Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Foreign Language Survey Instructions

Client Name: Measure Name:	SSA Mobile Wage Reporting
Custom Qualifier Page	Please Select
Custom Invitation Text?	Please Select
Custom Tracker Text?	Please Select
Custom Welcome/	Please Select

Thank You Text?

Language(s)	If other language not listed, please specify.	Website URL	MID(s) (DOT FILL THIS IN)	Measure Name(s) (DOT WIII FILL THIS IN)
Please Select a Language				
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Please Select a Language	1			

Model Instance Name: SSA Mobile Wage Reporting

MID: oYYdlt48ctdtx8cgFh0Q4Q==

Date: 8/2/2012



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

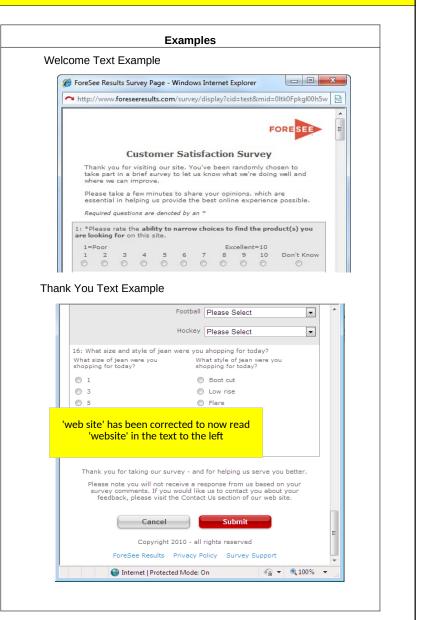
Thank you for using the SSI Mobile Wage Reporting app. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like to get in touch with Social Security, please visit our Contact Us page to find out how.



Model Instance Name: SSA Mobile Wage Reporting

MID: oYYdlt48ctdtx8cgFh0Q4Q==

Date: 8/2/2012



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for using the SSI Mobile Wage Reporting app. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

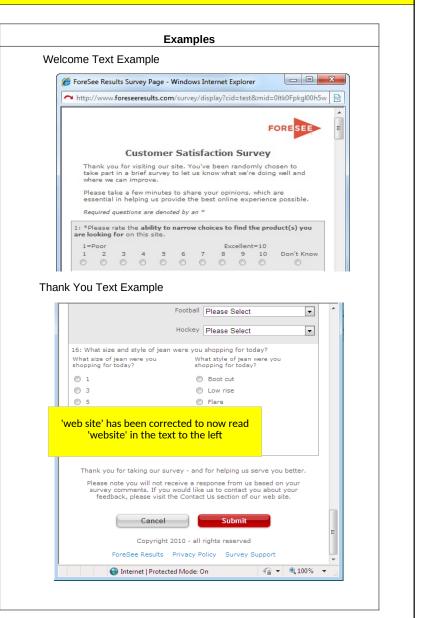
Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website. ——Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like to get in touch with Social Security, please visit our Contact Us page to find out how.



Model Instance Name: SSA Mobile Wage Reporting

MID:

oYYdlt48ctdtx8cgFh0Q4Q==

FORESEE

Partitioned (Y/N)? N

Element rotation scheme has been added

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.

5/30/2012 **SSA Mobile Wage Reporting** Model questions utilize the ACSI methodology to determine scores and impacts ELEMENTS (drivers of satisfaction) CUSTOMER SATISFACTION **FUTURE BEHAVIORS** MQ Label MQ Label MQ Label Jse Again (1=Very Unlikely, 10=Very Likely) ook and Feel (1=Poor, 10=Excellent, Don't Know) Look and Feel Please rate the visual appeal of this mobile app. Satisfaction -What is your overall satisfaction with this mobile app? Use Mobile How likely are you to use this mobile app again? - Appeal Overall (1=Very Dissatisfied, 10=Very Satisfied) App Again Please rate the **readability of the views** in this mobile app. Satisfaction -Mobile App Use over other channels (1=Very Unlikely, 10=Very Likely) Look and Feel How well does this mobile app meet your - Readability Expectations expectations? Channel How does this app compare to your idea of an ideal How likely are you to use a mobile app to conduct business with SSA Navigation (1=Poor, 10=Excellent, Don't Know) Satisfaction -Ideal mobile app? instead of using other channels such as the telephone, or going in (1=Not Very Close, 10=Very Close) Please rate how well this mobile app is organized. Navigation -Organized Navigation -Please rate the options available for navigating this mobile app. Options App Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly views load in this mobile app. App Performance Loading App Please rate the ability to load views without getting error messages in this mobile Performance -Errors арр.

