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 <u>Model and Custom Question Checks_ Team LeadManager</u>
- 6 Model and Custom Question Checks_DOT
- 7 Foreign Language Survey Instructions

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

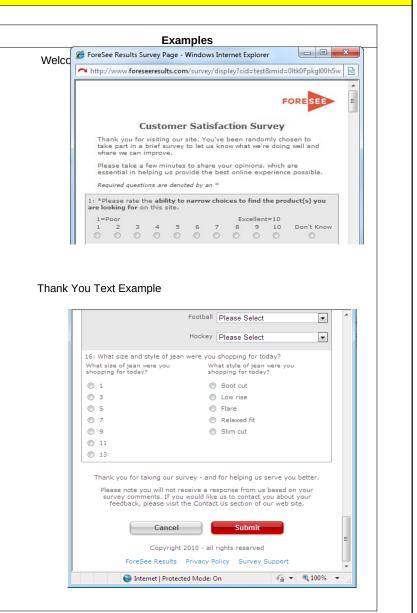
Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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.



Model Instance Name: SSA My Social Security v2

MID: R9JQtMNI09w1VJ

Partitioned Yes 1/11/2018

OID	Skip Logic Label
QID STE0123737	omp logio laso:
31E0123737	
CAS0045388	
CAS0045390	В
HAR0069569	
BJL1506	

RUS0166831	A
CAS0045395	
RUS0280247	C1
RUS0280248	C2
RUS0280249	C3
RUS0280250	C4

CAS0045407	Α
CAS0045409	В
0.1.000.15000	
CAS0045396	BB
CAS0045397	Z
CAS0076487	К
CAS0076488	L
CAS0076467 RUS0172646	KK X
RUS0172647	M

RUS0172648	MM
RUS0172649	N
RUS0172650	NN
TAR0201664	Q
TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
171110201000	Y
TAR0202213	Q
TAR0201669	Q
BUC0233612	Q

BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5
TAR0201673	Q
TAD0201674	04
TAR0201674	Q4
TAR0201674 CAS0045398	Q4
	Q4
	Q4
	Q4
CAS0045398	
	Q4
CAS0045398	
CAS0045398	
CAS0045398 CAS0045399	A
CAS0045398 CAS0045399	A
CAS0045398 CAS0045399 CAS0045400	A B
CAS0045398 CAS0045399 CAS0045400	A B

CAS0045411	
KAU0126773	
KAU0126790	Α
CAS0045413	
CAS0045414	A
CAS0045415	
CAS0045424	
CAS0045425	A
KAU0126791	Λ
IVA00120791	
	_
KAU0126792	Α
CAS0045422	
CAS0045426	A
CAS0045427	В
0.1.000.1=1	
CAS0045428	BB
TAR0239304	

TAR0239305	А
TAR0239306	В
TAR0239307	С
TAR0239324	D
TAR0248887	D
TAR0248888	D
TAR0239325	E
CAS0045373	
CAS0045374	Α
STE0093222	
STE0125910	
0==040=0	_
STE0125911	A

CTE040E040	Б	
STE0125912	В	
STE0123762		
JIB0147139		
CAS0045416		
0, 1000 10 110		
CAS0045417		

AZFxsVYQ4C

Question Text	AnswerlDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all	CAS0045388A022
that apply.)	CA30043300A022
	CAS0045388A023
	0,1000,10000,1020
	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
	0/100043033/1000
	CAS0045395A004
	CAS0045395A005
	2.1000.1000
	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" against or program requested your Deposit	CA50045409A009
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?	
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?	
po.55	
Are you currently working?	
Are you currently working:	
Llow long did it take you to submit your wages?	
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?	
, p	
Were the instructions you received helpful?	
He was a large of the was a second to a se	
How can we improve the wage reporting application?	
Did you register for your <i>my</i> Social Security online or in	CAS0045398A001
person?	
	CAS0045398A002
	CAS0045398A003
	CAS0045398A004
Please select the approximate length of time it took for you	
complete your registration	0,1000+3033,1001
John Fogiotiation	CAS0045399A002
Harris de la companya del companya de la companya del companya de la companya de	CAS0045399A003
How many prior unsuccessful online registration attempts	CAS0045400A001
did you make?	
	CAS0045400A002
	CAS0045400A003
Why did you decide to register in-person?	
Diana dansiha sassia sassa sasiatsatian assasiana	
Dingen ancering Vallr in harcon registration avnariance	
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?	CA30043411A004
was it easy to create a my 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 my Social	CAS0045415A001
Security's security policies or features?	CAS0045415A002
Do you have any concerns about the security of the	CAS0045424A001
personal information contained in your <i>my</i> Social Security account?	0,1000 10 12 1,1002
	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
	CAS0045427A002
	CAS0045427A003
	CAS0045427A004 CAS0045427A005
	CAS0045427A005
Diagon tall up what "other" action you plan to take nort	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</i> Social Security registration process?	
Do you have any suggestions for improving <i>my</i> Social Security's content and features?	

