

Partitioned **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 [Model and Custom Question Checks_SRA](#)
- 5 [Model and Custom Question Checks_Team LeadManager](#)
- 6 [Model and Custom Question Checks_DOT](#)
- 7 [Foreign Language Survey Instructions](#)

Model Instance Name:
SSA My Social Security v2

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partiti 2/8/2012



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 visiting our site. 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.

Examples

The screenshot shows a web browser window displaying a survey page. The page title is "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0FpkgJ00h5w". The page features the ForeSee logo and the title "Customer Satisfaction Survey". The main text reads: "Thank you for visiting our site. 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. Required questions are denoted by an *". Below this is a question: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The question has a scale from 1 to 10, with "1=Poor" and "Excellent=10". The scale is represented by radio buttons: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, and a "Don't Know" option.

Thank You Text Example

The screenshot shows a survey page with a "Thank You Text Example". At the top, there are two dropdown menus: "Football" and "Hockey", both set to "Please Select". Below these is question 16: "16: What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size options are radio buttons for 1, 3, 5, 7, 9, 11, and 13. The style options are radio buttons for Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question is the 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 web site." At the bottom, there are "Cancel" and "Submit" buttons. The footer includes "Copyright 2010 - all rights reserved" and links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

RUS0172648	MM
RUS0172649	N
RUS0172650	NN
TAR0201664	Q
TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
TAR0202213	Q
TAR0201669	Q
BUC0233612	Q

BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5
TAR0201673	Q
TAR0201674	Q4
CAS0045398	
CAS0045399	A
CAS0045400	B
CAS0045410	C
CAS0045401	CC

CAS0045411	
KAU0126773	
KAU0126790	A
CAS0045413	
CAS0045414	A
CAS0045415	
CAS0045424	
CAS0045425	A
KAU0126791	
KAU0126792	A
CAS0045422	
CAS0045426	A
CAS0045427	B
CAS0045428	BB
TAR0239304	

TAR0239305	A
TAR0239306	B
TAR0239307	C
TAR0239324	D
TAR0248887	D
TAR0248888	D
TAR0239325	E
CAS0045373	
CAS0045374	A
STE0093222	
STE0125910	
STE0125911	A

STE0125912	B
STE0123762	
JIB0147139	
CAS0045416	
CAS0045417	

AZFxsVYQ4C

Question Text	AnswerIDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all that apply.)	CAS0045388A022
	CAS0045388A023
	CAS0045388A024
	CAS0045388A009
	CAS0045388A017
	CAS0045388A006
	CAS0045388A015
	CAS0045388A016
	CAS0045388A019
	CAS0045388A020
	CAS0045388A021
	CAS0045388A004
How did you learn about <i>my</i> Social Security?	
How often do you access (or plan to access) your <i>my</i> Social Security account?	
Are you currently receiving cash benefits?	BJL1506A01

	BJL1506A06
What type of benefits are you receiving? (Check all that apply)	
What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A001
	CAS0045395A002
	CAS0045395A003
	CAS0045395A004
	CAS0045395A005
	CAS0045395A006
	CAS0045395A009
	CAS0045395A017
	CAS0045395A010
	CAS0045395A011
How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online?	RUS0280247A001
	RUS0280247A002
	RUS0280247A003
	RUS0280247A004
	RUS0280247A005
How much do you agree or disagree with the following statement? I am comfortable receiving notices only online.	RUS0280248A001
	RUS0280248A002
	RUS0280248A003
	RUS0280248A004
	RUS0280248A005
Would you recommend accessing the COLA notice online to your family and friends?	RUS0280249A001
	RUS0280249A002
	RUS0280249A003
Do you have any suggestions for improving our online notices?	

How often do you review your online Social Security Statement?	CAS0045407A001
	CAS0045407A003
	CAS0045407A004
	CAS0045407A005
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001
	CAS0045409A002
	CAS0045409A003
	CAS0045409A004
	CAS0045409A005
	CAS0045409A006
	CAS0045409A007
	CAS0045409A008
	CAS0045409A009
Which "other" agency or program requested your Benefit Verification information?	
Please tell us what your primary reason was for visiting today:	
Please select the response that best reflects the action you took:	
Please explain why you requested a copy to be mailed since it was available for viewing and printing online.	
What action did you take?	
Do you plan to replace your SSN card online through iSSNRC (Internet Social Security Number Replacement Card)?	
For which purpose or program do you need a replacement SSN Card? (Check all that apply)	

Please explain for which purpose or program you need a replacement SSN card.	
Which best describes why you are applying for a replacement SSN card?	
Please explain why you are applying for a replacement SSN card.	
Who are you reporting wages for?	
What is your relationship to the individual you are reporting wages for?	
What type of benefits does the person you are reporting for receive?	
Was the person you wanted to report wages for listed?	
Was the employer listed?	
Are you reporting for more than one employer for the same person?	
Are you currently working?	
How long did it take you to submit your wages?	
Before today's visit, what other methods have you used to report wages?	

Do you plan to <u>electronically</u> report additional wages in the future?	
How do you plan to report future wages?	
What method do you prefer to use to report your wages?	
Were the instructions you received helpful?	
How can we improve the wage reporting application?	
Did you register for your <i>my Social Security</i> online or in person?	CAS0045398A001
	CAS0045398A002
	CAS0045398A003
	CAS0045398A004
Please select the approximate length of time it took for you complete your registration	CAS0045399A001
	CAS0045399A002
	CAS0045399A003
How many prior unsuccessful online registration attempts did you make?	CAS0045400A001
	CAS0045400A002
	CAS0045400A003
Why did you decide to register in-person?	
Please describe your in-person registration experience.	

Did you request to add Extra Security to your account?	CAS0045411A001
	CAS0045411A002
	CAS0045411A003
	CAS0045411A004
Was it easy to create a <i>my</i> Social Security account?	
Please tell us why it was not easy to create a <i>my</i> Social Security account.	
Did you find the instructions for creating a username, password and registering a second factor to be clear?	CAS0045413A001
	CAS0045413A002
	CAS0045413A003
Please explain what was not clear about any of the instructions.	
Did you see any information describing <i>my</i> Social Security's security policies or features?	CAS0045415A001
	CAS0045415A002
Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001
	CAS0045424A002
Please describe your security concerns.	
Was it easy to sign in to your <i>my</i> Social Security account?	
What did you find difficult about signing in to your <i>my</i> Social Security account?	
Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001
	CAS0045422A002
What specifically were you trying to accomplish?	
Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001
	CAS0045427A002
	CAS0045427A003
	CAS0045427A004
	CAS0045427A005
	CAS0045427A006
	CAS0045427A008
Please tell us what "other" action you plan to take next.	
Did you contact Social Security during your online visit?	

How did you contact Social Security?	
How long was your wait to Chat with a representative online?	
Did the Chat representative answer your question?	
Do you still have to call the 1-800 number or go into a field office?	
How satisfied were you with the Chat Service you received today?	
How satisfied were you with the Chat Representative who assisted you today?	
Please share any other feedback with us regarding your Chat experience today.	
Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001
	CAS0045373A002
Please tell us what information or instructions were not clear	
Did you use the "Get Help" button or "Call Back" button during your visit today?	
Did you view the "Message Center" section during your visit today?	
Did you select to receive courtesy notifications from the "Message Center?"	

Do you plan to view the "Message Center" in the future?	
Please select the category that includes your age:	
Please enter your 5 digit ZIP Code:	
Do you have any suggestions for improving the my Social Security registration process?	
Do you have any suggestions for improving my Social Security's content and features?	

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST		
Answer Choices (limited to 50 characters)	Skip to	
At home		
In office / place of employment		
At a Friend or Relative's place		
Public Library		
Social Security Office		
Social Security Kiosk		
Other Agency		
Other		
Official Social Security website (www.ssa.gov)		
Browsing SSA.gov's informational webpages		
Social Security's Frequently Asked Questions (FAQs)		
The "Manage Your Benefits with a <i>my</i> Social Security account" page		
An email reminder from Social Security		
Social Security Statement that I received in the mail		
A general web search (e.g., Google, Bing, etc.)		
Social media (e.g., Facebook, Twitter, blog, etc.)		
Friend, spouse, relative, neighbor, or acquaintance		
Social Security employee		
Community group or association		
Government agency other than Social Security (e.g., State, Federal)		
Other, please explain		B
Once a year		
Once every six months		
Once every three months		
Once a month		
More than once a month		
Not sure		
Yes, I recently applied	A	
No, I am taking Medicare Only		
No, I am not receiving cash benefits		

I don't know or prefer not to answer	
Retirement	
Disability	
Spouses	
Survivors	
Supplemental Security Insurance (SSI)	
To get a Benefit Verification Letter	B
To access my online notices (e.g., COLA)	C1, C2,C3,C4
To view my Benefits and Payment Details	
To enroll in or update my direct deposit	
To change my address with SSA	
To print or view my online Social Security Statement	A
To make sure my earnings record is correct	
To replace my Social Security Card or get a new card	X,M,N
To check the Status of my recently filed application for benefits	
To learn about the benefits to which I might be entitled	
To apply only for Social Security or Medicare Only benefits	
To report my wages	Q
To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K
To add Extra Security to my online account	
Just curious – wanted to see what information was contained in my Social Security account	
Other Reason for visiting today	Z
Very difficult	
Somewhat difficult	
Neither difficult or easy	
Somewhat easy	
Very easy	
Strongly disagree	
Somewhat disagree	
Neither agree or disagree	
Somewhat agree	
Strongly agree	
Yes	
No	
Don't know	

This is my first time	AA
At least once a year	
Every 6 months	
Every 3 months or more frequently	
Medicare	
Medicaid	
State or Local Department of Social Services	
HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing	
USDA - SNAP (Food Stamps)	
Department of Veterans Affairs	
IRS	
Court	
Want a copy for personal use	
Bank or financial institution	
Education-related	
Medical-related	
Healthcare signup and/or verification	
Requesting a Retirement Visa from another country	
Other agency or program	BB
Viewed my SSA 1099 (or 1042S)	
Viewed and printed my SSA 1099 (or SSA 1042S)	
Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L
Other	KK
Yes	
No, this service is not yet available in my state	
No, I prefer to go to a field office	
I am not aware of this service	
Don't know	
Proof of identity	
Tax purposes	
Education-related	
Required for my job	

Passport	
Bank or financial institution	
Income assistance	
Other (Please specify)	MM
My original card was lost or stolen	
My original card was not lost or stolen but someone else (e.g., family member) is holding it	
Never had an SSN card	
Other (Please specify)	NN
Myself only	
My spouse only	Q2, R
Myself and my spouse	Q2, R
Myself and another individual (not spouse)	Q1, Q2, R
Other relative only	Q2, R
Other	Q1, Q2, R
Disability	
Supplemental Security Income (SSI)	
Both Disability and SSI	
Don't know	
Yes	
No	
Yes	
No	
Yes	
No	
Yes	
No	
Yes	
No	
5 minutes or less	
6-10 minutes	
11-15 minutes	
More than 15 minutes	
Unsure	
Did not submit wages	
Field Office	

Mail	
Fax	
Phone	
Other	
Yes	Q3
No	Q5
Don't know	
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	
Yes	
No	Q4
Registered online on my first attempt	A
Registered online after prior unsuccessful attempts	A,B
Registered with in-person assistance from my local SSA office	A,C
Registered using the SSA Express	
Not sure or don't remember	
Less than 15 minutes	
More than 15 but less than 30 minutes	
30 minutes or more	
One	
Two	
Three or more	
I was unsuccessful registering online and was required to do so in-person	CC
I preferred registering for a <i>my Social Security</i> account in-person at my SSA office	CC
Employee offered the option for me to register for a <i>my Social Security</i> account	CC

Yes	
No	
I tried but was unsuccessful	
I don't know	
Yes	
No	A
Yes	
Partially	A
No	A
Yes	
No	
No	
Yes	A
Yes	
No	A
Yes	
No	A,B
Return online and try again	
Send an e-mail to Social Security	
Call Social Security's 800 number	
Call a local Social Security office	
Visit a local Social Security office	
Take no action	
Other, please specify	BB
Yes	A

No	
Requested a Call Back	B,C,D,E
Email	
Chat with an Online representative	
About what I expected	
Longer than I expected	
Yes	
Partially	
No	
Yes	
No	
Very Satisfied	
Satisfied	
Not Satisfied	
Very Dissatisfied	
Very Satisfied	
Satisfied	
Not Satisfied	
Very Dissatisfied	
Yes	A
No	
Yes, I used the "Get Help" button only	
Yes, I used the "Call Back" button only	
Yes, I used both the "Get Help" button and "Call Back" button	
No, I used neither	
Yes	A
No	B
Yes	
No	

Yes	
No	
35 and under	
36 to 50	
51 to 61	
62	
63	
64	
65	
66	
67	
68 to 70	
71 or older	
Prefer not to answer	



Type (select from list)	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Y		From Where Connected with SSA
check box, one up	Y	Skip Logic Group	Learn about
		Randomize	
		Anchor answer choice	
Text area, no char limit	N	Skip Logic Group	OPS_Learn about
Radio button, one up vertical	Y		Access Frequency - NEW
Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits

Check box, one up vertical	N	Skip Logic Group	Benefit Type
check box one up vertical	Yes	Skip Logic Group	Primary Reason
Radio button, one-up vertical	Y	Skip Logic Group	Ease of access COLA
Radio button, one-up vertical	Y	Skip Logic Group	Comfortable COLA online
Radio button, one-up vertical	Y	Skip Logic Group	Recommend COLA online
text, no char limit	N	Skip Logic Group	Improve Online notices

check box one up vertical	Y	Skip Logic Group	Freq View Statement
check box vertical one up	Y	skip logic group	Agency Need
Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
Text area, no Char limit	N	Skip Logic Group	Why Request 1099
Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card