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blue + -->: REWORDING

1/25/2018

SSA Mobile Wage Reporting CUSTOM QUESTION LIST Skip Logic Single or Required Special Answer Choices AnswerIDs (DOT) (limited to 50 characters) Multi Y/N Label Question Text Skip to Type (select from list) Instructions CQ Label Radio button, one-up vertical Who are you reporting wages for? Myself Single Skip logic Reporting for My Spouse Myself and Spouse Myself and Other Q1 Other Q1 What is your relationship to the individual you are reporting Text area, no Q1 Text field <100 characters Char limit OE_Relationship wages for? Are you reporting for more than one employer for the same Radio button, one-up vertical Single Reporting multiple employers person? Yes No Don't know What best describes your role? I receive my own benefits Radio button, one-up vertical Single Role I am the representative payee for my spouse or I am the representative payee for someone else Other Is this your first time using this app? Yes Radio button, one-up vertical Single Skip logic Use app No Radio button, one-up vertical Skip logic Α Are you planning on using this app to report your wages again? Yes Sinale Use again Nο AA Please explain why you are not planning to use this app to report your Text area, no char limit N skip logic OE_Why Not Again wages again. How did you learn about this app? I first heard about it when I visited the app store Radio button, one-up vertical Single Find Out About App An SSA employee told me about it Another agency referred me to it I saw information about it on SSA TV Social media (e.g., Facebook, Twitter, blog, etc.) Other How helpful was the instruction package you received? Very helpful Radio button, one-up vertical Single Instructions Packet Helpful Not helpful I did not receive an instruction package. Would you use this app if it were available between 11 pm and 5 am Yes Eastern Standard Time? Υ Use app between 11pm-5am Radio button, one-up vertical Single No Not sure Have you registered for a my Social Security account? Radio button, one-up vertical Single Registered for mySSA Yes No Have you ever used your mobile device to access other online Social Security applications or services? Yes Α Use Other Apps with Mobile Radio button, one-up vertical Single Skip logic No Which online Social Security application(s) or service(s) did you use? Get a Benefit Verification Letter Α (Select all that apply.) Checkbox, one-up vertical Multi Skip logic Other app used View my Benefits and Payment Details Enroll in or update my direct deposit Change my address with SSA Print or view my online Social Security Statement Make sure my earnings record is correct Replace my Social Security Card or get a new card Check the Status of my recently filed application Learn about the benefits to which I might be entitled

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			SSA Mobile Wage Reporting CUSTO	M QUEST	TON LIST				
Skip Logic Label	Question Text Who are you reporting wages for?	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N	Special Instructions Skip logic	CQ Label Reporting for
	who are you reporting wages for :		My Spouse		readio battori, orie-up vertical	Single	'	Skip logic	reporting for
			Myself and Spouse		1				
			Myself and Other	Q1					
			Other	Q1					
Q1	What is your relationship to the individual you are reporting wages for?				Text field <100 characters		N	Text area, no Char limit	OE_Relationship
	Are you reporting for more than one employer for the same person?		Vac		Dadio button, one un vertical	Cinale	Υ		Deporting multiple employers
	person?		Yes		Radio button, one-up vertical	Single	Y		Reporting multiple employers
			Don't know						
	What best describes your role?		I receive my own benefits		Radio button, one-up vertical	Single	Y		Role
			I am the representative payee for my spouse or child						
			I am the representative payee for someone else						
			Tam the representative payee for someone else						
			Other	-					
	Is this your first time using this app?		Yes	Α	Radio button, one-up vertical	Single	Υ	Skip logic	Use app
	The same same doing and app.		No		Tudio Sulton, one up ventical	Omgic		Cp logic	ОЗС ЦРР
Α	Are you planning on using this app to report your wages again?		Yes		Radio button, one-up vertical	Single	Y	Skip logic	Use again
			No	AA					_
AA	Please explain why you are not planning to use this app to report your				Text area, no char limit		N	skip logic	OE_Why Not Again
	wages again. How did you learn about this app?		I first heard about it when I visited the app store		Radio button, one-up vertical	Single	Y		Find Out About App
	now did you learn about this app?		An SSA employee told me about it		Radio buttori, orie-up vertical	Single	'		Find Out About App
			Another agency referred me to it	i					
			I saw information about it on SSA TV	i					
			Social media (e.g., Facebook, Twitter, blog, etc.)	1					
			Other		Dedie herten ere er er er die el	Circula.			Have been to accompany to the detication
	How long did it take you to prepare your wage calculations before opening this app to report wages?		1-5 minutes		Radio button, one-up vertical	Single	¥		How long to prepare wage calculations
			6-10 minutes						
			11-15 minutes	İ					
			More than 15 minutes						
			I don't recall						
			I do not prepare wage calculations before opening this app to report wages						
	How helpful was the instruction package you received?		Very helpful		Radio button, one-up vertical	Single	Y		Instructions Packet
	Trow helpful was the instruction package you received:		Helpful	1	radio battori, one ap vertical	Single			mondedono r deket
			Not helpful	1					
			I did not receive an instruction package.	ĺ					
	Would you use this app if it were available between 11 pm and 5 am Eastern Standard Time?		Yes						
	Edstern Standard Time?		No	-	Radio button, one-up vertical	Single	Y		Use app between 11pm-5am
			Not sure	1					
	Have you registered for a my Social Security account?		Yes		Radio button, one-up vertical	Single	Y		Registered for mySSA
			No	1	,				
	Have you ever used your mobile device to access other online Social		Yes	Α				L	
	Security applications or services?		Na		Radio button, one-up vertical	Single	Y	Skip logic	Use Other Apps with Mobile
	Which online Social Security application(s) or service(s) did you use?		No						
A	Trinon ornine South Security application(s) or service(s) tild you use?				Text area, no char limit	Single	н	Skip logic	OE_Use Other Apps with Mobile
	Which online Social Security application(s) or service(s) did you use?		Get a Benefit Verification Letter						
Α	(Select all that apply.)		View my Deposite and Decrees Details		Checkbox, one-up vertical	Multi	N	Skip logic	Other app used
			View my Benefits and Payment Details Enroll in or update my direct deposit						
			Change my address with SSA						
			Print or view my online Social Security Statement	1					
			Make sure my earnings record is correct						
			Replace my Social Security Card or get a new card						
			Check the Status of my recently filed application						
			for benefits						
			Learn about the benefits to which I might be						
			entitled						