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

pink: ADDITION

blue + -->: REWORDING

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	В
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	Α
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	В
To get a Berient Vermoation Letter	
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	Α
To make sure my earnings record is correct	7.
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	73,141,14
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	0
To request a replacement SSA-1099 (or SSA-10425) for tax purposes	Q K
To add Extra Security to my online account	I N
• •	
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
Carron (r. 16466 speciny)	
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	
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
	QS
No	Q5
Don't know	C
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	
Yes	
No	Q4
	4 -
Registered online on my first attempt	Α
ntegletered ermine erring met autempt	
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	
One	
One Two	
Two	CC
Two Three or more	CC
Two Three or more I was unsuccessful registering online and was required to do so in-person I preferred registering for a <i>my</i> Social Security account in-person at my SSA	
Two Three or more I was unsuccessful registering online and was required to do so in-person I preferred registering for a <i>my</i> Social Security account in-person at my SSA office Employee offered the option for me to register for a <i>my</i> Social Security	СС

Yes No	
INU	
I tried but was unsuccessful	
I don't know	
Yes	
No	Α
	^
Yes	
Partially	Α
No	Α
Yes	
No	
No	
Yes	Α
Yes	
No	A
Was a	
Yes	
No	Λ D
INO	A,B
Return online and try again	
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	Α

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	
N	•
No	Α
Voc. Lucad the "Cot Halp" button only	
Yes, I used the "Get Help" button only	
Ves Tused the "Call Back" hutton 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	Λ
162	Α
No	В
Yes	D
No	
, 10	

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)	Require d 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		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
check box vertical one up	'	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	Skin Logic Group	OPS_SSA 1099 Action
Radio button, one up vertical	Y	Skip Logic Group	
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	Υ	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
Dadia button, and un vertical	Υ	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	Υ	skip logic group	Benefit Type Reporting
Radio button, one-up vertical	Υ	skip logic group	OE_Relationship
Dadia la Haranana andiral			Encolor of Potent
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	Υ	Skip Logic Group	Time Submit Wage
Checkbox, one-up vertical	Υ	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
, ,		1 3 1	
Dadio button, one un vertical	V	Skip Logio Croup	Droforred method reporting
Radio button, one-up vertical	Y	Skip Logic Group	Preferred method reporting
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Helpful
Tayt area in a Charlinsit	N.	Chin Louis Casus	OF Improve leady rations
Text area, no Char limit Radio button, one-up vertical	N Y		OE_Improve Instructions How Registered
·			
Dadia huttan ana un vartical	V	Ckin Logio Croup	Dog Timo
Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
Radio button, one-up vertical	Υ	Skip Logic Group	Reg Attempts
Dadio hutton, and un vertical	V	Skip Logio Grove	Dog in norcen
Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
Text area, no char limit	N	Skin Logic Group	OE_In-person Experience
Text area, 110 Grai illillit	IV	Only Logic Group	OL_III person Expendice

Radio button, one-up vertical	Υ		Xtra Security Reg
radio battori, one up vertical	1		Atta Security Reg
Radio button, one-up vertical	Y	Skin Logic Group	Easy Create Account
radio batton, one-up vertical	'	Skip Logic Oroup	Lasy Create Account
Text area, no char limit	N	Skin Logic Group	OE Easy Create Account
Text area, no chai illilit	IN	Skip Logic Group	CL_Lasy Create Account
Radio button, one-up vertical	Υ	Skin Logic Group	Instructions Understand
Tradio Battori, one ap vertical	•	Chip Logic Croup	Instructions officerstand
Text area, no char limit	N	Skip Logic Group	OF Instructions
Toke area, no onar imme	.,	Chip Logic Group	
Radio button, one-up vertical	Υ		Security Policies
, ,			
Radio Button, One-up	Υ	Skip Logic Group	Security Concerns
·			
Text area, no char limit	N	Skip Logic Group	OE_Security Concern
Radio button, one up	Υ	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
			05.7
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 battori, one up vertical	,	Onip Logic Oroup	John Gold John

