Button One Up Vertical	Single	Y	Skip Logic
		life for side of the nomepage today?	No Not Sure		Vertical			
SAC2658		Did you find the information you were looking	Not Sure Yes		Dropdown (Select-one)	Single	Υ	Skip Logic
3AC2036		for or did you successfully complete your online			Diopuowii (Select-oile)	Sirigie	'	SKIP LUGIC
			No	Α				Change to
			Not yet, I am still looking	Α				Change to
			Not looking for anything specific					

SSA Main v2 MID:

ZgYJFVF51REcEs5x1EpJUg==

Date: 6/14/2011

red & strike-through: DELETE underlined & italicized: RE-ORDER

oink: ADDITION

blue + -->: REWORDING

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instructions
SAC2659		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)	В	Checkbox One Up Vertical	Multi	N	Skip Logic
SAC2662	В	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	