Text area, no Char limit	N	Skip Logic Group	OPS_Purpose Other
Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
	Y	Skip Logic Group	Reporting For
Radio button, one-up vertical			
Text area, no Char limit	N	Skip Logic Group	OE_Report For
Radio button, one-up vertical	Y	skip logic group	Benefit Type Reporting
Radio button, one-up vertical	Y	skip logic group	OE_Relationship
Radio button, one-up vertical	Y	Skip Logic Group	Employer listed
Radio button, one-up vertical	Y	Skip Logic Group	Reporting multiple employers
Radio button, one-up vertical	Y	Skip Logic Group	Currently working
Radio button, one-up vertical	Y	Skip Logic Group	Time Submit Wage
Checkbox, one-up vertical	Y	Skip logic group	Other reporting methods

Radio button, one-up vertical	Y	Skip logic group	Plan report electronically
Radio button, one-up vertical	Y	Skip Logic Group	How Report Again
Radio button, one-up vertical	Y	Skip Logic Group	Preferred method reporting
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Helpful

Text area, no Char limit	N	Skip Logic Group	OE_Improve Instructions
Radio button, one-up vertical	Y	Skip Logic Group	How Registered
Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
Text area, no char limit	N	Skip Logic Group	OE_In-person Experience

Radio button, one-up vertical	Y		Xtra Security Reg
Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
Text area, no char limit	N	Skip Logic Group	OE_Instructions
Radio button, one-up vertical	Y		Security Policies
Radio Button, One-up	Y	Skip Logic Group	Security Concerns
Text area, no char limit	N	Skip Logic Group	OE_Security Concern
Radio button, one up	Y	Skip Logic Group	Easy Sign In
Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
Check box vertical	Y	Skip Logic	Do Next
Text area, no char limit	N		OPS_Do Next
Radio button, one-up vertical	Y	Skip Logic Group	Contacted SSA

Radio button, one-up vertical	Y	Skip Logic Group	How contacted SSA
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat wait
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat answer
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat Call
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat service
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat representative
Text area, no Char limit	N	Skip Logic Group	Chat Feedback
radial button, one up vertical	Y	skip logic	AccountClarity
Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
Radio button, one up vertical	Y		Get Help Button or Call Back
Radio button, one up	Y	Skip Logic Group	Message Center
Radio button, one up	Y	Skip Logic Group	Courtesy Notifications

Radio button, one up	Y	Skip Logic Group	Use Message Center Future
Radio button, one up	N		Age
Text area, 100 char limit	N		OE_ZIP
Text area, no char limit	N		OE_Improve Reg
Text area, no char limit	N		OE_Improve Contents

Model Instance Name:
SSA My Social Security v2
MID: R9JQtMNI09w1VJ
Partitioned Yes 1/11/2018



QID	Skip Logic Label
STE0123737	
CAS0045388	
BJL1506	

CAS0045407	A
CAS0045409	B
CAS0045396	BB
CAS0045397	Z
CAS0076487	K
CAS0076488	L
CAS0076467	KK
RUS0172646	X
RUS0172647	M

RUS0172648	MM
RUS0172649	N
RUS0172650	NN
TAR0201664	Q
TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
TAR0202213	Q
TAR0201669	Q
BUC0233612	Q

BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5
TAR0201673	Q
TAR0201674	Q4
CAS0045398	
CAS0045399	A
CAS0045400	B
CAS0045410	C
CAS0045401	CC

CAS0045411	
KAU0126773	
KAU0126790	A
CAS0045413	
CAS0045414	A
CAS0045415	
CAS0045424	
CAS0045425	A
KAU0126791	
KAU0126792	A
CAS0045422	
CAS0045426	A
CAS0045427	B
CAS0045428	BB
TAR0239304	

TAR0239305	A
TAR0239306	B
TAR0239307	C
TAR0239324	D
TAR0248887	D
TAR0248888	D
TAR0239325	E
CAS0045373	
CAS0045374	A
STE0093222	
STE0125910	
STE0125911	A

STE0125912	B
STE0123762	
JIB0147139	
CAS0045416	
CAS0045417	

AZFxsVYQ4C

Question Text	AnswerIDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all that apply.)	CAS0045388A022
	CAS0045388A023
	CAS0045388A024
	CAS0045388A009
	CAS0045388A017
	CAS0045388A006
	CAS0045388A015
	CAS0045388A016
	CAS0045388A019
	CAS0045388A020
	CAS0045388A021
	CAS0045388A004
How did you learn about <i>my</i> Social Security?	
How often do you access (or plan to access) your <i>my</i> Social Security account?	
Are you currently receiving cash benefits?	BJL1506A01

	BJL1506A06
What type of benefits are you receiving? (Check all that apply)	
What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A001
	CAS0045395A002
	CAS0045395A003
	CAS0045395A004
	CAS0045395A005
	CAS0045395A006
	CAS0045395A009
	CAS0045395A017
	CAS0045395A010
	CAS0045395A011
How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online?	
How much do you agree or disagree with the following statement? I am comfortable receiving notices only online.	
Would you recommend accessing the COLA notice online to your family and friends?	
Do you have any suggestions for improving our online notices?	

How often do you review your online Social Security Statement?	CAS0045407A001
	CAS0045407A003
	CAS0045407A004
	CAS0045407A005
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001
	CAS0045409A002
	CAS0045409A003
	CAS0045409A004
	CAS0045409A005
	CAS0045409A006
	CAS0045409A007
	CAS0045409A008
	CAS0045409A009
Which "other" agency or program requested your Benefit Verification information?	
Please tell us what your primary reason was for visiting today:	
Please select the response that best reflects the action you took:	
Please explain why you requested a copy to be mailed since it was available for viewing and printing online.	
What action did you take?	
Do you plan to replace your SSN card online through iSSNRC (Internet Social Security Number Replacement Card)?	
For which purpose or program do you need a replacement SSN Card? (Check all that apply)	

Please explain for which purpose or program you need a replacement SSN card.	
Which best describes why you are applying for a replacement SSN card?	
Please explain why you are applying for a replacement SSN card.	
Who are you reporting wages for?	
What is your relationship to the individual you are reporting wages for?	
What type of benefits does the person you are reporting for receive?	
Was the person you wanted to report wages for listed?	
Was the employer listed?	
Are you reporting for more than one employer for the same person?	
Are you currently working?	
How long did it take you to submit your wages?	
Before today's visit, what other methods have you used to report wages?	

Do you plan to <u>electronically</u> report additional wages in the future?	
How do you plan to report future wages?	
What method do you prefer to use to report your wages?	
Were the instructions you received helpful?	
How can we improve the wage reporting application?	
Did you register for your <i>my Social Security</i> online or in person?	CAS0045398A001
	CAS0045398A002
	CAS0045398A003
	CAS0045398A004
Please select the approximate length of time it took for you complete your registration	CAS0045399A001
	CAS0045399A002
	CAS0045399A003
How many prior unsuccessful online registration attempts did you make?	CAS0045400A001
	CAS0045400A002
	CAS0045400A003
Why did you decide to register in-person?	
Please describe your in-person registration experience.	

Did you request to add Extra Security to your account?	CAS0045411A001
	CAS0045411A002
	CAS0045411A003
	CAS0045411A004
Was it easy to create a <i>my</i> Social Security account?	
Please tell us why it was not easy to create a <i>my</i> Social Security account.	
Did you find the instructions for creating a username, password and registering a second factor to be clear?	CAS0045413A001
	CAS0045413A002
	CAS0045413A003
Please explain what was not clear about any of the instructions.	
Did you see any information describing <i>my</i> Social Security's security policies or features?	CAS0045415A001
	CAS0045415A002
Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001
	CAS0045424A002
Please describe your security concerns.	
Was it easy to sign in to your <i>my</i> Social Security account?	
What did you find difficult about signing in to your <i>my</i> Social Security account?	
Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001
	CAS0045422A002
What specifically were you trying to accomplish?	
Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001
	CAS0045427A002
	CAS0045427A003
	CAS0045427A004
	CAS0045427A005
	CAS0045427A006
	CAS0045427A008
Please tell us what "other" action you plan to take next.	
Did you contact Social Security during your online visit?	

How did you contact Social Security?	
How long was your wait to Chat with a representative online?	
Did the Chat representative answer your question?	
Do you still have to call the 1-800 number or go into a field office?	
How satisfied were you with the Chat Service you received today?	
How satisfied were you with the Chat Representative who assisted you today?	
Please share any other feedback with us regarding your Chat experience today.	
Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001
	CAS0045373A002
Please tell us what information or instructions were not clear	
Did you use the "Get Help" button or "Call Back" button during your visit today?	
Did you view the "Message Center" section during your visit today?	
Did you select to receive courtesy notifications from the "Message Center?"	

Do you plan to view the "Message Center" in the future?	
Please select the category that includes your age:	
Please enter your 5 digit ZIP Code:	
Do you have any suggestions for improving the <i>my Social Security</i> registration process?	
Do you have any suggestions for improving <i>my Social Security's</i> content and features?	

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)	Skip to
At home	
In office / place of employment	
At a Friend or Relative's place	
Public Library	
Social Security Office	
Social Security Kiosk	
Other Agency	
Other	
Official Social Security website (www.ssa.gov)	
Browsing SSA.gov's informational webpages	
Social Security's Frequently Asked Questions (FAQs)	
The "Manage Your Benefits with a <i>my</i> Social Security account" page	
An email reminder from Social Security	
Social Security Statement that I received in the mail	
A general web search (e.g., Google, Bing, etc.)	
Social media (e.g., Facebook, Twitter, blog, etc.)	
Friend, spouse, relative, neighbor, or acquaintance	
Social Security employee	
Community group or association	
Government agency other than Social Security (e.g., State, Federal)	
Other, please explain	B
Once a year	
Once every six months	
Once every three months	
Once a month	
More than once a month	
Not sure	
Yes, I recently applied	A
No, I am taking Medicare Only	
No, I am not receiving cash benefits	

I don't know or prefer not to answer	
Retirement	
Disability	
Spouses	
Survivors	
Supplemental Security Insurance (SSI)	
To get a Benefit Verification Letter	B
To access my online notices (e.g., COLA)	C1, C2,C3,C4
To view my Benefits and Payment Details	
To enroll in or update my direct deposit	
To change my address with SSA	
To print or view my online Social Security Statement	A
To make sure my earnings record is correct	
To replace my Social Security Card or get a new card	X,M,N
To check the Status of my recently filed application for benefits	
To learn about the benefits to which I might be entitled	
To apply only for Social Security or Medicare Only benefits	
To report my wages	Q
To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K
To add Extra Security to my online account	
Just curious – wanted to see what information was contained in my Social Security account	
Other Reason for visiting today	Z
Very difficult	
Somewhat difficult	
Neither difficult or easy	
Somewhat easy	
Very easy	
Strongly disagree	
Somewhat disagree	
Neither agree or disagree	
Somewhat agree	
Strongly agree	
Yes	
No	
Don't know	

This is my first time	AA
At least once a year	
Every 6 months	
Every 3 months or more frequently	
Medicare	
Medicaid	
State or Local Department of Social Services	
HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing	
USDA - SNAP (Food Stamps)	
Department of Veterans Affairs	
IRS	
Court	
Want a copy for personal use	
Bank or financial institution	
Education-related	
Medical-related	
Healthcare signup and/or verification	
Requesting a Retirement Visa from another country	
Other agency or program	BB
Viewed my SSA 1099 (or 1042S)	
Viewed and printed my SSA 1099 (or SSA 1042S)	
Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L
Other	KK
Yes	
No, this service is not yet available in my state	
No, I prefer to go to a field office	
I am not aware of this service	
Don't know	
Proof of identity	
Tax purposes	
Education-related	
Required for my job	

Passport	MM
Bank or financial institution	
Income assistance	
Other (Please specify)	
My original card was lost or stolen	
My original card was not lost or stolen but someone else (e.g., family member) is holding it	
Never had an SSN card	
Other (Please specify)	NN
Myself only	Q2, R
My spouse only	
Myself and my spouse	
Myself and another individual (not spouse)	
Other relative only	
Other	
Disability	
Supplemental Security Income (SSI)	
Both Disability and SSI	
Don't know	
Yes	
No	
Yes	
No	
Yes	
No	
Yes	
No	
5 minutes or less	
6-10 minutes	
11-15 minutes	
More than 15 minutes	
Unsure	
Did not submit wages	
Field Office	

Mail	
Fax	
Phone	
Other	
Yes	Q3
No	Q5
Don't know	
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	
Yes	
No	Q4
Registered online on my first attempt	A
Registered online after prior unsuccessful attempts	A,B
Registered with in-person assistance from my local SSA office	A,C
Registered using the SSA Express	
Not sure or don't remember	
Less than 15 minutes	
More than 15 but less than 30 minutes	
30 minutes or more	
One	
Two	
Three or more	
I was unsuccessful registering online and was required to do so in-person	CC
I preferred registering for a <i>my Social Security</i> account in-person at my SSA office	CC
Employee offered the option for me to register for a <i>my Social Security</i> account	CC

Yes	
No	
I tried but was unsuccessful	
I don't know	
Yes	
No	A
Yes	
Partially	A
No	A
Yes	
No	
No	
Yes	A
Yes	
No	A
Yes	
No	A,B
Return online and try again	
Send an e-mail to Social Security	
Call Social Security's 800 number	
Call a local Social Security office	
Visit a local Social Security office	
Take no action	
Other, please specify	BB
Yes	A