			1
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
T			05.710
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

OID	Skip Logic Label
QID STE0123737	
STEUIZOTOT	
CAS0045388	
CAS0045390	В
HAR0069569	
BJL1506	
2021000	

RUS0166831	A
CAS0045395	
	C1
	C2
	C3
	C4

CAS0045407	Α
CAS0045409	В
0.1.000.15000	
CAS0045396	BB
CAS0045397	Z
CAS0076487	К
CAS0076488	L
CAS0076467 RUS0172646	KK X
RUS0172647	M

RUS0172648	MM
RUS0172649	N
RUS0172650	NN
TAR0201664	Q
TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
171110201000	Y
TAR0202213	Q
TAR0201669	Q
BUC0233612	Q

BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5
TAR0201673	Q
TAD0201674	04
TAR0201674	Q4
TAR0201674 CAS0045398	Q4
	Q4
	Q4
	Q4
CAS0045398	
	Q4
CAS0045398	
CAS0045398	
CAS0045398 CAS0045399	A
CAS0045398 CAS0045399	A
CAS0045398 CAS0045399 CAS0045400	A B
CAS0045398 CAS0045399 CAS0045400	A B

CAS0045411	
KAU0126773	
KAU0126790	Α
CAS0045413	
CAS0045414	A
CAS0045415	
CAS0045424	
CAS0045425	A
KAU0126791	Λ
IVA00120791	
	_
KAU0126792	Α
CAS0045422	
CAS0045426	A
CAS0045427	В
0.1.000.1=1	
CAS0045428	BB
TAR0239304	

TAR0239305	А
TAR0239306	В
TAR0239307	С
TAR0239324	D
TAR0248887	D
TAR0248888	D
TAR0239325	E
CAS0045373	
CAS0045374	Α
STE0093222	
STE0125910	
0==040=0	_
STE0125911	A

CTE040E040	Б	
STE0125912	В	
STE0123762		
JIB0147139		
CAS0045416		
0, 1000 10 110		
CAS0045417		

AZFxsVYQ4C

Question Text	AnswerlDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all	CAS0045388A022
that apply.)	CA30043300A022
	CAS0045388A023
	0, 1000 10000, 1020
	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" against or program requested your Deposit	CA50045409A009
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?	
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?	
po.55	
Are you currently working?	
Are you currently working:	
Llow long did it take you to submit your wages?	
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?	
, p	
Were the instructions you received helpful?	
He was a large of the same of	
How can we improve the wage reporting application?	
Did you register for your <i>my</i> Social Security online or in	CAS0045398A001
person?	
	CAS0045398A002
	CAS0045398A003
	CAS0045398A004
Please select the approximate length of time it took for you	
complete your registration	0,1000+3033,1001
John Fogiotiation	CAS0045399A002
Harris de la companya del companya de la companya del companya de la companya de	CAS0045399A003
How many prior unsuccessful online registration attempts	CAS0045400A001
did you make?	
	CAS0045400A002
	CAS0045400A003
Why did you decide to register in-person?	
Diana dansiha sassia sassa sasiatsatian assasiana	
Dingen ancering Vallr in harcon registration avnariance	
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?	CA30043411A004
was it easy to create a my 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 my Social	CAS0045415A001
Security's security policies or features?	CAS0045415A002
Do you have any concerns about the security of the	CAS0045424A001
personal information contained in your <i>my</i> Social Security account?	0,1000 10 12 1,1002
	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
	CAS0045427A002
	CAS0045427A003
	CAS0045427A004 CAS0045427A005
	CAS0045427A005
Diagon tall up what "other" action you plan to take nort	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</i> Social Security registration process?	
Do you have any suggestions for improving <i>my</i> Social Security's content and features?	