3/1/2008

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		SSA Mobile Wage Reporting	CUSTO	M QUESTION LIST	г			
Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	ype (select from list	Single or Multi	Require d Y/N	Special Instructions	CQ Label
	What best describes your role?	I receive my own benefits		Radio button, one-up		Y		Role
		I am the representative payee for my spouse or child						
		I am the representative payee for someone else						
		Other						
	Is this your first time using this app?	Yes	Α	Radio button, one-up	Single	Υ	Skip logic	Use app
		No		i i	_			
Α	Are you planning on using this app to report your wages again?	Yes		Radio button, one-up	Single	Y	Skip logic	Use again
		No	AA					
AA	Please explain why you are not planning to use this app to report your wages again.			Text area, no char lir	nit	N	skip logic	OE_Why Not Again
	How did you learn about this app?	I first heard about it when I visited the app store An SSA employee told me about it Another agency referred me to it I saw information about it on SSA TV Social media (e.g., Facebook, Twitter, blog, etc.)		Radio button, one-up	Single	Y		Find Out About App
	How long did it take you to prepare your wage calculations before opening this app to report	Other 1-5 minutes		Radio button, one-up	Single	Y		How long to prepare wage calculations
		6-10 minutes 11-15 minutes More than 15 minutes I don't recall						
		I do not prepare wage calculations before opening Very helpful Helpful Not helpful I did not receive an instruction package.		up vertical	single	у		Instructions Packet
		Yes No Not sure		Radio button, one- up vertical	Single	Y		Use app between 11pm-5am
	Have you ever used your mobile device to access other online Social Security	Yes No	Α	Radio button, one- up vertical	Single	Y	Skip logic	Use Other Apps with Mobile
Α	Which online Social Security application(s) or service(s) did you use?			Text area, no char limit	Single	N	Skip logic	OE_Use Other Apps with Mobile
	Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one- up vertical	Single	Y		Registered for mySSA
	Please provide any suggestions you may have to improve this mobile site.	No .		Text area, no char	Single	N		OE_Improvement

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		SSA Mobile Wage Reporting	CUSTO	W QUESTION LIST				
Skip .ogic .abel	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list	Single or Multi	Require d Y/N	Special Instructions	CQ Label
	What best describes your role?	I receive my own benefits		Radio button, one-up	Single	Y		Role
	,	I am the representative payee for my spouse or child I am the representative payee for someone else			3			
		Other						
	Is this your first time using this app?	Yes No	Α	Radio button, one-up	Single	Y	Skip logic	Use app
Α	Are you planning on using this app to report your wages again?	Yes	AA	Radio button, one-up	Single	Y	Skip logic	Use again
AA	Please explain why you are not planning to use this app to report your wages again.	110		Text area, no char lir	nit	N	skip logic	OE_Why Not Again
	How did you learn about this app?	Ifirst heard about it when I visited the app store An SSA employee told me about it Another agency referred me to it I saw information about it on SSA TV Social media (e.g., Facebook, Twitter, blog, etc.) Other		Radio button, one-up	Single	Y		Find Out About App
	How long did it take you to prepare your wage calculations before opening this app to report wanes?	1-5 minutes 6-10 minutes 11-15 minutes More than 15 minutes I don't recall I do not prepare wage calculations before opening		Radio button, one-u	Single	Y		How long to prepare wage calculat
	How helpful was the instruction package you	Very helpful Helpful Not helpful I did not receive an instruction package.		up vertical	single	У		Instructions Packet
	If you were able to use this app between 11:00pm and 5:00am (Eastern Standard Time) would you use it during those hours?	Yes No Not sure		Radio button, one- up vertical	Single	Y		Use app between 11pm-5am
	Have you ever used your mobile device to access other online Social Security	Yes No	А	Radio button, one- up vertical	Single	Y	Skip logic	Use Other Apps with Mobile
Α	Which online Social Security application(s) or service(s) did you use?			Text area, no char limit	Single	N	Skip logic	OE Use Other Apps with Mobil
	Please provide any suggestions you may have to improve this mobile site.			Text area, no char	Single	N		OE_Improvement

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		SSA Mobile Wage Reporting CUS	TOM QUE	STION LIST				
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	What best describes your role?	I receive my own benefits I am the representative payee for my spouse or child I am the representative payee for someone else Other		Radio button, one-up vertical	Single	Y		Role
	Is this your first time using this app?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip logic	Use app
А	Are you planning on using this app to report your wages again?	Yes No	AA	Radio button, one-up vertical	Single	Y	Skip logic	Use again
	Please explain why you are not planning to use this app to report your wages again.		70,	Text area, no char limit		N	skip logic	OE_Why Not Again
	How did you find out about this app?	I first heard about it when I visited the app store An SSA employee told me about it Another agency referred me to it I saw information about it on SSA-TV Other		Radio button, one-up vertical	Single	Y		Find Out About App
	How long did it take you to prepare your wage calculations before opening this app to report wages?	1-5 minutes 6-10 minutes 11-15 minutes More than 15 minutes I don't recall I do not prepare wage calculations before opening this app to report wages		Radio button, one-up vertical	Single	Y		How long to prepare wage calculations
		Very helpful Helpful I did not receive an instruction package.		Radio button, one-up vertical	single	У		Instructions Packet
		Yes No Not sure		Radio button, one-up vertical	Single	Y		Use app between 11pm-5am
	Have you ever used your mobile device to access other online Social Security applications or services?	Yes No	A	Radio button, one-up vertical	Single	Υ	Skip logic	Use Other Apps with Mobile
Α	Which online Social Security application(s) or service(s) did you use?			Text area, no char limit	Single	N	Skip logic	OE_Use Other Apps with Mobile
	Would you like to see Social Security make other apps or services available via a mobile-device?	Yes No	A	Radio-button, one-up-vertical	Single	¥	Skip logic	Like to see other SSA apps?
A	If yes, which apps or services would you suggest?			Text area, no char limit		N	Skip logie	OE Which apps suggest
	Please provide any suggestions you may have to improve this mobile site.			Text area, no char limit	Single	N	- In logic	OE_Improvement