No	
Requested a Call Back	B,C,D,E
Email	
Chat with an Online representative	
About what I expected	
Longer than I expected	
Yes	
Partially	
No	
Yes	
No	
Very Satisfied	
Satisfied	
Not Satisfied	
Very Dissatisfied	
Very Satisfied	
Satisfied	
Not Satisfied	
Very Dissatisfied	
Yes	A
No	
Yes, I used the "Get Help" button only	
Yes, I used the "Call Back" button only	
Yes, I used both the "Get Help" button and "Call Back" button	
No, I used neither	
Yes	A
No	B
Yes	
No	

Yes	
No	
35 and under	
36 to 50	
51 to 61	
62	
63	
64	
65	
66	
67	
68 to 70	
71 or older	
Prefer not to answer	



Type (select from list)	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Y		From Where Connected with SSA
check box, one up	Y	Skip Logic Group	Learn about
		Randomize	
		Anchor answer choice	
Text area, no char limit	N	Skip Logic Group	OPS_Learn about
Radio button, one up vertical	Y		Access Frequency - NEW
Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits

Check box, one up vertical	N	Skip Logic Group	Benefit Type
check box one up vertical	Yes	Skip Logic Group	Primary Reason
Radio button, one-up vertical	Y	Skip Logic Group	Ease of access COLA
Radio button, one-up vertical	Y	Skip Logic Group	Comfortable COLA online
Radio button, one-up vertical	Y	Skip Logic Group	Recommend COLA online
text, no char limit	N	Skip Logic Group	Improve Online notices

check box one up vertical	Y	Skip Logic Group	Freq View Statement
check box vertical one up	Y	skip logic group	Agency Need
Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
Text area, no Char limit	N	Skip Logic Group	Why Request 1099
Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card

Text area, no Char limit	N	Skip Logic Group	OPS_Purpose Other
Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
	Y	Skip Logic Group	Reporting For
Radio button, one-up vertical			
Text area, no Char limit	N	Skip Logic Group	OE_Report For
Radio button, one-up vertical	Y	skip logic group	Benefit Type Reporting
Radio button, one-up vertical	Y	skip logic group	OE_Relationship
Radio button, one-up vertical	Y	Skip Logic Group	Employer listed
Radio button, one-up vertical	Y	Skip Logic Group	Reporting multiple employers
Radio button, one-up vertical	Y	Skip Logic Group	Currently working
Radio button, one-up vertical	Y	Skip Logic Group	Time Submit Wage
Checkbox, one-up vertical	Y	Skip logic group	Other reporting methods

Radio button, one-up vertical	Y	Skip logic group	Plan report electronically
Radio button, one-up vertical	Y	Skip Logic Group	How Report Again
Radio button, one-up vertical	Y	Skip Logic Group	Preferred method reporting
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Helpful

Text area, no Char limit	N	Skip Logic Group	OE_Improve Instructions
Radio button, one-up vertical	Y	Skip Logic Group	How Registered
Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
Text area, no char limit	N	Skip Logic Group	OE_In-person Experience

Radio button, one-up vertical	Y		Xtra Security Reg
Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
Text area, no char limit	N	Skip Logic Group	OE_Instructions
Radio button, one-up vertical	Y		Security Policies
Radio Button, One-up	Y	Skip Logic Group	Security Concerns
Text area, no char limit	N	Skip Logic Group	OE_Security Concern
Radio button, one up	Y	Skip Logic Group	Easy Sign In
Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
Check box vertical	Y	Skip Logic	Do Next
Text area, no char limit	N		OPS_Do Next
Radio button, one-up vertical	Y	Skip Logic Group	Contacted SSA

Radio button, one-up vertical	Y	Skip Logic Group	How contacted SSA
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat wait
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat answer
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat Call
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat service
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat representative
Text area, no Char limit	N	Skip Logic Group	Chat Feedback
radial button, one up vertical	Y	skip logic	AccountClarity
Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
Radio button, one up vertical	Y		Get Help Button or Call Back
Radio button, one up	Y	Skip Logic Group	Message Center
Radio button, one up	Y	Skip Logic Group	Courtesy Notifications

Radio button, one up	Y	Skip Logic Group	Use Message Center Future
Radio button, one up	N		Age
Text area, 100 char limit	N		OE_ZIP
Text area, no char limit	N		OE_Improve Reg
Text area, no char limit	N		OE_Improve Contents

Model Instance Name:
SSA My Social Security v2
MID: R9JQtMNI09w1VJ
Partitioned Yes 1/11/2018



QID	Skip Logic Label
STE0123737	
CAS0045388	
BJL1506	

CAS0045396	BB
CAS0045397	Z
CAS0076487	K
CAS0076488	L
CAS0076467	KK
RUS0172646	X
RUS0172647	M
RUS0172648	MM
RUS0172649	N
RUS0172650	NN
TAR0201664	Q

TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
TAR0202213	Q
TAR0201669	Q
BUC0233612	Q
BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5

TAR0201673	Q
TAR0201674	Q4
CAS0045398	
CAS0045399	A
CAS0045400	B
CAS0045410	C
CAS0045401	CC
CAS0045411	
KAU0126773	
KAU0126790	A
CAS0045413	
CAS0045414	A
CAS0045415	

CAS0045424	
CAS0045425	A
KAU0126791	
KAU0126792	A
CAS0045422	
CAS0045426	A
CAS0045427	B
CAS0045428	BB
TAR0239304	
TAR0239305	A
TAR0239306	B
TAR0239307	C
TAR0239324	D
	D

	D
TAR0239325	E
CAS0045373	
CAS0045374	A
STE0093222	
STE0125910	
STE0125911	A
STE0125912	B
STE0123762	
JIB0147139	
CAS0045416	

CAS0045417	
------------	--

AZFxsVYQ4C

Question Text	AnswerIDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all that apply.)	CAS0045388A022
	CAS0045388A023
	CAS0045388A024
	CAS0045388A009
	CAS0045388A017
	CAS0045388A006
	CAS0045388A015
	CAS0045388A016
	CAS0045388A019
	CAS0045388A020
	CAS0045388A021
	CAS0045388A004
How did you learn about <i>my</i> Social Security?	
How often do you access (or plan to access) your <i>my</i> Social Security account?	
Are you currently receiving cash benefits?	BJL1506A01

	BJL1506A06
What type of benefits are you receiving? (Check all that apply)	
What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A001
	CAS0045395A002
	CAS0045395A003
	CAS0045395A004
	CAS0045395A005
	CAS0045395A006
	CAS0045395A009
	CAS0045395A017
	CAS0045395A010
	CAS0045395A011
How often do you review your online Social Security Statement?	CAS0045407A001
	CAS0045407A003
	CAS0045407A004
	CAS0045407A005
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001
	CAS0045409A002
	CAS0045409A003
	CAS0045409A004
	CAS0045409A005
	CAS0045409A006
	CAS0045409A007
	CAS0045409A008

	CAS0045409A009
Which "other" agency or program requested your Benefit Verification information?	
Please tell us what your primary reason was for visiting today:	
Please select the response that best reflects the action you took:	
Please explain why you requested a copy to be mailed since it was available for viewing and printing online.	
What action did you take?	
Do you plan to replace your SSN card online through iSSNRC (Internet Social Security Number Replacement Card)?	
For which purpose or program do you need a replacement SSN Card? (Check all that apply)	
Please explain for which purpose or program you need a replacement SSN card.	
Which best describes why you are applying for a replacement SSN card?	
Please explain why you are applying for a replacement SSN card.	
Who are you reporting wages for?	

What is your relationship to the individual you are reporting wages for?	
What type of benefits does the person you are reporting for receive?	
Was the person you wanted to report wages for listed?	
Was the employer listed?	
Are you reporting for more than one employer for the same person?	
Are you currently working?	
How long did it take you to submit your wages?	
Before today's visit, what other methods have you used to report wages?	
Do you plan to <u>electronically</u> report additional wages in the future?	
How do you plan to report future wages?	
What method do you prefer to use to report your wages?	

Were the instructions you received helpful?	
How can we improve the wage reporting application?	
Did you register for your <i>my Social Security</i> online or in person?	CAS0045398A001
	CAS0045398A002
	CAS0045398A003
	CAS0045398A004
Please select the approximate length of time it took for you complete your registration	CAS0045399A001
	CAS0045399A002
	CAS0045399A003
How many prior unsuccessful online registration attempts did you make?	CAS0045400A001
	CAS0045400A002
	CAS0045400A003
Why did you decide to register in-person?	
Please describe your in-person registration experience.	
Did you request to add Extra Security to your account?	CAS0045411A001
	CAS0045411A002
	CAS0045411A003
	CAS0045411A004
Was it easy to create a <i>my Social Security</i> account?	
Please tell us why it was not easy to create a <i>my Social Security</i> account.	
Did you find the instructions for creating a username, password and registering a second factor to be clear?	CAS0045413A001
	CAS0045413A002
	CAS0045413A003
Please explain what was not clear about any of the instructions.	
Did you see any information describing <i>my Social Security's</i> security policies or features?	CAS0045415A001
	CAS0045415A002

Do you have any concerns about the security of the personal information contained in your <i>my Social Security</i> account?	CAS0045424A001
	CAS0045424A002
Please describe your security concerns.	
Was it easy to sign in to your <i>my Social Security</i> account?	
What did you find difficult about signing in to your <i>my Social Security</i> account?	
Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do?	CAS0045422A001
	CAS0045422A002
What specifically were you trying to accomplish?	
Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001
	CAS0045427A002
	CAS0045427A003
	CAS0045427A004
	CAS0045427A005
	CAS0045427A006
	CAS0045427A008
Please tell us what "other" action you plan to take next.	
Did you contact Social Security during your online visit?	
How did you contact Social Security?	
How long was your wait to Chat with a representative online?	
Did the Chat representative answer your question?	
Do you still have to call the 1-800 number or go into a field office?	
How satisfied were you with the Chat Service you received today?	

How satisfied were you with the Chat Representative who assisted you today?	
Please share any other feedback with us regarding your Chat experience today.	
Was the information in your <i>my Social Security</i> account clear to you?	CAS0045373A001
	CAS0045373A002
Please tell us what information or instructions were not clear	
Did you use the "Get Help" button or "Call Back" button during your visit today?	
Did you view the "Message Center" section during your visit today?	
Did you select to receive courtesy notifications from the "Message Center?"	
Do you plan to view the "Message Center" in the future?	
Please select the category that includes your age:	
Please enter your 5 digit ZIP Code:	
Do you have any suggestions for improving the <i>my Social Security</i> registration process?	

Do you have any suggestions for improving *my* Social Security's content and features?

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST		
Answer Choices (limited to 50 characters)	Skip to	
At home		
In office / place of employment		
At a Friend or Relative's place		
Public Library		
Social Security Office		
Social Security Kiosk		
Other Agency		
Other		
Official Social Security website (www.ssa.gov)		
Browsing SSA.gov's informational webpages		
Social Security's Frequently Asked Questions (FAQs)		
The "Manage Your Benefits with a <i>my</i> Social Security account" page		
An email reminder from Social Security		
Social Security Statement that I received in the mail		
A general web search (e.g., Google, Bing, etc.)		
Social media (e.g., Facebook, Twitter, blog, etc.)		
Friend, spouse, relative, neighbor, or acquaintance		
Social Security employee		
Community group or association		
Government agency other than Social Security (e.g., State, Federal)		
Other, please explain		B
Once a year		
Once every six months		
Once every three months		
Once a month		
More than once a month		
Not sure		
Yes, I recently applied	A	
No, I am taking Medicare Only		
No, I am not receiving cash benefits		

I don't know or prefer not to answer	
Retirement	
Disability	
Spouses	
Survivors	
Supplemental Security Insurance (SSI)	
To get a Benefit Verification Letter	B
To view my Benefits and Payment Details	
To enroll in or update my direct deposit	
To change my address with SSA	
To print or view my online Social Security Statement	A
To make sure my earnings record is correct	
To replace my Social Security Card or get a new card	X,M,N
To check the Status of my recently filed application for benefits	
To learn about the benefits to which I might be entitled	
To apply only for Social Security or Medicare Only benefits	
To report my wages	Q
To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K
To add Extra Security to my online account	
Just curious – wanted to see what information was contained in my Social Security account	
Other Reason for visiting today	Z
This is my first time	AA
At least once a year	
Every 6 months	
Every 3 months or more frequently	
Medicare	
Medicaid	
State or Local Department of Social Services	
HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing	
USDA - SNAP (Food Stamps)	
Department of Veterans Affairs	
IRS	
Court	
Want a copy for personal use	
Bank or financial institution	
Education-related	
Medical-related	
Healthcare signup and/or verification	

Requesting a Retirement Visa from another country		
Other agency or program	BB	
Viewed my SSA 1099 (or 1042S)		
Viewed and printed my SSA 1099 (or SSA 1042S)		
Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L	
Other	KK	
Yes		
No, this service is not yet available in my state		
No, I prefer to go to a field office		
I am not aware of this service		
Don't know		
Proof of identity		
Tax purposes		
Education-related		
Required for my job		
Passport		
Bank or financial institution		
Income assistance		
Other (Please specify)		MM
My original card was lost or stolen		
My original card was not lost or stolen but someone else (e.g., family member) is holding it		
Never had an SSN card		
Other (Please specify)	NN	
Myself only	Q2, R	
My spouse only		
Myself and my spouse		
Myself and another individual (not spouse)		
Other relative only		

Other	Q1,Q2, R
Disability	
Supplemental Security Income (SSI)	
Both Disability and SSI	
Don't know	
Yes	
No	
Yes	
No	
Yes	
No	
Yes	
No	
Yes	
No	
5 minutes or less	
6-10 minutes	
11-15 minutes	
More than 15 minutes	
Unsure	
Did not submit wages	
Field Office	
Mail	
Fax	
Phone	
Other	
Yes	Q3
No	Q5
Don't know	
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	