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

pink: ADDITION

blue + -->: REWORDING

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	В
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	Α
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	В
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	Α
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
Vory difficult	
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
Carron (r. 1848 speciny)	
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	
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
	QS
No	Q5
Don't know	C
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	
Yes	
No	Q4
	4 -
Registered online on my first attempt	Α
ntegletered ermine erring met autempt	
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	
One	
One Two	
Two	CC
Two Three or more	CC
Two Three or more I was unsuccessful registering online and was required to do so in-person I preferred registering for a <i>my</i> Social Security account in-person at my SSA	
Two Three or more I was unsuccessful registering online and was required to do so in-person I preferred registering for a <i>my</i> Social Security account in-person at my SSA office Employee offered the option for me to register for a <i>my</i> Social Security	СС

Yes No	
INU	
I tried but was unsuccessful	
I don't know	
Yes	
No	Α
	^
Yes	
Partially	Α
No	Α
Yes	
No	
No	
Yes	Α
Yes	
No	A
Was a	
Yes	
No	Λ D
INO	A,B
Return online and try again	
return ornine 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	Α

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	Α
Voc. Lucad the "Cot Halp" button only	
Yes, I used the "Get Help" button only	
Ves Tused the "Call Back" hutton 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	Λ
162	Α
No	В
Yes	D
No	
, 10	

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	

Require d Y/N	Special Instructions	CQ Label
Y		From Where Connected with SSA
Y	Skip Logic Group	Learn about
	Randomize	
	Anchor answer choice	
N	Skip Logic Group	OPS_Learn about
Y		Access Frequency - NEW
Υ	Skip Logic Group	Cash Benefits
	d Y/N Y	Y Skip Logic Group Randomize Anchor answer choice N Skip Logic Group Y

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	Υ	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
Dadia button, and un vertical	Υ	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	Υ	skip logic group	Benefit Type Reporting
Radio button, one-up vertical	Υ	skip logic group	OE_Relationship
Dadia la Haranana andiral			Encolor of Potent
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	Υ	Skip Logic Group	Time Submit Wage
Checkbox, one-up vertical	Υ	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
, I		1 3 1	
Dadio button, one un vertical	V	Skip Logio Croup	Droforred method reporting
Radio button, one-up vertical	Y	Skip Logic Group	Preferred method reporting
Radio button, one-up vertical	Y	Skip Logic Group	Instructions Helpful
Tout area in a Charlinsit	N.	Chin Louis Casus	OF Improve leady rations
Text area, no Char limit Radio button, one-up vertical	N Y		OE_Improve Instructions How Registered
Dadia huttan ana un vartical	V	Ckin Logio Croup	Dog Timo
Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
Radio button, one-up vertical	Υ	Skip Logic Group	Reg Attempts
Dadio hutton, and un vertical	V	Skip Logio Grove	Dog in norcen
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	Υ		Xtra Security Reg
radio battori, one up vertical	1		Atta Security Reg
Radio button, one-up vertical	Y	Skin Logic Group	Easy Create Account
radio batton, one-up vertical	'	Skip Logic Oroup	Lasy Create Account
Text area, no char limit	N	Skin Logic Group	OE Easy Create Account
Text area, no chai illilit	IN	Skip Logic Group	CL_Lasy Create Account
Radio button, one-up vertical	Υ	Skin Logic Group	Instructions Understand
Tradio Battori, one ap vertical	•	Chip Logic Croup	Instructions officerstand
Text area, no char limit	N	Skip Logic Group	OF Instructions
Toke area, no onar imme	.,	Chip Logic Group	
Radio button, one-up vertical	Υ		Security Policies
, ,			
Radio Button, One-up	Υ	Skip Logic Group	Security Concerns
·			
Text area, no char limit	N	Skip Logic Group	OE_Security Concern
Radio button, one up	Υ	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 battori, one up vertical	,	Onip Logic Oroup	John Gold John

			1
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	Υ	Skip Logic Group	Use Message Center Future
Radio button, one up	Ν		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

OID	Skip Logic Label
QID STE0123737	omp logio laso:
STEUIZSTST	
CAS0045388	
CAS0045390	В
HAR0069569	
BJL1506	

Α
A
В

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

TAR0201665	Q1
171110201000	4-
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
CA30043333	^
CAS0045400	В
CAS0045410	С
CAS0045401	СС
CAS0045411	
KAU0126773	
10 (00120770	
KAU0126790	Α
CAS0045413	
CAS0045414	A
	,
CAS0045415	