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		SSA Mobile Wage Reporting CUS	TOM QUE	STION LIST				
Skip Logic Label	Question Text What best describes your role?	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N Y	Special Instructions	CQ Label
	what best describes your role?	I receive my own benefits I am the representative payee for my spouse or child I am the representative payee for someone else Other		Radio button, one-up vertical	Single	Y		Role
	Is this your first time using this app?	Yes No	Α	Radio button, one-up vertical	Single	Y	Skip logic	Use app
Α	Are you planning on using this app to report your wages again?	Yes No	AA	Radio button, one-up vertical	Single	Y	Skip logic	Use again
AA	Please explain why you are not planning to use this app to report your wages again.		AA	Text area, no char limit		N	skip logic	OE_Why Not Again
	How did you find out about this app?	I first heard about it when I visited the app store An SSA employee told me about it Another agency referred me to it I saw information about it on SSA-TV Other		Radio button, one-up vertical	Single	Y		Find Out About App
	How long did it take you to prepare your wage calculations before opening this app to report wages?	6-10 minutes 11-15 minutes More than 15 minutes I don't recall I do not prepare wage calculations before opening this app to report wages		Radio button, one-up vertical	Single	Y		How long to prepare wage calculations
	How helpful was the instruction package you received?	Very helpful Helpful Not helpful I did not receive an instruction package.		Radio button, one-up vertical	single	у		Instructions Packet
	If you were able to use this app between 11:00pm and 5:00am (Eastern Standard Time), would you use it during those hours?	Yes No Not sure		Radio button, one-up vertical	Single	Υ		Use app between 11pm-5am
	Would you like to see Social Security make other apps or services available via a mobile device?	Yes No	А	Radio button, one-up vertical	Single	Υ	Skip logic	Like to see other SSA apps?
Α	If yes, which apps or services would you suggest?			Text area, no char limit		N	Skip logic	OE Which apps suggest
	Please provide any suggestions you may have to improve this mobile site.			Text area, no char limit	Single	N		OE_Improvement

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		SSA Mobile Wage Reporting CUSTOM QUE	STION LIS	ST				
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label
	What best describes your role?	I receive my own benefits		Radio button, one-up vertical	Single	Y		Role
	,	I am the representative payee for my spouse or child		, , , , , , , , , , , , , , , , , , , ,				
		I am the representative payee for someone else						
		Other						
	Is this your first time using this app?	Yes	A	Radio button, one-up vertical	Single		Skip logic	Use app
		No						
Α	Are you planning on using this app to report your wages again?	Yes		Radio button, one-up vertical	Single			Use again
		No	AA				skip logic	
AA	Please explain why you are not planning to use this app to report your wages again.			Text area, no char limit		N	skip logic	OE_Why Not Agair
	How would you rate your experience reporting your wages using this	Excellent		Radio button, one-up vertical	Single	Y		Experience
		Good						
		Fair						
		Poor						
		Don't know, have not used other methods to report wages						
	How satisfied were you with the length of time it took to report your	Satisfied		Radio button, one-up vertical	Single	Y	Skip logic	inion of Length of ti
		Unsatisfied	A					
Α	How long did it take you to use this app?	under 5 minutes		Radio button, one-up vertical	Single	Y	Skip Logic	satisfied length of ti
		About 5 minutes						
		Other						
	How helpful was the instruction package you received?	Very helpful		Radio button, one-up vertical	single	У		Packet
		Helpful						
		Not helpful						
	Please provide any suggestions you may have to improve this mobile	I did not receive an instruction package.			Single	N		OE Improvement
	site.			Text area, no char limit	Siriyie	IN		OE_Improvement