Yes	
No	Q4
Registered online on my first attempt	A
Registered online after prior unsuccessful attempts	A,B
Registered with in-person assistance from my local SSA office	A,C
Registered using the SSA Express	
Not sure or don't remember	
Less than 15 minutes	
More than 15 but less than 30 minutes	
30 minutes or more	
One	
Two	
Three or more	
I was unsuccessful registering online and was required to do so in-person	CC
I preferred registering for a <i>my Social Security</i> account in-person at my SSA office	CC
Employee offered the option for me to register for a <i>my Social Security</i> account	CC
Yes	
No	
I tried but was unsuccessful	
I don't know	
Yes	
No	A
Yes	
Partially	A
No	A
Yes	
No	

No	
Yes	A
Yes	
No	A
Yes	
No	A,B
Return online and try again	
Send an e-mail to Social Security	
Call Social Security's 800 number	
Call a local Social Security office	
Visit a local Social Security office	
Take no action	
Other, please specify	BB
Yes	A
No	
Requested a Call Back	
Email	
Chat with an Online representative	B,C,D,E
About what I expected	
Longer than I expected	
Yes	
Partially	
No	
Yes	
No	
Very Satisfied	
Satisfied	

Not Satisfied	
Very Dissatisfied	
Very Satisfied	
Satisfied	
Not Satisfied	
Very Dissatisfied	
Yes	
No	A
Yes, I used the "Get Help" button only	
Yes, I used the "Call Back" button only	
Yes, I used both the "Get Help" button and "Call Back" button	
No, I used neither	
Yes	A
No	B
Yes	
No	
Yes	
No	
35 and under	
36 to 50	
51 to 61	
62	
63	
64	
65	
66	
67	
68 to 70	
71 or older	
Prefer not to answer	





Type (select from list)	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Y		From Where Connected with SSA
check box, one up	Y	Skip Logic Group	Learn about
		Randomize	
		Anchor answer choice	
Text area, no char limit	N	Skip Logic Group	OPS_Learn about
Radio button, one up vertical	Y		Access Frequency - NEW
Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits

Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
Text area, no Char limit	N	Skip Logic Group	Why Request 1099
Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Purpose Other
Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
	Y	Skip Logic Group	Reporting For
Radio button, one-up vertical			

Text area, no Char limit	N	Skip Logic Group	OE_Report For
Radio button, one-up vertical	Y	skip logic group	Benefit Type Reporting
Radio button, one-up vertical	Y	skip logic group	OE_Relationship
Radio button, one-up vertical	Y	Skip Logic Group	Employer listed
Radio button, one-up vertical	Y	Skip Logic Group	Reporting multiple employers
Radio button, one-up vertical	Y	Skip Logic Group	Currently working
Radio button, one-up vertical	Y	Skip Logic Group	Time Submit Wage
Checkbox, one-up vertical	Y	Skip logic group	Other reporting methods
Radio button, one-up vertical	Y	Skip logic group	Plan report electronically
Radio button, one-up vertical	Y	Skip Logic Group	How Report Again
Radio button, one-up vertical	Y	Skip Logic Group	Preferred method reporting

Radio button, one-up vertical	Y	Skip Logic Group	Instructions Helpful
Text area, no Char limit	N	Skip Logic Group	OE_Improve Instructions
Radio button, one-up vertical	Y	Skip Logic Group	How Registered
Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
Radio button, one-up vertical	Y		Xtra Security Reg
Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
Text area, no char limit	N	Skip Logic Group	OE_Instructions
Radio button, one-up vertical	Y		Security Policies

Radio Button, One-up	Y	Skip Logic Group	Security Concerns
Text area, no char limit	N	Skip Logic Group	OE_Security Concern
Radio button, one up	Y	Skip Logic Group	Easy Sign In
Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
Check box vertical	Y	Skip Logic	Do Next
Text area, no char limit	N		OPS_Do Next
Radio button, one-up vertical	Y	Skip Logic Group	Contacted SSA
Radio button, one-up vertical	Y	Skip Logic Group	How contacted SSA
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat wait
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat answer
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat Call
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat service

Radio button, one-up vertical	Y	Skip Logic Group	Click to chat representative
Text area, no Char limit	N	Skip Logic Group	Chat Feedback
radial button, one up vertical	Y	skip logic	AccountClarity
Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
Radio button, one up vertical	Y		Get Help Button or Call Back
Radio button, one up	Y	Skip Logic Group	Message Center
Radio button, one up	Y	Skip Logic Group	Courtesy Notifications
Radio button, one up	Y	Skip Logic Group	Use Message Center Future
Radio button, one up	N		Age
Text area, 100 char limit	N		OE_ZIP
Text area, no char limit	N		OE_Improve Reg

Text area, no char limit	N	OE_Improve Contents
--------------------------	---	---------------------

Model Instance Name:
SSA My Social Security v2
MID: R9JQtMNI09w1VJ
Partitioned Yes 1/11/2018



QID	Skip Logic Label
STE0123737	
CAS0045388	
CAS0045390	B
HAR0069569	
BJL1506	

CAS0045396	BB
CAS0045397	Z
CAS0076487	K
CAS0076488	L
CAS0076467	KK
RUS0172646	X
RUS0172647	M
RUS0172648	MM
RUS0172649	N
RUS0172650	NN
TAR0201664	Q

TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
TAR0202213	Q
TAR0201669	Q
BUC0233612	Q
BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5

TAR0201673	Q
TAR0201674	Q4
CAS0045398	
CAS0045399	A
CAS0045400	B
CAS0045410	C
CAS0045401	CC
CAS0045411	
KAU0126773	
KAU0126790	A
CAS0045413	
CAS0045414	A
CAS0045415	

CAS0045424	
CAS0045425	A
KAU0126791	
KAU0126792	A
CAS0045422	
CAS0045426	A
CAS0045427	B
CAS0045428	BB
TAR0239304	
	A
	B
	C
	D
	E

CAS0045373	
CAS0045374	A
STE0093222	
STE0125910	
STE0125911	A
STE0125912	B
STE0123762	
JIB0147139	
CAS0045416	
CAS0045417	

AZFxsVYQ4C

Question Text	AnswerIDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all that apply.)	CAS0045388A022
	CAS0045388A023
	CAS0045388A024
	CAS0045388A009
	CAS0045388A017
	CAS0045388A006
	CAS0045388A015
	CAS0045388A016
	CAS0045388A019
	CAS0045388A020
	CAS0045388A021
	CAS0045388A004
How did you learn about <i>my</i> Social Security?	
How often do you access (or plan to access) your <i>my</i> Social Security account?	
Are you currently receiving cash benefits?	BJL1506A01

	BJL1506A06
What type of benefits are you receiving? (Check all that apply)	
What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A001
	CAS0045395A002
	CAS0045395A003
	CAS0045395A004
	CAS0045395A005
	CAS0045395A006
	CAS0045395A009
	CAS0045395A017
	CAS0045395A010
	CAS0045395A011
How often do you review your online Social Security Statement?	CAS0045407A001
	CAS0045407A003
	CAS0045407A004
	CAS0045407A005
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001
	CAS0045409A002
	CAS0045409A003
	CAS0045409A004
	CAS0045409A005
	CAS0045409A006
	CAS0045409A007
	CAS0045409A008

	CAS0045409A009
Which "other" agency or program requested your Benefit Verification information?	
Please tell us what your primary reason was for visiting today:	
Please select the response that best reflects the action you took:	
Please explain why you requested a copy to be mailed since it was available for viewing and printing online.	
What action did you take?	
Do you plan to replace your SSN card online through iSSNRC (Internet Social Security Number Replacement Card)?	
For which purpose or program do you need a replacement SSN Card? (Check all that apply)	
Please explain for which purpose or program you need a replacement SSN card.	
Which best describes why you are applying for a replacement SSN card?	
Please explain why you are applying for a replacement SSN card.	
Who are you reporting wages for?	

What is your relationship to the individual you are reporting wages for?	
What type of benefits does the person you are reporting for receive?	
Was the person you wanted to report wages for listed?	
Was the employer listed?	
Are you reporting for more than one employer for the same person?	
Are you currently working?	
How long did it take you to submit your wages?	
Before today's visit, what other methods have you used to report wages?	
Do you plan to <u>electronically</u> report additional wages in the future?	
How do you plan to report future wages?	
What method do you prefer to use to report your wages?	

Were the instructions you received helpful?	
How can we improve the wage reporting application?	
Did you register for your <i>my Social Security</i> online or in person?	CAS0045398A001
	CAS0045398A002
	CAS0045398A003
	CAS0045398A004
Please select the approximate length of time it took for you complete your registration	CAS0045399A001
	CAS0045399A002
	CAS0045399A003
How many prior unsuccessful online registration attempts did you make?	CAS0045400A001
	CAS0045400A002
	CAS0045400A003
Why did you decide to register in-person?	
Please describe your in-person registration experience.	
Did you request to add Extra Security to your account?	CAS0045411A001
	CAS0045411A002
	CAS0045411A003
	CAS0045411A004
Was it easy to create a <i>my Social Security</i> account?	
Please tell us why it was not easy to create a <i>my Social Security</i> account.	
Did you find the instructions for creating a username, password and registering a second factor to be clear?	CAS0045413A001
	CAS0045413A002
	CAS0045413A003
Please explain what was not clear about any of the instructions.	
Did you see any information describing <i>my Social Security's</i> security policies or features?	CAS0045415A001
	CAS0045415A002

Do you have any concerns about the security of the personal information contained in your <i>my Social Security</i> account?	CAS0045424A001
	CAS0045424A002
Please describe your security concerns.	
Was it easy to sign in to your <i>my Social Security</i> account?	
What did you find difficult about signing in to your <i>my Social Security</i> account?	
Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do?	CAS0045422A001
	CAS0045422A002
What specifically were you trying to accomplish?	
Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001
	CAS0045427A002
	CAS0045427A003
	CAS0045427A004
	CAS0045427A005
	CAS0045427A006
	CAS0045427A008
Please tell us what "other" action you plan to take next.	
Did you contact Social Security during your online visit?	
How did you contact Social Security?	
How long was your wait to reach a Click to Chat agent?	
Did the Click to Chat agent answer your question?	
Do you still have to call the 1-800 number or go into a field office?	
Please share any other feedback with us regarding your chat experience today.	

Was the information in your <i>my Social Security</i> account clear to you?	CAS0045373A001
	CAS0045373A002
Please tell us what information or instructions were not clear	
Did you use the "Get Help" button or "Call Back" button during your visit today?	
Did you view the "Message Center" section during your visit today?	
Did you select to receive courtesy notifications from the "Message Center?"	
Do you plan to view the "Message Center" in the future?	
Please select the category that includes your age:	
Please enter your 5 digit ZIP Code:	
Do you have any suggestions for improving the <i>my Social Security</i> registration process?	
Do you have any suggestions for improving <i>my Social Security's</i> content and features?	

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST		
Answer Choices (limited to 50 characters)	Skip to	
At home		
In office / place of employment		
At a Friend or Relative's place		
Public Library		
Social Security Office		
Social Security Kiosk		
Other Agency		
Other		
Official Social Security website (www.ssa.gov)		
Browsing SSA.gov's informational webpages		
Social Security's Frequently Asked Questions (FAQs)		
The "Manage Your Benefits with a <i>my</i> Social Security account" page		
An email reminder from Social Security		
Social Security Statement that I received in the mail		
A general web search (e.g., Google, Bing, etc.)		
Social media (e.g., Facebook, Twitter, blog, etc.)		
Friend, spouse, relative, neighbor, or acquaintance		
Social Security employee		
Community group or association		
Government agency other than Social Security (e.g., State, Federal)		
Other, please explain		B
Once a year		
Once every six months		
Once every three months		
Once a month		
More than once a month		
Not sure		
Yes, I recently applied	A	
No, I am taking Medicare Only		
No, I am not receiving cash benefits		

I don't know or prefer not to answer	
Retirement	
Disability	
Spouses	
Survivors	
Supplemental Security Insurance (SSI)	
To get a Benefit Verification Letter	B
To view my Benefits and Payment Details	
To enroll in or update my direct deposit	
To change my address with SSA	
To print or view my online Social Security Statement	A
To make sure my earnings record is correct	
To replace my Social Security Card or get a new card	X,M,N
To check the Status of my recently filed application for benefits	
To learn about the benefits to which I might be entitled	
To apply only for Social Security or Medicare Only benefits	
To report my wages	Q
To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K
To add Extra Security to my online account	
Just curious – wanted to see what information was contained in my Social Security account	
Other Reason for visiting today	Z
This is my first time	AA
At least once a year	
Every 6 months	
Every 3 months or more frequently	
Medicare	
Medicaid	
State or Local Department of Social Services	
HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing	
USDA - SNAP (Food Stamps)	
Department of Veterans Affairs	
IRS	
Court	
Want a copy for personal use	
Bank or financial institution	
Education-related	
Medical-related	
Healthcare signup and/or verification	

Requesting a Retirement Visa from another country		
Other agency or program	BB	
Viewed my SSA 1099 (or 1042S)		
Viewed and printed my SSA 1099 (or SSA 1042S)		
Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L	
Other	KK	
Yes		
No, this service is not yet available in my state		
No, I prefer to go to a field office		
I am not aware of this service		
Don't know		
Proof of identity		
Tax purposes		
Education-related		
Required for my job		
Passport		
Bank or financial institution		
Income assistance		
Other (Please specify)		MM
My original card was lost or stolen		
My original card was not lost or stolen but someone else (e.g., family member) is holding it		
Never had an SSN card		
Other (Please specify)	NN	
Myself only	Q2, R	
My spouse only		
Myself and my spouse		
Myself and another individual (not spouse)		
Other relative only		