CAS0045424	
CAS0045425	Α
KAU0126791	71
NA00120791	
KAU0126792	Α
CAS0045422	
CAS0045426	Λ
CAS0045426 CAS0045427	A B
CAS0045427	В
CA COO 45 400	DD
CAS0045428	BB
TAR0239304	
TAR0239305	А
TAR0239306	В
TAR0239307	С
TAR0239324	D
	D

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

CAS0045417	

AZFxsVYQ4C

Question Text	AnswerlDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all	CAS0045388A022
that apply.)	CA30043300A022
	CAS0045388A023
	0, 1000 10000, 1020
	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
	CAS0045395A002
	CA30043333A003
	CAS0045395A004
	CAS0045395A005
	5. 1555 15555 1655
	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" agapay or program regulacted your Danefit	CA30043409A009
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?	
replacement 3314 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</i> Social Security 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	CAS0045415A001
Security's security policies or features?	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.	0,1000-10-12171000
Did you contact Social Security during your online visit?	
Did you contact Social Security during your orinne 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</i> Social Security registration process?	

Do you have any suggestions for improving <i>my</i> Social	
Security's content and features?	

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

pink: ADDITION

blue + -->: REWORDING

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	В
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	Α
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	В
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	Α
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)	
V	
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
Outer	NN
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
Managing Local was location at all as	
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	
5 minutes or less	
6-10 minutes	
11-15 minutes	
More than 15 minutes	
Unsure	
Did not submit wages	
Field Office	
NA - II	
Mail	
Fax	
Phone	
Other	00
Yes	Q3
No	05
Don't know	Q5
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	

Yes	
No	Q4
	,
Registered online on my first attempt	Α
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</i> Social Security account in-person at my SSA office	CC
Employee offered the option for me to register for a <i>my</i> Social Security account	CC
Yes	
No	
I tried but was unsuccessful	
I don't know	
Yes	
No	Α
Yes	
Partially	Α
No	Α
Yes	
No	

No	
Yes	Α
Yes	
No	Α
Yes	
No	A,B
	,
Return online and try again	
Cond on a mail to Capial Capywity	
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	
	BB
Other, please specify	DD
Yes	Δ
Yes	A
Yes No	A
	A
No	A
No Requested a Call Back Email	A B,C,D,E
No Requested a Call Back	
No Requested a Call Back Email Chat with an Online representative About what I expected	
No Requested a Call Back Email Chat with an Online representative	
No Requested a Call Back Email Chat with an Online representative About what I expected Longer than I expected Yes	
No Requested a Call Back Email Chat with an Online representative About what I expected Longer than I expected	
No Requested a Call Back Email Chat with an Online representative About what I expected Longer than I expected Yes Partially	
No Requested a Call Back Email Chat with an Online representative About what I expected Longer than I expected Yes Partially No Yes	
No Requested a Call Back Email Chat with an Online representative About what I expected Longer than I expected Yes Partially No	

Not Satisfied	
Very Dissatisfied	
Very Satisfied	
Satisfied	
Not Satisfied	
Very Dissatisfied	
Yes	
No	А
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	В
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	

Require d Y/N	Special Instructions	CQ Label
Y		From Where Connected with SSA
Y	Skip Logic Group	Learn about
	Randomize	
	Anchor answer choice	
N	Skip Logic Group	OPS_Learn about
Y		Access Frequency - NEW
Υ	Skip Logic Group	Cash Benefits
	d Y/N Y	Y Skip Logic Group Randomize Anchor answer choice N Skip Logic Group Y

Check box, one up vertical	N	Skip Logic Group	Benefit Type
check box one up vertical	Yes	Skip Logic Group	Primary Reason
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	Υ	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
Radio button, one-up vertical	Y	Skip Logic Group	Reporting For

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	
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

Dadia Duttara Oraș		China Landa Con	Coordin Coordin
Radio Button, One-up	Y	Skip Logic Group	Security Concerns
Text area, no char limit	N		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

OID	Skip Logic Label
QID STE0123737	omp logio laso:
31E0123737	
CAS0045388	
CAS0045390	В
HAR0069569	
BJL1506	