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		SSA Mobile Wage Reporting CUSTOM QUE	STION LIS	ST				
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	What best describes your role in visiting this mobile wage reporting	I receive my own benefits		Radio button, one-up vertical	Single	Y		Role
	application?	I act on behalf of the SSI beneficiary						
		Freport on behalf of someone else and am not a representative payee						
		I am a parent or spouse of an SSI beneficiary						
		I am the representative payee for my spouse or child						
		I am the representative payee for someone else						
	Are you planning on using this app to report your wages again?	Other Yes-		Radio button, two-up vertical	single	¥	OPS Group	Use Again
		No No	A					
A	Please explain why you are not planning to use this app to report your wages again:			Text area, no char limit		N		OE_Not Again
	Is this your first time using this app?	Yes	Α	Radio button, one-up vertical	Single		Skip logic	Use app
^	Are you planning on using this and to report your wages social	NO Voc		Padio button, one-un vortical	Single			Lieo again
Α	Are you planning on using this app to report your wages again?	Yes		Radio button, one-up vertical	Single			Use again
		No	AA				skip logic	
AA	Please explain why you are not planning to use this app to report			Text area, no char limit		N	skip logic	OE_Why Not Agair
	your wages again.				6: 1			
	How would you rate your experience reporting your wages using this app as compared to other avenues of reporting your wages?	1 = Poor		Radio button, scale, has don't know	Single	¥		Experience Reporting
		2	-					
		3						
		<u>4</u> 5						
		6	1					
		7						
		8						
		9						
		10 = Excellent Don't know, have not used other methods to report wages	-					
	How would you rate your experience reporting your wages using this	Excellent		Radio button, one-up vertical	Single	V		Experience
	The would you rate your experience reporting your wages doing this	Good		radio button, one-up ventical	Sirigie	'		Experience
		Fair						
		Poor						
		Don't know, have not used other methods to report wages						
	How satisfied were you with the length of time it took to report your	Satisfied		Radio button, one-up vertical	Single	Y	Skip logic	inion of Length of ti
		Unsatisfied	A					
A	How long did it take you to use this app?	under 5 minutes		Radio button, one-up vertical	Single	Y	Skip Logic	satisfied length of t
	and the same app.	About 5 minutes		The state of the s	- Cirrigito		- Logio	San Since for ignit of the
		Other						
	How helpful was the instruction package you received?	Very helpful		Radio button, one-up vertical	single	у		Packet
		Helptul						
		I did not receive an instruction package						
	What is your level of comfort of conducting business with the government using a mobile app?	1 = Uncomfortable		Radio button, scale, no don't know	Single	¥		Level of Comfort
		2			+		<u> </u>	
		4						
		5						
		6						
		7						
		8						
		10 = Vanus comfortable						
	How long-did-it take you to use this app?	10 = Very comfortable Less than a minute		Padio button, one un vertical	Single	¥		Length of Time
	non-long and it take you to use this app?	About a minute		Radio button, one-up vertical	omyle			cengaror rinte
		Over a minute						
		5 minutes or more						
	Please provide any suggestions you may have to improve this mobile			T	Single	N		OE_Improvement
	site.			Text area, no char limit				

/age Reporting εκτατχεcg+πυψ4ψ== red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION

3/1/2008

		SSA Mobile Wage Reporting CUSTOM QUES	TION LIST					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	What best describes your role in visiting this mobile wage reporting	I receive benefits		Radio button, one-up vertical	Single	Y	.,	Role
	application?	Last on habelf of the CCI handisian.						
		I act on behalf of the SSI beneficiary I report on behalf of someone else and am not a representative payee						
		I am a parent or spouse of an SSI beneficiary	+					
		Other	-					
	Are you planning on using this app to report your wages again?	Yes		Radio button, two-up vertical	single	Y	OPS Group	Use Again
		NI-		<u> </u>				
^	Please explain why you are not planning to use this app to report	No	A	Tout area no shor limit		NI NI		OF Not Again
	your wages again:			Text area, no char limit		N		OE_Not Again
	How would you rate your experience reporting your wages using this app as compared to other avenues of reporting your wages?	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know, have not used other methods to report wages		Radio button, scale, has don't know	Single	Y		Experience Reporting
	which statement best describes your opinion about the access coc	The access code provides little to no benefit.		Radio buttori, orie-up vertical	Siligle	T T		Ориноп
		I have no opinion about the access code.						
	What is your level of comfort of conducting business with the government using a mobile app?	1 = Uncomfortable		Radio button, scale, no don't know	Single	Y		Level of Comfort
		2	+					
		л И						
		5	1					
		6						
		7						
		8						
		9						
		10 = Very comfortable						
	How long did it take you to use this app?	Less than a minute		Radio button, one-up vertical	Single	Y		Length of Time
		About a minute						
		Over a minute						
		5 minutes or more						
	Please provide any suggestions you may have to improve this mobile site.			Text area, no char limit	Single	N		OE_Improvement

Holiday 2010 Custom Question Setup

red & strike-through: DELETE

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

underlined & italicized: RE-ORDER

oink: ADDITION

			CUSTOM QUESTION LIST				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
eneric ipend" tention for enchmarking nd to ompare to 008, 2009 nd 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	Please use the following guidelines: - DO NOT MODIFY THE WORDING of the AI - DO NOT ADD ANSWER CHOICES OR DELET - DO NOT CHANGE ORDER OF ANSWER CHO order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the	E ANSWER DICES, if yo on	R CHOICES u would like answei		Y
			- Tou may change your company name in th	ie questior	i which is nighlighte	u III bloc	
end ention with is retailer		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	- Tou may change your company name in the	ie questior	i wnich is nignlighte	d III BLOE	Y
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more	e question	i which is nighlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year	R	i which is highlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less	R S	i which is nighlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less	R	i which is nighlighte	WIII BLOE	
ntion with		holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S	i which is nighlighte		Y
ntion with	R	Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	A little more I expect to spend about the same amount as last year A little less A lot less	R S	Checkbox, one-up vertical	Multi	
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers)	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs	R S			Y