Other	Q1,Q2, R
Disability	
Supplemental Security Income (SSI)	
Both Disability and SSI	
Don't know	
Yes	
No	
Yes	
No	
Yes	
No	
Yes	
No	
Yes	
No	
5 minutes or less	
6-10 minutes	
11-15 minutes	
More than 15 minutes	
Unsure	
Did not submit wages	
Field Office	
Mail	
Fax	
Phone	
Other	
Yes	Q3
No	Q5
Don't know	
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	

Yes	
No	Q4
Registered online on my first attempt	A
Registered online after prior unsuccessful attempts	A,B
Registered with in-person assistance from my local SSA office	A,C
Registered using the SSA Express	
Not sure or don't remember	
Less than 15 minutes	
More than 15 but less than 30 minutes	
30 minutes or more	
One	
Two	
Three or more	
I was unsuccessful registering online and was required to do so in-person	CC
I preferred registering for a <i>my Social Security</i> account in-person at my SSA office	CC
Employee offered the option for me to register for a <i>my Social Security</i> account	CC
Yes	
No	
I tried but was unsuccessful	
I don't know	
Yes	
No	A
Yes	
Partially	A
No	A
Yes	
No	

No	
Yes	A
Yes	
No	A
Yes	
No	A,B
Return online and try again	
Send an e-mail to Social Security	
Call Social Security's 800 number	
Call a local Social Security office	
Visit a local Social Security office	
Take no action	
Other, please specify	BB
Yes	A
No	
Phone	
Email	
Click to Chat	B,C,D,E
About what I expected	
Longer than I expected	
Yes	
Partially	
No	
Yes	
No	

Yes	
No	A
Yes, I used the "Get Help" button only	
Yes, I used the "Call Back" button only	
Yes, I used both the "Get Help" button and "Call Back" button	
No, I used neither	
Yes	A
No	B
Yes	
No	
Yes	
No	
35 and under	
36 to 50	
51 to 61	
62	
63	
64	
65	
66	
67	
68 to 70	
71 or older	
Prefer not to answer	



Type (select from list)	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Y		From Where Connected with SSA
check box, one up	Y	Skip Logic Group	Learn about
		Randomize	
		Anchor answer choice	
Text area, no char limit	N	Skip Logic Group	OPS_Learn about
Radio button, one up vertical	Y		Access Frequency - NEW
Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits

Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
Text area, no Char limit	N	Skip Logic Group	Why Request 1099
Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Purpose Other
Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
	Y	Skip Logic Group	Reporting For
Radio button, one-up vertical			

Text area, no Char limit	N	Skip Logic Group	OE_Report For
Radio button, one-up vertical	Y	skip logic group	Benefit Type Reporting
Radio button, one-up vertical	Y	skip logic group	OE_Relationship
Radio button, one-up vertical	Y	Skip Logic Group	Employer listed
Radio button, one-up vertical	Y	Skip Logic Group	Reporting multiple employers
Radio button, one-up vertical	Y	Skip Logic Group	Currently working
Radio button, one-up vertical	Y	Skip Logic Group	Time Submit Wage
Checkbox, one-up vertical	Y	Skip logic group	Other reporting methods
Radio button, one-up vertical	Y	Skip logic group	Plan report electronically
Radio button, one-up vertical	Y	Skip Logic Group	How Report Again
Radio button, one-up vertical	Y	Skip Logic Group	Preferred method reporting

Radio button, one-up vertical	Y	Skip Logic Group	Instructions Helpful
Text area, no Char limit	N	Skip Logic Group	OE_Improve Instructions
Radio button, one-up vertical	Y	Skip Logic Group	How Registered
Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
Radio button, one-up vertical	Y		Xtra Security Reg
Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
Text area, no char limit	N	Skip Logic Group	OE_Instructions
Radio button, one-up vertical	Y		Security Policies

Radio Button, One-up	Y	Skip Logic Group	Security Concerns
Text area, no char limit	N	Skip Logic Group	OE_Security Concern
Radio button, one up	Y	Skip Logic Group	Easy Sign In
Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
Check box vertical	Y	Skip Logic	Do Next
Text area, no char limit	N		OPS_Do Next
Radio button, one-up vertical	Y	Skip Logic Group	Contacted SSA
Radio button, one-up vertical	Y	Skip Logic Group	How contacted SSA
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat wait
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat answer
Radio button, one-up vertical	Y	Skip Logic Group	Click to chat Call
Text area, no Char limit	N	Skip Logic Group	Chat Feedback

radial button, one up vertical	Y	skip logic	AccountClarity
Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
Radio button, one up vertical	Y		Get Help Button or Call Back
Radio button, one up	Y	Skip Logic Group	Message Center
Radio button, one up	Y	Skip Logic Group	Courtesy Notifications
Radio button, one up	Y	Skip Logic Group	Use Message Center Future
Radio button, one up	N		Age
Text area, 100 char limit	N		OE_ZIP
Text area, no char limit	N		OE_Improve Reg
Text area, no char limit	N		OE_Improve Contents

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123737		From where did you connect to SSA today?		At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other		Radio button, one-up vertical	Y		From Where Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	CAS0045388A022 CAS0045388A023	Official Social Security website (www.ssa.gov) Browsing SSA.gov's informational webpages		check box, one up	Y	Skip Logic Group Randomize	Learn about
			CAS0045388A024	Social Security's Frequently Asked Questions (FAQs)					
			CAS0045388A009	The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			CAS0045388A017	An email reminder from Social Security					
			CAS0045388A006	Social Security Statement that I received in the mail					
			CAS0045388A015	A general web search (e.g., Google, Bing, etc.)					
			CAS0045388A016	Social media (e.g., Facebook, Twitter, blog, etc.)					
			CAS0045388A019	Friend, spouse, relative, neighbor, or acquaintance					
			CAS0045388A020	Social Security employee					
			CAS0045388A021	Community group or association					
			CAS0045388A004	Government agency other than Social Security (e.g., State, Federal)					
			CAS0045388A004	Other, please explain	B			Anchor answer choice	
CAS0045390	B	How did you learn about <i>my</i> Social Security?				Text area, no char limit	N	Skip Logic Group	OPS Learn about
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?		Once a year Once every six months Once every three months Once a month More than once a month Not sure		Radio button, one up vertical	Y		Access Frequency - NEW
BJL1506		Are you currently receiving cash benefits?	BJL1506A01	Yes, I recently applied	A	Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits
				No, I am taking Medicare Only					
				No, I am not receiving cash benefits					
			BJL1506A06	I don't know or prefer not to answer					
RUS0166831	A	What type of benefits are you receiving? (Check all that apply)		Retirement Disability Spouses Survivors Supplemental Security Insurance		Check box, one up vertical	N	Skip Logic Group	Benefit Type
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A001	To get a Benefit Verification Letter	B	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			CAS0045395A002	To view my Benefits and Payment Details					
			CAS0045395A003	To enroll in or update my direct deposit					
			CAS0045395A004	To change my address with SSA					
			CAS0045395A004	To print or view my online Social Security Statement	A				
			CAS0045395A005	To make sure my earnings record is correct					
			CAS0045395A005	To replace my Social Security Card <i>or get a new card</i>	X,M,N				
			CAS0045395A006	To check the Status of my recently filed application for benefits					
			CAS0045395A009	To learn about the benefits to which I might be entitled					
			CAS0045395A009	To apply only for Social Security or Medicare Only benefits					
			CAS0045395A010	To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K				
			CAS0045395A010	To add Extra Security to my online account					
			CAS0045395A010	Just curious - wanted to see what information was contained in my Social Security account					
CAS0045407	A	How often do you review your online Social Security Statement?	CAS0045407A001	Other Reason for visiting today	Z				
			CAS0045407A001	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			CAS0045407A003	At least once a year					
			CAS0045407A004	Every 6 months					
			CAS0045407A005	Every 3 months or more frequently					
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001	Medicare		check box vertical one up	Y	skip logic group	Agency Need
			CAS0045409A002	Medicaid					
			CAS0045409A003	State or Local Department of Social Services					
			CAS0045409A004	HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			CAS0045409A005	USDA - SNAP (Food Stamps)					
			CAS0045409A006	Department of Veterans Affairs					
			CAS0045409A007	IRS					
			CAS0045409A007	Court					
			CAS0045409A008	Want a copy for personal use					
			CAS0045409A009	Bank or financial institution					
			CAS0045409A009	Education-related					
			CAS0045409A009	Medical-related					
			CAS0045409A009	Healthcare signup and/or verification					
			CAS0045409A009	Requesting a Retirement Visa from another country					
			CAS0045409A009	Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045397	Z	Please tell us what your primary reason was for visiting today:				Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0076487	K	Please select the response that best reflects the action you took:		Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
				Viewed and printed my SSA 1099 (or SSA 1042S)					
				Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
				Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.				Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?				Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
	X	Do you plan to replace your SSN card online through ISSNRC (Internet Social Security Number Replacement Card)?		Yes No, this service is not yet available in my state No, I prefer to go to a field office I am not aware of this service Don't know		Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
	M	For which purpose or program do you need a replacement SSN Card? (Check all that apply)		Proof of identity Tax purposes Education-related Required for my job Passport Bank or financial institution Income assistance Other (Please specify)		checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card
	MM	Please explain for which purpose or program you need a replacement SSN card.			MM	Text area, no Char limit	N	Skip Logic Group	OPS_Purpose Other
	N	Which best describes why you are applying for a replacement SSN card?		My original card was lost or stolen My original card was not lost or stolen but someone else (e.g., family member) is holding it Never had an SSN card Other (Please specify)		Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
	NN	Please explain why you are applying for a replacement SSN card.			NN	Text area, no Char limit		Skip Logic Group	OPS_Why Applying
CAS0045398		Did you register for your my Social Security online or in person?	CAS0045398A001 CAS0045398A002 CAS0045398A003 CAS0045398A004	Registered online on my first attempt Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office Registered using the SSA Express Not sure or don't remember	A A,B A,C	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	CAS0045399A001 CAS0045399A002 CAS0045399A003	Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001 CAS0045400A002 CAS0045400A003	One Two Three or more		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?		I was unsuccessful registering online and was required to do so in-person I preferred registering for a my Social Security account in-person at my SSA office Employee offered the option for me to register for a my Social Security account	CC CC CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.				Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
CAS0045411		Did you request to add Extra Security to your account?	CAS0045411A001 CAS0045411A002 CAS0045411A003 CAS0045411A004	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Y		Xtra Security Reg
KAU0126773		Was it easy to create a my Social Security account?		Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
KAU0126790	A	Please tell us why it was not easy to create a my Social Security account.			A	Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you find the instructions for creating a username, password and registering a second factor to be clear?	CAS0045413A001 CAS0045413A002 CAS0045413A003	Yes Partially No	A A A	Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what was not clear about any of the instructions.				Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	CAS0045415A001 CAS0045415A002	Yes No		Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	CAS0045424A001 CAS0045424A002	No Yes		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.				Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791		Was it easy to sign in to your my Social Security account?		Yes No		Radio button, one up	Y	Skip Logic Group	Easy Sign In
KAU0126792	A	What did you find difficult about signing in to your my Social Security account?			A	Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001 CAS0045422A002	Yes No		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			A,B	Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001 CAS0045427A002 CAS0045427A003	Return online and try again Send an e-mail to Social Security Call Social Security's 800 number		Check box vertical	Y	Skip Logic	Do Next

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ4MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			CAS0045427A004	Call a local Social Security office					
			CAS0045427A005	Visit a local Social Security office					
			CAS0045427A006	Take no action					
			CAS0045427A008	Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			CAS0045373A002	No	A				
CAS0045374	A	Please tell us what information or instructions were not clear				Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?		Yes, I used the "Get Help" button only		Radio button, one up vertical	Y		Get Help Button or Call Back
				Yes, I used the "Call Back" button only					
				Yes, I used both the "Get Help" button and "Call Back" button					
				No, I used neither					

Model Instance Name: SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + --> REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123756		How did you connect to Social Security today?	Desktop Laptop Smartphone Tablet		Radio-button, one-up-vertical	Y		How-Connected-with-SSA
STE0123737		From where did you connect to SSA today?	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio-button, one-up-vertical	Y	Skip Logic Group	From Where Connected with SSA
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio-button, one-up-vertical	Y	Skip Logic Group	Use-SSA-Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How-Linked-to-SSA-(library)
STE0123738	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location-of-Kiosk
STE0123739	C	Please tell us how and from where you connected with SSA during your visit today.			Text area, no char limit	N	Skip Logic Group	OPS_How-Connected-with-SSA
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov) Browsing SSA.gov's informational webpages Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a my Social Security account" page An email reminder from Social Security Social Security Statement that I received in the mail A general web search (e.g., Google, Bing, etc.) Radio or television ad A newspaper or magazine article or ad An online ad on another website (e.g., banner, image, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) Billboard ad Other, please explain	B	check box, one up	Y	Skip Logic Group Randomize	Learn about
CAS0045390	B	How did you learn about my Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year Once every six months Once every three months Once a month More than once a month Not sure		Radio button, one up vertical	Y		Access Frequency - NEW
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) recently applied Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet No, I am not eligible to receive monthly benefits or Medicare at this time		Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits

Model Instance Name: SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + --> REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Yes, I recently applied	A				
			No, I am taking Medicare Only coverage--no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
	A	What type of benefits are you receiving? (Check all that apply)	Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
			Disability					
			Spouses					
			Survivors					
			Supplemental Security Insurance					
CAS0045395		What is your reason for visiting my Social Security today? (Check all that apply)	To get a Benefit Verification Letter	B	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To view my Benefits and Payment Details					
			To enroll in or update my direct deposit					
			To change my address with SSA					
			To print or view my online Social Security Statement	A,G				
			To make sure my earnings record is correct					
			To replace my Social Security Card					
			To check the Status of my recently filed online application for benefits					
			To learn about the benefits to which I might be entitled					
			To use SSA's Retirement Estimator	D,E				
			To use SSA's other online benefit calculators	F,G				
			To apply only for Social Security or Medicare Only benefits					
			To request a replacement SSA-1099 (or SSA-10425) for tax purposes	K				
			To add Extra Security to my online account					
			Just curious - wanted to see what information was contained in my Social Security account					
			Other Reason for visiting today	Z				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			Every 3 months or more frequently					
			Every 3 months -					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	Medicare		check box vertical one up	Y	skip logic group	Agency Need
			Medicaid					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			USDA - SNAP (Food Stamps)					
			Department of Veterans Affairs					
			IRS					
			Court					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason

Model Instance Name: SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073009	C	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	H	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	H	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required to do so in-person	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a my Social Security account in-person at my SSA office	CC				
			Employee offered the option for me to register for a my Social Security account	CC				
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK-Use
			It was faster					
			Online video assistance was available					
			Other					

Model Instance Name: SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance Registered with in-person assistance Registered with video assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK-Assistance
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK-Experience
CAS0045411		Did you (register) request to add Extra Security to your account?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Y		Xtra Security Reg
KAU0126773		Was it easy to create a my Social Security account?	Yes No	A	Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
KAU0126790	A	Please tell us why it was not easy to create a my Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of my Social Security's instructions for creating a username and password? Did you find the instructions for creating a username, password and registering a second factor to be clear?	Yes Partially No	A	Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password. Please explain what was not clear about any of the instructions.			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791		Was it easy to sign in to your my Social Security account?	Yes No	A	Radio button, one up	Y	Skip Logic Group	Easy Sign In
KAU0126792	A	What did you find difficult about signing in to your my Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again Send an e-mail to Social Security Call Social Security's 800 number Call a local Social Security office Visit a local Social Security office Take no action Other, please specify	BB	Check box vertical	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes No	A	radial button, one up vertical	Y	skip logic	AccountClarity

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	B				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

Model Instance Name:
SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes
FPI Included(Y/N)?

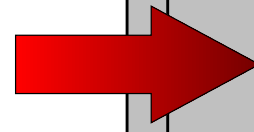
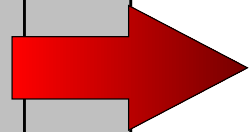
Date: 6/12/2013



SSA My Social Security v2

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend this site to someone else?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction - Expectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	Return	How likely are you to return to this site ?
	Navigation (1=Poor, 10=Excellent, Don't Know)				Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized .			Use Web Channel Over Others	How likely are you to use this site rather than seek information from other channels (i.e. local field office, call center)?
Navigation - Options	Please rate the options available for navigating this site.				
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Site	Please rate how quickly pages load on this site.				
Site Performance - Site	Please rate the consistency of speed from page to page on this site.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
	My Social Security Information (1=Poor, 10=Excellent, Don't Know)				
My Social Security Information - My Social Security Information - My Social Security Information - Provided	Please rate the thoroughness of information you viewed on this site today.				
	Please rate the quality of information you viewed today.				
	Please rate how well the information viewed today provided answers to your questions .				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language - Plain Language - Plain Language - Plain Language -	Please rate the clarity of the wording on this site.				
	Please rate how well you understand the wording on this site.				
	Please rate this site on its use of short, clear sentences .				



Model Instance Name:
SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes
FPI Included(Y/N)?

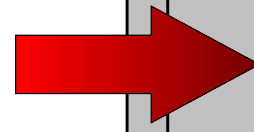
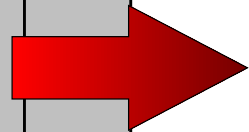
Date: 6/12/2013



SSA My Social Security v2

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend this site to someone else?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction - Expectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	Return	How likely are you to return to this site ?
	Navigation (1=Poor, 10=Excellent, Don't Know)				Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized .			Use Web Channel Over Others	How likely are you to use this site rather than seek information from other channels (i.e. local field office, call center)?
Navigation - Options	Please rate the options available for navigating this site.				
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Site	Please rate how quickly pages load on this site.				
Site Performance - Site	Please rate the consistency of speed from page to page on this site.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
	My Social Security Information (1=Poor, 10=Excellent, Don't Know)				
My Social Security Information - My Social Security Information - Provided	Please rate the thoroughness of information you viewed on this site today.				
	Please rate the quality of information you viewed today.				
	Please rate how well the information viewed today provided answers to your questions .				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language - Plain Language - Plain Language -	Please rate the clarity of the wording on this site.				
	Please rate how well you understand the wording on this site.				
	Please rate this site on its use of short, clear sentences .				



Model Instance Name:
 SSA My Social Security v2
 MID: I9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123756		How did you connect to Social Security today?	Desktop Laptop Smartphone Tablet		Radio button, one-up vertical	Y		How Connected with SSA
STE0123737		From where did you connect to SSA today?	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my Social Security</i> ? (Check all that apply.)	Official Social Security website (www.ssa.gov) Browsing SSA.gov's informational webpages Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my Social Security</i> account" page An email reminder from Social Security Social Security Statement that I received in the mail A general web search (e.g., Google, Bing, etc.) Radio or television ad A newspaper or magazine article or ad An online ad on another website (e.g., banner, image, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) Billboard ad Other, please explain	B	check box, one up	Y	Skip Logic Group	Learn about

Model Instance Name:
 SSA My Social Security v2
 MID: I9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045390	B	How did you learn about <i>my</i> Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	<u>To get a Benefit Verification Letter</u>	B	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			<u>To view my Benefits and Payment Details</u>					
			<u>To enroll in or update my direct deposit</u>					
			<u>To change my address with SSA</u>					
			<u>To print or view my online Social Security Statement</u>	A,C				
			<u>To make sure my earnings record is correct</u>					
			<u>To replace my Social Security Card</u>					
			<u>To check the Status of my recently filed online application for benefits</u>					
			<u>To learn about the benefits to which I might be entitled</u>					
			<u>To use SSA's Retirement Estimator</u>	D,E				
			<u>To use SSA's other online benefit calculators</u>	F,G				
			<u>To apply only for Social Security or Medicare Only benefits</u>					
			<u>To request a replacement SSA-1099 (or SSA-10425) for tax purposes</u>	K				
			<u>To add Extra Security to my online account</u>					
			<u>Just curious - wanted to see what information was contained in my Social Security account</u>					
			<u>Other Reason for visiting today</u>	Z				

Model Instance Name:
 SSA My Social Security v2
 MID: I9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	<u>Medicare</u>		check box vertical one up	Y	skip logic group	Agency Need
			<u>Medicaid</u>					
			<u>State or Local Department of Social Services</u>					
			<u>HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing</u>					
			<u>USDA - SNAP (Food Stamps)</u>					
			<u>Department of Veterans Affairs</u>					
			<u>IRS</u>					
			<u>Court</u>					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			<u>Requesting a Retirement Visa from another country</u>					
			<u>Other agency or program</u>	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	H	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	H	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					

Model Instance Name:
 SSA My Social Security v2
 MID: J9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my Social Security</i> online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my Social Security</i> account in-person at my SSA office	CC				
			Employee offered the option for me to register for a <i>my Social Security</i> account	CC				
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					

Model Instance Name:
SSA My Social Security v2
MID: J9w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Other Registered without assistance Registered with in-person assistance Registered with video assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you (register) add Extra Security to your account?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Y		Xtra Security Reg
KAU0126773		Was it easy to create a my Social Security account?	Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
KAU0126790	A	Please tell us why it was not easy to create a my Social Security account.		A	Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of my Social Security's instructions for creating a username and password?	Yes Partially No		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password.		A	Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.		A	Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791		Was it easy to sign in to your my Social Security account?	Yes No		Radio button, one up	Y	Skip Logic Group	Easy Sign In
KAU0126792	A	What did you find difficult about signing in to your my Social Security account?		A	Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?		A,B	Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again Send an e-mail to Social Security		Check box vertical	Y	Skip Logic	Do Next

Model Instance Name:
 SSA My Social Security v2
 MID: I9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my Social Security</i> account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	B				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

Model Instance Name:
 SSA My Social Security v2
 MID: I9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123756		How did you connect to Social Security today?	Desktop Laptop Smartphone Tablet		Radio button, one-up vertical	Y		How Connected with SSA
STE0123737		From where did you connect to SSA today?	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my Social Security</i> ? (Check all that apply.)	Official Social Security website (www.ssa.gov) Browsing SSA.gov's informational webpages Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my Social Security</i> account" page An email reminder from Social Security Social Security Statement that I received in the mail A general web search (e.g., Google, Bing, etc.) Radio or television ad A newspaper or magazine article or ad An online ad on another website (e.g., banner, image, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) Billboard ad Other, please explain	B	check box, one up	Y	Skip Logic Group	Learn about

Model Instance Name:
SSA My Social Security v2
MID: I9w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045390	B	How did you learn about <i>my Social Security</i> ?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my Social Security</i> account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my Social Security</i> today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	B				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators	F, G				
			To apply online for Social Security or Medicare Only benefits					
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in <i>mySocialSecurity</i> account					
			Other reason for visiting today:	Z				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement

Model Instance Name:
 SSA My Social Security v2
 MID: J9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			At least once a year					
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Y	skip logic group	Agency Need
			IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					
			Department of Veterans Affairs (VA)					
			Requesting a Retirement Visa from another country					
			Medicare					
			Medicaid					
			State or Local Department of Social Services					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visiting your <i>my Social Security</i> account today?	Yes	H	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	H	Did you have difficulty navigating between <i>my Social Security</i> and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between <i>my Social Security</i> and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators

Model Instance Name:
SSA My Social Security v2
MID: J9w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			No					
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my Social Security</i> online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my Social Security</i> account in-person at my SSA office	CC				
			Employee offered the option for me to register for a <i>my Social Security</i> account	CC				
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience

Model Instance Name:
SSA My Social Security v2
MID: I9w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045411		Did you (register) add for Extra Security to your account?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					
		Was it easy to create a my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
			No	A				
	A	Please tell us why it was not easy to create a my Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of my Social Security's instructions for registering creating a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
			No	A				
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password.			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes		Radio button, one-up vertical	Y		Security Policies
			No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
		Was it easy to sign in to your my Social Security account?	Yes		Radio button, one up	Y	Skip Logic Group	Easy Sign In
			No	A				
	A	What did you find difficult about signing in to your my Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next

Model Instance Name:
 SSA My Social Security v2
 MID:)9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <i>my Social Security</i> account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	B				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes 2/8/2012

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123756		How did you connect to Social Security today?	Desktop Laptop Smartphone Tablet		Radio button, one-up vertical	Y		How Connected with SSA
STE0123737		From where did you connect to SSA today?	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my Social Security</i> ? (Check all that apply.)	Official Social Security website (www.ssa.gov) Browsing SSA.gov's informational webpages Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my Social Security</i> account" page An email reminder from Social Security Social Security Statement that I received in the mail A general web search (e.g., Google, Bing, etc.) Radio or television ad A newspaper or magazine article or ad An online ad on another website (e.g., banner, image, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal)		check box, one up	Y	Skip Logic Group	Learn about

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Billboard ad					
			Other, please explain	B				
CAS0045390	B	How did you learn about <i>my Social Security</i> ?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my Social Security</i> account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my Social Security</i> today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	B				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators	F, G				
			To apply online for Social Security or Medicare Only benefits					
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K				
			To learn about the benefits to which I might be entitled					

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes 2/8/2012

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Just curious - wanted to see what information was contained in <i>mySocialSecurity</i> account					
			Other reason for visiting today:	Z				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Y	skip logic group	Agency Need
			IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					
			Department of Veterans Affairs (VA)					
			Requesting a Retirement Visa from another country					
			Medicare					
			Medicaid					
			State or Local Department of Social Services					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visiting your <i>my Social Security</i> account today?	Yes	H	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	H	Did you have difficulty navigating between <i>my Social Security</i> and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between <i>my Social Security</i> and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my Social Security</i> online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my Social Security</i> account in-person at my SSA office	CC				
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFsVYQ4C

Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					
CAS0045413		Did you understand all of <i>my Social Security's</i> instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
			No	A				
CAS0045414	A	Please explain what you did not understand about <i>my Social Security's</i> registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my Social Security's</i> security policies or features?	Yes		Radio button, one-up vertical	Y		Security Policies
			No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my Social Security</i> account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my Social Security</i> account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	B				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

Model Instance Name:
 SSA My Social Security v2
 MID: 9w1VJAZFXsVYQ4C
 Partitioned Yes 2/8/2012

red & strike through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home	A	Radio button, one-up vertical	Y	Skip Logic Group Randomize	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home					
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library					
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)					
			Public computer workstation made available at my local Social Security office					
			SSA Express kiosk located in a public space or governmental office					
Other (please specify)	B	Anchor Answer Choice						
	C							
CAS0076468	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
			No					
CAS0076469	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
CAS0076490	B	Please describe the location:			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
		How did you connect to Social Security today?	Desktop		Radio button, one-up vertical	Y		How Connected with SSA
			Laptop					
			Smart Phone					
			Tablet					
		From where did you connect to SSA today?	At home	A	Radio button, one-up vertical	Y	Skip Logic Group	From Where Connected with SSA
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library					
			Social Security Office					
			Social Security Kiosk					
			Other Agency					
Other	B							
	C							
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
			No					

Model Instance Name:
 SSA My Social Security v2
 MID: 9w1VJAZFXsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security Home Page -website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	B				
CAS0045390	B	How did you learn about <i>my</i> Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					

Model Instance Name:
 SSA My Social Security v2
 MID: 9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am entitled to Medicare Only coverage -- no cash benefits I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			I am not entitled to monthly benefits or Medicare No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	B				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators	F, G				
			To apply online for Social Security or Medicare Only benefits					
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in my Social Security account					
			Other reason for visiting today:	Z				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year					
			At least once a year					
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
			Other					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					