Special Instructions
Skip Logic Group
Skip Logic Group

Holiday 2011 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BEL

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CUSTOM QUESTION LIST											
				\Box	Т			Т			
	Skip Logic		Answer Choices					Required			
QID	Label	Question Text Do you expect to spend more or less online during the holiday season compared to 2010?	(limited to 50 characters) 2011 A lot more	Skip to	Drop down, sele	ct one	Single or Multi Single	Y/N Y	Special Instructions	CQ Label H2011-Spend general	Application Notes Benchmarking question fro 20
		noiday season compared to 20107									Benchmarking question fro 20 should be a part of all Holida questions
			A little more I expect to spend about the same amount as last year	=							
			A little less A lot less	=							
			Not sure								
		Do you expect to spend more or less online during the holiday season with retailer.com compared to 2010?	didn't purchase anything from retailer.com last year		Drop down, sele	ct one	Single	Y .	Skip Logic Group	H2011-Spend retailer	Added in 2009, relates directly the retailer and should be a par the holiday battery
			A lot more	A							the holiday battery
			A little more I expect to spend about the same amount as last year	Α							
			A little less A lot less	B B							
	Δ	Why do you expect to spend more online with retailer	Not sure From this Promotions (\$ or % off offers)	_	Checkhox one-	un vertical	Multi	—	Skip Logic Group	H2011-Spend more	
		holiday season? (please select all that apply)	Tomoratis (g of 10 on oners)		CIRCUIDOX, GIR	ap veneus			Disp Edgit Croup	12022 Openo more	
			Quality of merchandise	4					Randomize		
			Merchandise selection						Randonize		
			Good return policy Online product prices								
			Shipping costs Availability of merchandise								
			Better personal economic circumstances this year Other (please specify):	С					Anchor Answer Choice		
	C B		.com this Promotions were not appealing (\$ or % off offers)		Text area, no ch Checkbox, one	ar limit up vertical	Multi	N Y	Skip Logic Group	H2011-Spend more other H2011-Spend less	
		holiday season? (please select all that apply)							, g. 2.11.1		
			Quality of merchandise						Randomize		
			Poor merchandise selection Return policy								
			I'm trying to save more and spend less								
			Shipping costs Poor availability of merchandise								
			Worse personal economic circumstances this year	cc							
	CC	Other reason to spend less online:	Other (please specify):	CC	Text area, no cl	ar limit		N	Anchor Answer Choice	H2011-Spend less other	i e
		Please tell us what you did on retailer.com today.	I made a purchase for myself today		Radio button, or	e-up vertical	Single	Y	Skip Logic Group	H2011-task accomp	Only ask if you do not have a "What did you do?" guestion.
											"What did you do?" question. not replace what you have you lose trending.
			I bought a gift for someone else today I was browsing today to purchase online later	_					Randomize		
			I was browsing today to purchase at one of the store locations I was browsing today to see what you have	= -					1		
			Other (please specify):	Α.				N	Anchor Answer Choice		
	Α	What else did you do on retailer.com today?	Yes		Text area, no ch Radio button, or	ar limit ie-up vertical	Single	Y	Skip Logic Group Skip Logic Group	H2011-task accomp other H2011-access mobile	
		Did you access (insert retailer's name here) mol or mobile shopping app while holiday shopping	ile website, his year?	A							Should be used if retailer has mobile app
	A	Why did you do so? (please select all that apply)	No To compare different products	_	Checkbox, one-	up vertical	Multi-select	Y	Skip Logic Group Randomize	H2011-why access mobile	
			To compare different products To look up price information about a product To look up product specifications						Randomize		
			To view product reviews To make a purchase	4							
			To find a store location Another reason:	ᅠ					Anchor Answer Choice	H2011-access other	
	В	Please specify the other reason you accessed the website or app from a mobile device:	company's	-	Text area, no ch	ar limit		N	Skip Logic Group	H2011-access other	
		wedsite or app from a mobile device:	Yes		Radio button,	one-up vertical	Single	Y		H2011-mobile any	
											Should be asked of all regardles they have a mobile device app
		Have you ever used a mobile device to retailer's website, mobile website, or mo	use the following guidelines:								they have a mobile device app not. It is a global question gett a read on visitors.
			NOT MODIFY THE WORDING of the ANSWER CHOICES NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES								
			NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES NOT CHANGE ORDER OF ANSWER CHOICES, if you would like	answer cl	hoice	up vertical	Multi		Chia Lagia Croup	H2011-mobile use	
	AA		changed, please request randomization	answer er	loice g.	ip vertical	Multi	'	Skip Logic Group	H2011-mobile use	Global use of mobile app, can
		- 00	NOT change the CQ LABELS								asked of all
		- You	may change your company name in the question which is h	ghlighted i	n BLUE						
									Exclusive Answer Choice		
	Α				e	up vertical	Multi	Y	Skip Logic Group	H2011-mobile use store	
		How did you use your mobile device whi holiday season? (please select all that apply)									
			l accessed a competitor's website								
			accessed a shooning comparison website (Shopzilla com Shopping com)								
			I accessed the store's mobile shopping app								
		Plane that also a second second	l accessed a competior's mobile shopping app None of the above		De die beste		Circle		Exclusive Answer Choice	10044 -1	
		Please think about your shopping preferences. In general, which of the following is your preferred way	Research and buy online, have product delivered to shop for		Radio button, or	e-up vertical	Single	Y	Randomize	H2011-shop preference	Should be a part of the Holid battery of questions. Gets a shopping preference and will left on after January.
		In general, which of the following is your preferred way the type of product you researched or purchased to						1			shopping preference and will left on after January.
			Research and buy online, pick up in store Research in a catalog and call to order								
			Research online, call to order Research in a catalog and buy online								
		I			1			1	1		
			Research online, buy in store								
			Research online, buy in store Research in store, buy online Research and buy in store None of the above				Exclusive Answer Choice		Anchor Answer Choice		