Model Instance Name:
 SSA My Social Security v2
 MID: 9w1VJAZFXsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP IRS Court HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country Medicare Medicaid State or Local Department of Social Services Other agency or program		check box vertical one up	Y	skip logic group	Agency Need
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?		BB	Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visiting your <i>my Social Security</i> account today?	Yes No	H I	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
CAS0073010	H	Did you have difficulty navigating between <i>my Social Security</i> and the Retirement Estimator?	Yes No	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
CAS0073011	J	Please describe the difficulty you had navigating between <i>my Social Security</i> and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your <i>my Social Security</i> account?	Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
CAS0073014	E	Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?	Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?	Yes No		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA

Model Instance Name:
 SSA My Social Security v2
 MID: 9w1VJAZFXsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a my Social Security account in-person at my SSA office	CC				
			Don't remember or prefer not to say	CC				
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					

Model Instance Name:
 SSA My Social Security v2
 MID: 9w1VJAZFXsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045413		Did you understand all of <i>my Social Security's</i> instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
			No	A				
CAS0045414	A	Please explain what you did not understand about <i>my Social Security's</i> registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my Social Security's</i> security policies or features?	Yes		Radio button, one-up vertical	Y		Security Policies
			No					
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my Social Security</i> account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	A	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return <u>online</u> and try again		Check box vertical	Y	Skip Logic	Do Next
			<u>Submit</u> <u>Send</u> an e-mail to Social Security					
			<u>Call Social Security's 800 number</u>					
			<u>Call a local Social Security office</u>					
			<u>Visit a local Social Security office</u>					
			<u>Take no action</u>					
			<u>Write a letter to Social Security</u>					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my Social Security</i> account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	B				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					

Model Instance Name:
 SSA My Social Security v2
 MID: 9w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	N		New Age
			26 to 45					
			46 to 55					
			56 to 60					
			61 to 64					
			65 to 66					
			67 or older					
			Prefer not to answer					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home	A	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home						
			Desktop computer/laptop from my place of employment						
			Public computer workstation in a library						
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)						
			Public computer workstation made available at my local Social Security office						
CAS0076468	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use SSA Icon
			No						
CAS0076469	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
CAS0076490	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	B					
CAS0045390	B	How did you learn about my Social Security?			Text area, no char limit		N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K					
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time Less frequently than once a year At least once a year Every 6 months Every 3 months Once a month More frequently than once a month Other	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes No		radio button one up vertical			skip logic group	Plan to View State again
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP IRS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country Medicare Medicaid State or Local Department of Social Services Other agency or program	BB	check box vertical one up	Multiple	Y	skip logic group	Agency Need
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes No	H I	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
CAS0073010	H	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes No	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding RE
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			No						
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)						
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L					
			Other	KK					
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required to	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person at	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	A					
			No	A					

Model Instance Name:
SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.		A	Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify	BB	Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes No	A	radial button, one up vertical	Single	Y	skip logic	AccountClarity
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only Yes, I used the "Call Back" button only Yes, I used both the "Get Help" button and "Call Back" button No, I used neither	A B A, B	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button or Call Back
	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All 2 3 4 5 6		Radio button, scale, has don't know	Single	Y	Skip Logic	Get Button Helpful?

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			10=Very Helpful						
			Don't know						
	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Call Back Button Helpful?
STE0090150		Did you use the "Get Help" button during your visit today?	Yes	A	Radio button, one up-vertical	Single	Y	Skip Logic	Get Help Button
			No						
STE0090151	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Get Button Helpful?
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home	A	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home						
			Desktop computer/laptop from my place of employment						
			Public computer workstation in a library						
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)						
			Public computer workstation made available at my local Social Security office						
			SSA Express kiosk located in a public space or governmental office						
			Other (please specify)						
CAS0076468	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use SSA Icon
			No						
CAS0076469	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
CAS0076490	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	B					
CAS0045390	B	How did you learn about my Social Security?			Text area, no char limit		N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time Less frequently than once a year At least once a year Every 6 months Every 3 months Once a month More frequently than once a month Other	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes No		radio button one up vertical			skip logic group	Plan to View State again
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP IRS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country Medicare Medicaid State or Local Department of Social Services Other agency or program		check box vertical one up	Multiple	Y	skip logic group	Agency Need
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes No	H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
CAS0073010	H	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes No	I J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFsVYQ4C

Partitioned Yes 2/8/2012

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 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
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	No Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S) Viewed and printed my SSA 1099 (or SSA 1042S) Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed Other	L KK	Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099 Action
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office Not sure or don't remember	A A,B A,C	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify	BB	Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes No	A	radial button, one up vertical	Single	Y	skip logic	AccountClarity
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
		Did you use the "Get Help" button during your visit today?	Yes No	A	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Get Button Helpful?
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Very Helpful						
			Don't know						
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home	A	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home						
			Desktop computer/laptop from my place of employment						
			Public computer workstation in a library						
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)						
			Public computer workstation made available at my local Social Security office						
			SSA Express kiosk located in a public space or governmental office						
			Other (please specify)	B				Anchor Answer Choice	
				C					
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use SSA Icon
			No						
	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
	B	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
	C	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	B					
CAS0045390	B	How did you learn about my Social Security?			Text area, no char limit		N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K					
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					

Model Instance Name:
SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFsVYQ4C
Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time Less frequently than once a year At least once a year Every 6 months Every 3 months Once a month More frequently than once a month Other	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes No		radio button one up vertical			skip logic group	Plan to View State again
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP IRS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country Medicare Medicaid State or Local Department of Social Services Other agency or program	BB	check box vertical one up	Multiple	Y	skip logic group	Agency Need
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes No	H I	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
CAS0073010	H	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes No	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			No						
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)						
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L					
			Other	KK					
	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
	KK	What action did you take?			Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required to	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person and	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	A					

Model Instance Name:
SSA My Social Security v2
MID: R9JQtMNI09w1VJAZFsVYQ4C
Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA My Social Security v2 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
			No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.		A	Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?		A,B	Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify		Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.		BB	Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes No		radial button, one up vertical	Single	Y	skip logic	AccountClarity
CAS0045374	A	Please tell us what information or instructions were not clear		A	Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25 26 to 45 46 to 55 56 to 60 61 to 64 65 to 66 67 or older Prefer not to answer		Drop down, select one	Single	N		New Age

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	B					
CAS0045390	B	How did you learn about <i>my</i> Social Security?			Text area, no char limit		N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	C	Did you use the Retirement Estimator before visting your my Social Security account today?	Yes No	H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
CAS0073010	H	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes No	I J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office Not sure or don't remember	A A,B A,C	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			More than 15 but less than 30 minutes 30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action		Check box vertical	Multi	Y	Skip Logic	Do Next

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ:MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	B					
CAS0045390	B	How did you learn about <i>my</i> Social Security?			Text area, no char limit		N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045397	Z	Please tell us what your primary reason was for visiting today.			Text area, no Char limit		N		OPS_Primary Reason
	C	Did you use the Retirement Estimator before visting your my Social Security account today?	Yes No	H I	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
	H	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes No	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
	I	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
	D	Did you have trouble finding the Retirement Estimator?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
	F	Did you have trouble finding the other online benefit calculators?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office Not sure or don't remember	A A,B A,C	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify	BB	Check box vertical	Multi	Y	Skip Logic	Do Next

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ:tMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	B					
CAS0045390	B	How did you learn about <i>my</i> Social Security?			Text area, no char limit		N		OPS_Learn about
HAR0069569		How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future-Use
			Once a month						
			Once every three months						
			Once every six months						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ:MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person and	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	A					
			No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.		A	Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?		A,B	Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify		Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes No		radial button, one up vertical	Single	Y	skip logic	AccountClarity
CAS0045374	A	Please tell us what information or instructions were not clear		A	Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25 26 to 45 46 to 55 56 to 60 61 to 64 65 to 66 67 or older Prefer not to answer		Drop down, select one	Single	N		New Age

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page	A	check box, one up	Multi	Y	Skip	Learn about
			Official Social Security website						
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			The radio						
			The television						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad on another website (e.g., banner, image, etc.)						
			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						
			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	B					
CAS0045390	B	How did you learn about <i>my</i> Social Security?			Text area, no char limit		N		OPS_Learn about
HAR0062542	A	Where on the Official Social Security website did you <u>primarily</u> learn about <i>my</i> Social Security?	Social Security Home Page		Radio button, one up vertical	Single	Y	Skip Logic Group	Where on SSA.gov Learned
			Social Security's Frequently Asked Questions						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ4MNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application						
			Other (please specify)	C					
HAR0062543	C	Where else do you learn about my Social Security?			Text field, <100-char		N	Skip Logic Group	OPS_Where on SSA.gov Learned
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
			Not sure						
CAS0045394		How often do you plan to access your my Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQIMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					

Model Instance Name:

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFsVYQ4C

Partitioned Yes 2/8/2012

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Not sure or don't remember Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?		A,B	Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number		Check box vertical	Multi	Y	Skip Logic	Do Next

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ:MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website	A	check box, one up	Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	B					
CAS0045390	B	How did you learn about <i>my</i> Social Security?			Text area, no char limit		N		OPS_Learn about
	A	Where on the Official Social Security website did you <u>primarily</u> learn about <i>my</i> Social Security?	Social Security Home Page		Radio button, one up vertical	Single	Y	Skip Logic Group	Where on SSA.gov Learned
			Social Security's Frequently Asked Questions						
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
	C	Where else do you learn about <i>my</i> Social Security?	Other (please specify) leann.hartka: Added question text.	C				OPS Group	OPS_Where on SSA.gov Learned
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y	OPS Group	Access Freq

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ4MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view <i>my</i> online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure <i>my</i> earnings record is correct						
			To view <i>my</i> Benefits and Payment Details						
			To check the status of <i>my</i> recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to <i>my</i> online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change <i>my</i> address with SSA						
			To enroll in or update <i>my</i> direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review <i>your</i> online Social Security Statement?	This is <i>my</i> first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today.			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?		A,B	Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify		Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.		BB	Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes No		radial button, one up vertical	Single	Y	skip logic	AccountClarity
CAS0045374	A	Please tell us what information or instructions were not clear		A	Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25 26 to 45 46 to 55 56 to 60 61 to 64 65 to 66 67 or older Prefer not to answer		Drop down, select one	Single	N		New Age

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website		check box, one up	Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	A					
CAS0045390	A	How did you learn about <i>my</i> Social Security?			Text area, no char limit		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQIMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red- & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today.			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?		A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			Less than 15 minutes						
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			One						
			Two						
			Three or more						
CAS0045410	C	Why did you decide to register in-person?		CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I was unsuccessful registering online and was required	CC					
			I preferred registering for <i>my</i> Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?			Radio button, one-up vertical	Single	Y		Xtra Security Reg
			Yes						
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Yes						
			Partially	A					
			No	A					
CAS0045414	A	Please explain what you did not understand about <i>my</i> Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?			Radio button, one-up vertical	Single	Y		Security Policies
			Yes						
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			No						
			Yes	A					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ:MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify		Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.		BB	Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25 26 to 45 46 to 55 56 to 60 61 to 64 65 to 66 67 or older Prefer not to answer		Drop down, select one	Single	N		New Age

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website		check box, one up	Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, pr 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					
CAS0045390	A	How did you learn about <i>my</i> Social Security			Text area, no char limit		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQIMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red- & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for my Social Security online or in person?		A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			Less than 15 minutes						
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			One						
			Two						
			Three or more						
CAS0045410	C	Why did you decide to register in-person?		CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I was unsuccessful registering online and was required	CC					
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?			Radio button, one-up vertical	Single	Y		Xtra Security Reg
			Yes						
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Yes						
			Partially	A					
			No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?			Radio button, one-up vertical	Single	Y		Security Policies
			Yes						
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			No						
			Yes	A					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ:MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security?	Learned about <i>my</i> Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	A					
CAS0045390	A	How did you learn about <i>my</i> Social Security			Text area, no char limit		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view <i>my</i> online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure <i>my</i> earnings record is correct						
			To view <i>my</i> Benefits and Payment Details						
			To check the status of <i>my</i> recently filed online application for benefits						
			To get a Benefit Verification Letter	B					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for my Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify	BB	Check box vertical	Multi	Y	Skip Logic	Do Next
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045373		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045388		How did you learn about <i>my</i> Social Security?	Learned about <i>my</i> Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	A					
CAS0045390	A	How did you learn about <i>my</i> Social Security			Text area, no char limit		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			2-4 times						
			5-8 times						
			9 or more times						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
			9 or more times						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						

Model Instance Name: SSA My Social Security v2
 MID: R9JQ4MNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red- & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view <i>my</i> online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review <i>your</i> online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	One Two Three or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410	C	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No I tried but was unsuccessful I don't know		Radio button, one-up vertical	Single	Y		Xtra Security Reg
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	No Yes	A	Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes No	A,B	Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office		Check box vertical	Multi	Y	Skip Logic	Do Next