Festive Season 2011 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BEL

Mile + >> REWORDING

	CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text Do you expect to spend more or less online during the 2011 feative peason compared to 2010?	Answer Choices (limited to 50 characters) A lot more	Skip to	Type (select from list) Drop down, select one	Single or Multi Single	Required Y/N	Special Instructions	CQ Label H2011-Spend general	Application Notes	
		Design compared to 2010?	A little more expect to spend about the same amount as last year A little less A tot less .		Drop down, selectione	Suge	,		H2011-Speniu general	Benchmarking question fro should be a part of all Holio questions	
		Do you expect to spend more or le season with retailer.co.uk compan	Not sure		Sown, selectione	Single	Y	Skip Logic Group	H2011-Spend retailer	Added in 2009, relates direct the retailer and should be a p	
		- DO NOT MODIFY - DO NOT ADD ANS - DO NOT CHANGE	wing guidelines FOR A UK survey: THE WORDING of the ANSWER CHOICES WER CHOICES OR DELETE ANSWER CHOICES ORDER OF ANSWER CHOICES, if you would like answer as see request randomization	:hoice						the holiday battery	
	A	Why do you expect to spend more festive season? (please select all th - DO NOT change th		in BLUE	box, one-up vertical	Multi	Y	Skip Logic Group Randomize	H2011-Spend more		
			Availability of merchandse Better personal economic circumstances this year Other (please specify:	cc				Anchor Answer Choice			
	CC B	Other reason to spend more online: Why do you expect to spend less online with retailer.co.uk this restrict spend less online with retailer.co.uk this restrict spend less select all that apply)	Promotions were not appealing (£ or % off offers)		Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skip Logic Group	H2011-Spend more other H2011-Spend less		
		осим запада у супски запод вы под проду	Coatin of inenthandise Poor men'shandise selection Renam pelicy I'm Invitor to sever more and spend less Chiller product press Childre press					Randomize			
	С	Other reason to spend less online: Please tell us what you did on retailer.co.uk today.	Other (please specify): I made a purchase for myself today	С	Text area, no char limit Radio button, one-up vertical	Single	N Y	Anchor Answer Choice Skip Logic Group	H2011-Spend less other H2011-task accomp		
			bought a gift for someone else today was browing today to purchase or one of the store locations was browing today to purchase are on of the store locations was browing today to see what you have Other (please specify):	A				Randomize Anchor Answer Choice		Only ask if you do not hav "What did you do?" questio not replace what you have yo lose trending.	
	A	What else did you do on retailer.co.uk today? Did you access (insert retailer's name here) mobile website, or mobile shopping app while Christmas shopping this	Yes		Text area, no char limit Radio button, one-up vertical	Single	N Y	Skip Logic Group Skip Logic Group	H2011-task accomp other H2011-access mobile		
		or mobile shopping app while Christmas shopping this year?	No	Α						Should be used if retailer h mobile app	
	A	Why did you do so? (please select all that apply)	To compare different products To look up price intornation about a product To look up product specifications To look up product specifications To wiew product reviews To make a purchase To make a purchase To find a store location		Checkbox, one-up vertical	Multi	Y	Skip Logic Group Randomize	H2011-why access mobile		
	В	Please specify the other reason you accessed the company's	Another reason:	В	Text area, no char limit		N	Anchor Answer Choice Skip Logic Group	H2011-access other H2011-why access other		
		website or app from a mobile device: Have you ever used a mobile device to access any retailer's website, mobile website, or mobile shopping app?	Yes	AA	Radio button, one-up vertical	Single	Y		H2011-mobile any	Should be asked of all regard they have a mobile device a not. It is a global question g a read on visitors.	
			No, and I don't plan to No, but I might in the future Not sure							a read on visitors.	
	AA	Which of the following ways did you use your mobile device during the festive season? (please select all that apply)	used my mobile device to access the Internet to research products (compare product details, look up incert. find store locations, etc.) made purchases online from my mobile device used my mobile device to compare products or prices whilst shopping in person in a store.	A A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	H2011-mobile use	Global use of mobile app, c asked of all	
	A	How did you use your mobile device while in retail stores during the festive season? (please select all that apply)	None of the above is accessed the store's website Faccessed a competitor's website		Checkbox, one-up vertical	Multi	Y	Exclusive Answer Choice Skip Logic Group	H2011-mobile use store		
			Faccessed a shopping comparison website (e.g. Shopzilla.co.uk, Shopping.com UNCOCCESSED (in the Store's mobile shopping app. Jaccessed a competitor's mobile shopping app.					Exclusive Answer Choice			
		Piletsie think about your shopping preferences. In general, which of the following is your preferred way to shop for the type of product your researched or purchased today?	Research and buy online, have product delivered Research and buy online, pick up in atore Research online, call to order Research caldiouse buy online Research caldiouse buy online Research caldiouse buy online		Radio button, one-up vertical	Single	Y	Exclusive Answer Chaice Randomize	H2011-shop preference	Should be a part of the Hol battery of questions. Get shopping preference and w left on after January.	
			Research in store, buy online Research and buy in store None of the above			Exclusive Answer Choice		Anchor Answer Choice			

ForeSee Results - Confidential and Proprietary

#REF!