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ:MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about <i>my</i> Social Security?	CAS0045388A001	Learned about <i>my</i> Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
			CAS0045388A002	SSA field office representative encouraged me to sign up						
			CAS0045388A003	SSA 800 Number representative encouraged me to sign up						
			CAS0045388A004	Other, please explain	A					
CAS0045390	A	How did you learn about <i>my</i> Social Security				Text area, no char limit		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your <i>my</i> Social Security account?	CAS0045392A001	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			CAS0045392A002	2-4 times						
			CAS0045392A003	5-8 times						
			CAS0045392A004	9 or more times						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	CAS0045394A001	At least once a month		radial button, one up vertical	Single	Y		Future Use
			CAS0045394A002	Once every three months						
			CAS0045394A003	Once every six months						
			CAS0045394A004	9 or more times						
BJL1506		Are you currently receiving cash benefits?	BJL1506A01	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			BJL1506A02	Yes, I am receiving Social Security Benefits (r Retirement, Disability, <u>Spouses</u> or Survivors)						
			BJL1506A03	Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			BJL1506A04	Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			BJL1506A07	I am entitled to Medicare Only coverage - no cash benefits						
			BJL1506A08	I am not entitled to monthly benefits or Medicare						
			BJL1506A06	I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A001	To print or view <i>my</i> online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			CAS0045395A002	To make sure <i>my</i> earnings record is correct						
			CAS0045395A003	To view <i>my</i> Benefits and Payment Details						
			CAS0045395A004	To get a Benefit Verification Letter	B					
			CAS0045395A005	Add Extra Security to <i>my</i> online account						
			CAS0045395A006	To use SSA's online benefit calculators						
			CAS0045395A007	To apply online for Social Security or Medicare Only benefits						
			CAS0045395A008	To change <i>my</i> address with SSA						
			CAS0045395A009	To enroll in or update <i>my</i> direct deposit						
			CAS0045395A010	To learn about the benefits to which I might be entitled						
			CAS0045395A011	Just curious - wanted to see what information was contained in <i>my</i> Social Security account						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social Security Statement?	CAS0045395A012 CAS0045407A001	Other reason for visiting today: This is my first time	Z AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			CAS0045407A002	Less frequently than once a year						
			CAS0045407A003	At least once a year						
			CAS0045407A004	Every 6 months						
			CAS0045407A005	Every 3 months						
			CAS0045407A006	Once a month						
			CAS0045407A007	More frequently than once a month						
			CAS0045407A008	Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	CAS0045408A001	Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			CAS0045409A002	IRS						
			CAS0045409A003	HUD - Federal Housing Admin. (FHA)						
			CAS0045409A004	Department of Veterans Affairs (VA)						
			CAS0045409A005	Requesting a Retirement Visa from another country						
			CAS0045409A006	Medicare						
			CAS0045409A007	Medicaid						
			CAS0045409A008	State or Local Department of Social Services						
			CAS0045409A009	Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:				Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for my Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B					
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C					
			CAS0045398A004	Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes						
			CAS0045399A003	30 minutes or more						
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two						
			CAS0045400A003	Three or more						
CAS0045410	C	Why did you decide to register in-person?		I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
				I preferred registering for my Social Security in-person a	CC					
				Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.				Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	CAS0045411A001	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			CAS0045411A002	No						
			CAS0045411A003	I tried but was unsuccessful						
			CAS0045411A004	I don't know						
CAS0045413		Did you understand all of my Social Security's instructions for registering a username and password?	CAS0045413A001	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			CAS0045413A002	Partially	A					
			CAS0045413A003	No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions				Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?	CAS0045415A001	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			CAS0045415A002	No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your my Social Security account?	CAS0045424A001	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			CAS0045424A002	Yes	A					
CAS0045425	A	Please describe your security concerns.				Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			CAS0045422A002	No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?				Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			CAS0045427A002	Visit a local Social Security office						
			CAS0045427A003	Call a local Social Security office						
			CAS0045427A004	Call Social Security's 800 number						
			CAS0045427A005	Submit an e-mail to Social Security						
			CAS0045427A006	Write a letter to Social Security						
			CAS0045427A007	Take no action						
			CAS0045427A008	Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your my Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			CAS0045373A002	No	A					
CAS0045374	A	Please tell us what information or instructions were not clear				Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	CAS0045375A001	Under 25		Drop down, select one	Single	N		New Age
			CAS0045375A002	26 to 45						
			CAS0045375A003	46 to 55						
			CAS0045375A004	56 to 60						
			CAS0045375A005	61 to 64						
			CAS0045375A006	65 to 66						
			CAS0045375A007	67 or older						
			CAS0045375A008	Prefer not to answer						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
		How did you learn about my Social Security?	Learned about my Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	A					
	A	How did you learn about my Social Security			Text area, no char limit		N		OPS_Learn about
		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			2-4 times						
			5-8 times						
			9 or more times						
		How often do you plan to access your my Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once every three months						
			Once every six months						
			9 or more times						
BJL1497		Did you register for a username and password	Yes	A,B,C,D,DD,E	Radio button, one-up-vertical		Y	Skip-Logic-Group	Password
			No						
BJL1498	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up-vertical	Single	N	Skip-Logic-Group	Registration SAT
			11 minutes – 15 minutes						
			16 minutes – 30 minutes						
			31 minutes – 1 hour						
			Greater than 1 hour						
BJL1499	B	Did you register for Extra Security today?	Yes		Radio button, one-up-vertical		N	Skip-Logic-Group	ExtraSecurityReg
			No						
			I don't know						
BJL1500	C	Did you understand all the instructions for registering for a username and password today?	Yes		Radio button, one-up-vertical	Single	N	Skip-Logic-Group	Instructions
			Partially	GG					
			No	GG					
BJL1501	GG	Please explain what you did not understand about the instructions:--			Text area, no char limit		N	Skip-Logic-Group	GE_Instructions

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
BJL1502	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up-vertical	Single	N	Skip Logic Group	Security
			No						
BJL1503	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD	Radio button, one-up-vertical	Single	N	Skip Logic Group	Security Concerns
			No						
BJL1504	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
BJL1505	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	B					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	A					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	C					
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			No (not receiving any benefit or receiving Medicare Only)	C					
			I don't know or prefer not to answer	C					
BJL1507	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one-up-vertical	Single	Y	Skip Logic Group	SSI Only Primary
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
BJL1508	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary
BJL1509	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one-up-vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ4MNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
BJL1510	BB	Please tell us what your primary reason was for visiting today:			Text-area, no char limit		N	Skip Logic Group	OE_Cash Benefit-primary reason-
BJL1511	G	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Checkbox, one-up vertical	Single	Y	Skip Logic Group	No-cash-Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious – wanted to see what information was available with an online account						
			Other reason for visiting today:	CC					
BJL1512	CC	Please tell us what your primary reason was for visiting today:			Text-area, no char limit		N	Skip Logic Group	OE_No-cash Benefit-Primary Reason
		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter	B					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in my Social Security account						
			Other reason for visiting today:	Z					
	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
	B	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
	Z	Please tell us what your primary reason was for visiting today.			Text area, no Char limit		N		OPS_Primary Reason
		Did you register for my Social Security online or in person?		A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			Less than 15 minutes						
			More than 15 but less than 30 minutes						
			30 minutes or more						
	B	How many prior unsuccessful online registration attempts did you make?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			One						
			Two						
			Three or more						
	C	Why did you decide to register in-person?		CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I was unsuccessful registering online and was required	CC					
			I preferred registering for my Social Security in-person at	CC					
			Don't remember or prefer not to say	CC					
	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
		Did you register for Extra Security?			Radio button, one-up vertical	Single	Y		Xtra Security Reg
			Yes						
			No						
			I tried but was unsuccessful						
			I don't know						
		Did you understand all of my Social Security's instructions for registering a username and password?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Yes						
			Partially	A					
			No	A					
	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
		Did you see any information describing my Social Security's security policies or features?			Radio button, one-up vertical	Single	Y		Security Policies
			Yes						
			No						
		Do you have any concerns about the security of the personal information contained in your my Social Security account?			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			No						
			Yes	A					

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQ4MNI09w1VJAZFsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
BJL1513		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
	B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
BJL1514		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up-vertical	Single	Y	Skip Logic Group	Task Accomplishmen
			No	Y					
BJL1515	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do-Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
BJL1516	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do-Next
		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity

Model Instance Name:
 SSA My Social Security v2
 MID: R9JQtMNI09w1VJAZFxsVYQ4C
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
BJL1517		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N		Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
BJL1518		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
BJL1519		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						
BJL1520		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Model Instance Name:
 SSA My Social Security
 MID: Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security 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
SAC7234		Did you register for a username and password today?	Yes No	<u>A,B,C,D,D</u>			Y	Skip Logic Group	Password
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know				N	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	CC CC		Single	N	Skip Logic Group	Instructions
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes No		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQWro0020553		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving Medicare Only) I don't know or prefer not to answer	A B A C C C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits

Model Instance Name:
 SSA My Social Security
 MID: Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security 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
ACQWro0020554	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSI Only Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
ACQWro0020555	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
ACQWro0020556	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
ACQWro0020576	BB	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
ACQWro0020578	C	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	CC					
ACQWro0020579	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						

Model Instance Name:
 SSA My Social Security
 MID: Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security 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
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	-X					
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	B	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	B					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	A					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	C					
			No (not receiving any benefit or receiving Medicare Only)	C					
			I don't know or prefer not to answer	C					
	A	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSI Only Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
	B	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
	BB	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
	C	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	CC					
	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQwil0011885	F	What was your primary reason for visiting today?-	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_Yes
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason_Yes
SAC7243	X	What was your primary reason for visiting today?-	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason_No

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Holiday 2010 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

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		
Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	A lot more			Single	Y		
Spend intention with this retailer		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	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 ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the question which is highlighted in BLUE						Y
			A little more	R					
			I expect to spend about the same amount as last year						
			A little less	S					
			A lot less	S					
		Not sure							
	R	Why do you expect to spend more online with <i>retailer.com</i> this holiday season? (please select all that apply)	Promotions (\$ or % off offers)		Checkbox, one-up vertical	Multi	Y		
			Quality of merchandise						
			Merchandise selection						
			Good return policy						
			Online product prices						
			Shipping costs						
			Availability of merchandise						
			Better personal economic circumstances this year						
			Other (please specify):	Z					



Special Instructions

Skip Logic Group

Skip Logic Group

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7234		Did you register for a username and password today?	Yes No	A,B,C,D,D X			Y	Skip Logic Group	Password
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know				N	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	CC CC		Single	N	Skip Logic Group	Instructions
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes No		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement To check my earnings record To view my estimated benefits Add Extra Security to my online account Just curious - wanted to see what information was available with an online account Other reason for visiting today:	FF	Checkbox	Multi	Y	Skip Logic Group	Primary
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7243	X	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Yes 2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Y€2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7233		How often do you access your online statement?	This is my first time Daily Two to three times per week About once a month Every few months Every 6 months or less often		Dropdown (Select-one)	Single	Y		Visit Frequency
SAC7234		Did you register for a username and password today?	Yes No	A,B,C,D,D D,E,F X			Y	Skip Logic Group	Password Registration
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know				N	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	 CC CC		Single	N	Skip Logic Group	Instructions
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes No		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print obtain my Social Security Statement To check my earnings record To view my estimated benefits		Checkbox	Multi	Y	Skip Logic Group	Primary

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Y€2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
SAC7243	X	What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRkYUg4pVFg==
 Partitioned Y€2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other, please specify	Z					
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N	Skip Logic Group	OE_Clarify
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59 64						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRKYUg4pVFg==
 Partitioned Y2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7233		How often do you access your online statement?	This is my first time Daily Two to three times per week About once a month Every few months Every 6 months or less often		Dropdown (Select-one)	Single	Y		Visit Frequency
SAC7234		Did you register for a username and password today?	Yes No	A X			Y		Password Registrati
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour	B B B B B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know	C C C			Y	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	D CC, D CC, D		Single	N	Skip Logic Group	Instructions
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes No	DD DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD, E, F E, F		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvem
	F	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record To view my estimated benefits Other reason for visiting today:		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_ Ye
	FF	Please tell us what your primary reason was for visiting today.		FF			N	Skip Logic Group	OE_Primary Reaso
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record To view my estimated benefits Other reason for visiting today:	AA	Checkbox	Multi	Y	Skip Logic Group	Primary Reason_ No
SAC7244	AA	Please tell us what your primary reason was for visiting today.					N	Skip Logic Group	OE_Primary Reaso
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify	YY	Checkbox	Multi	Y	Skip Logic Group	Do Next
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear The language used How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or recalling a username Other, please specify	Z	Checkbox	Multi	N	Skip Logic Group	Clarity of Info
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N	Skip Logic Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRKYUg4pVFg==
 Partitioned Y2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRKYUg4pVFg==
 Partitioned Y2/8/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
SAC7233		How often do you access your online statement?	This is my first time Daily Two to three times per week About once a month Every few months Every 6 months or less often		Dropdown (Select-one)	Single	Y		Visit Frequency
SAC7234		Did you register for a username and password today?	Yes No	A X			Y		Password Registratio
SAC7235	A	Please tell us how long it took you to complete your registration:	Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour	B B B B B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
SAC7236	B	Did you register for Extra Security today?	Yes No I don't know	C C C			Y	Skip Logic Group	ExtraSecurityReg
SAC7237	C	Did you understand all the instructions for registering for a username and password today?	Yes Partially No	D CC, D CC, D		Single	N	Skip Logic Group	Instructions
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes No	DD DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes No	DDD E		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Conce
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvem
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record To view my estimated benefits Other reason for visiting today:	AA	Checkbox	Multi	Y	Skip Logic Group	Primary Reason
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reaso
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again Visit a local Social Security office Call a local Social Security office Call Social Security's 800 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify	YY	Checkbox	Multi	Y	Skip Logic Group	Do Next
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear The language used How to print a statement Instructions for registering for a username and password Instructions for resetting a password and/or recalling a username Other, please specify	Z	Checkbox	Multi	N	OPS Skip Logic Group	Clarity of Info
SAC7249	Z	Please specify what information was unclear to you today.			<100-text-field Text area, no char limit		N	OPS-Skip Logic Group	OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24 25-34 35-44		Drop down, select one	Single	N		Age

#REF!
 SSA My Social Security v2
 #REF! Z5w0N58sJ5AkRKYUg4pVFg==
 Partitioned Y2/8/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA My Social Security v2 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
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						