Date:

SSA Mobile Wage Reporting MID: oYYdIt48ctdtx8cgFh0Q4Q==

3/1/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

	SSA Mobile Wage Reporting CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
			Afghanistan Albania Algeria Andorra Angolia Antigua and Barbuda Argentina Armenia Australia Australia Australia Bahamas Bahwain		Drop down, select one	Single	Y		COUNTRY	
			Bangladesh Barbados Belarus Belgium Belize Benin							

#REF! SSA Mobile Wage Reporting MID: oYYdIt48ctdtx8cgFh0Q4Q== red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

Date: 3/1/2008

			SSA Mobile Wage Reporting CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi			
		What region do you live in?	Asia		Single				

Required	
	Connected Impatrocerticans
Y/N	Special Instructions
l Y	

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pink: ADDITION



			CUSTOM QUESTION	ON LIST						
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)		Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		Which of the following phrases would you use to describe your experience with this website? (Select all that apply)	ving phrases would you use to describe			Checkbox, one-up vertical	Multi	No	Skip Logic Group Randomize	CME - Phrase
			Challenges my thinking Part of my routine Visited daily Helps me make better decisions Improves my life Makes me a better person Makes me closer to my community Provides viewpoints from others	Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT change the CQ LABELS						
			Gives opportunity to comment Lets me interact with others Provides a social outlet for me Keeps me informed Enables discussions with others Other, please specify		A				Anchor Answer Choice	
		Please provide any other phrases you would use to describe your experience with this website.				Text area, no char limit		No	Skip Logic Group	OE_CME Phrase
deneen.davis: DO NOT USE. T FROM PHASE I		In the following section, please consider the personal meaning of with this brand's website. STIONS WERE please describe the MEANING of this				Text area, no char limit	Single	N		CME - Meaning
		In the space below, please describe HOW YOU USE the information you get, or the experience you have, with this website.				Text area, no char limit	Single	N		CME - Use
		In the space below, please describe the most MEMORABLE MOMENT you have had with this website.				Text area, no char limit	Single	N		CME - Memorable

Socia I-DO NOTE	- DO N - DO N - DO N choice - DO N DOT F - DO N %20D %20D To hel on eit	NOT MO NOT ADD NOT CHA e order co NOT ADD berson NOT char MORE INF ocument faterials/ Ip clients her inclu	following guidelines: DIFY THE WORDING of the ANSWER CHOICES IN ANSWER CHOICES OR DELETE ANSWER CHOICES NEE ORDER OF ANSWER CHOICES IN GREEN, it hanged, please request randomization //DELETE more than 2 ANSWER CHOICES IN PI ge the CQ LABELS OON RULES: https://myfsr.foreseeresults.cor s/SIR%20Templates%20(Internal%20Use%20C Social%20Value%20Questions_TIP%20SHEET. distinguish which Social Media sites responde de the follow-up open-ended question or the ckground). Please feel free to eliminate/add a d question to meet your clients request.	i you would like answer wit without speaking with a n/clients/SIR nly)/Social%20Value locx nts are hearing about them close ended question (below	ok,Twitter)		er choice added: Onli			Special Instructions Rank Group st) orks (Facebook, Twitter)	CQ Label SV - Rank 1
					omeone I know						
				TV, radio, newspaper, or magazine a Internet advertising	advertising						
				Don't know Other						Anchor Answer Choice Anchor Answer Choice	
			Rank 2 (Optional)	Message or recommendation from a Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Face Message directly from the company of Online Priboard (Phierest) Mobile phone text messages or alerts instant Message from a friend or coll parametry with self-company/brand Promotional email(s) from the compa Search engine results Word of mouth recommendation from IV, radio, prespage, or magazine a	book,Twitter) on a social network s		Drop down, select one	Single	N	Rank Group Adjust Template/Style Sheet Randomize	SV - Rank 2
				Internet advertising Don't know		7				Anchor Answer Choice	
			Rank 3 (Optional)	Other Message or recommendation from a Video I saw on YouTube Internet blogo or discussion forums Advertising on social networks (Face Message directly from the company Online Pinboard (Pinterest) Mobile phone text messages or alerts Instant Message from a friend or coli Camisary with servicing prompting or a Company or a service of the company Search engine results Word of mouth recommendation from Ty, radio, newspaper, or magazine a Internet adventising	book,Twitter) on a social network s		Drop down, select one	Single	N	Anchor Answer Choice Rank Group Adjust Template/Style Sheet Randomize Anchor Answer Choice	SV - Rank 3
				Don't know Other						Anchor Answer Choice	
			Questions Below Are Op	tional, They Are	Not Used In	The S	Social Media	ı Valu	e Calo	culation.	
			If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)				Text area. no char limit		N		SV - Other Social Network
			If you heard about this website from a social network, please select which social network it was.	delicious digg Facebook Google+ Groupon			Radio button, one-up vertical		N	OPS Group Randomize	SV-Social Network
				Linkedin LivingSocial MySpace reddit StumbleUpon Twitter YouTube							
		A	If you heard about this website from a social network,	Other, please specify		A	Text field, <100 char		N	Anchor Answer Choice OPS Group	SV - Other
			please specify the site.								Social Network

d & strike through: DELETE

ink: ADDITION

= Very Likely



Date: blue + -->: REWORDING 11/1/2011 Fill-in Measure Name CUSTOM QUESTION LIST Please use the following guidelines: Skip Logic Label - DO NOT MODIFY THE WORDING of the QUESTION OR ANSWER CHOICES EXCEPT FOR COMPANY NAME Single or Multi Required Y/N - DO NOT change the CQ LABELS QID **Question Text** Special Instructions CQ Label Single WordofMouthIndex low likely are you to discourage others usiness with this company? Contact Gail Applin and Drew Bennett when adding this question to your clients survey. The following information is needed: Client Name **Measure Name** MID Question Live Date **PUBLIC SECTOR OPTIONS** Radio button, scale, no don't know How likely are you to discourage others from doing business with this agency/association/organization? Single WordofMouthIndex How likely are you to discourage others from nteracting with this association/agency/organization? WordofMouthIndex Radio button, scale, no don't know