Α
A
В

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

TAR0201665	Q1
171110201000	4-
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
CA30043333	^
CAS0045400	В
CAS0045410	С
CAS0045401	СС
CAS0045411	
KAU0126773	
10 (00120770	
KAU0126790	Α
CAS0045413	
CAS0045414	A
	,
CAS0045415	

CAS0045424	
CAS0045425	Α
KAU0126791	
KAU0126792	Α
CAS0045422	
CAS0045426	Λ
CAS0045427	A B
CAS0045428	BB
CAS0045428 TAR0239304	ВВ
	BB A
	A
	A B
	A B C

CAS0045373	
CAS0045374	Α
STE0093222	
STE0125910	
STE0125911	Α
STE0125912	В
STE0123762	
JIB0147139	
CAS0045416	
CAS0045417	

AZFxsVYQ4C

Question Text	AnswerlDs (DOT)
From where did you connect to SSA today?	
How did you learn about <i>my</i> Social Security? (Check all	CAS0045388A022
that apply.)	CA30043300A022
	CAS0045388A023
	0, 1000 10000, 1020
	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
	CAS0045395A002
	CA30043333A003
	CAS0045395A004
	CAS0045395A005
	5. 1555 15555 1655
	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" agapay or program regulacted your Danefit	CA30043409A009
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?	
replacement 3314 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</i> Social Security 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	CAS0045415A001
Security's security policies or features?	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 my 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 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</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</i> Social Security registration process?	
Do you have any suggestions for improving <i>my</i> Social Security's content and features?	

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

pink: ADDITION

blue + -->: REWORDING

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	В
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	Α
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	В
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	Α
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)	
V	
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
Outer	NN.
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
Managing Local was location at all as	
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	
5 minutes or less	
6-10 minutes	
11-15 minutes	
More than 15 minutes	
Unsure	
Did not submit wages	
Field Office	
NA - II	
Mail	
Fax	
Phone	
Other	00
Yes	Q3
No	05
Don't know	Q5
Desktop/Laptop	
Tablet	
Mobile Device	
Don't know	
Field Office	
Mail	
Fax	
Phone	
Other	

Yes	
No	Q4
	,
Registered online on my first attempt	Α
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</i> Social Security account in-person at my SSA office	CC
Employee offered the option for me to register for a <i>my</i> Social Security account	CC
Yes	
No	
I tried but was unsuccessful	
I don't know	
Yes	
No	Α
Yes	
Partially	Α
No	Α
Yes	
No	

No	
Yes	Α
Yes	
No	А
Yes	
No	ΛR
INO	A,B
Return online and try again	
Return ornine and try again	
Cond on a mail to Conial Convert	
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	
I ake no action	
Other, please specify	BB
Other, please specify	
	BB A
Other, please specify Yes	
Other, please specify	
Other, please specify Yes	
Other, please specify Yes No	
Other, please specify Yes No	
Other, please specify Yes No Phone Email	A
Other, please specify Yes No Phone Email Click to Chat	
Other, please specify Yes No Phone Email	A
Other, please specify Yes No Phone Email Click to Chat About what I expected	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected	A
Other, please specify Yes No Phone Email Click to Chat About what I expected	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected Yes	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected Yes Partially	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected Yes Partially No	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected Yes Partially	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected Yes Partially No Yes	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected Yes Partially No	A
Other, please specify Yes No Phone Email Click to Chat About what I expected Longer than I expected Yes Partially No Yes	A

Yes	
No	Α
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	Α
No	В
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	

Require d Y/N	Special Instructions	CQ Label
Y		From Where Connected with SSA
Y	Skip Logic Group	Learn about
	Randomize	
	Anchor answer choice	
N	Skip Logic Group	OPS_Learn about
Y		Access Frequency - NEW
Υ	Skip Logic Group	Cash Benefits
	d Y/N Y	Y Skip Logic Group Randomize Anchor answer choice N Skip Logic Group Y

Check box, one up vertical	N	Skip Logic Group	Benefit Type
check box one up vertical	Yes	Skip Logic Group	Primary Reason
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	Υ	Skip Logic Group	Why Applying for SSN Card
Text area, no Char limit	N	Skip Logic Group	OPS_Why Applying
Radio button, one-up vertical	Y	Skip Logic Group	Reporting For

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	
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	Υ	Skip Logic Group	Security Concerns
Text area, no char limit	N		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
Check box vertical	'	Only Logic	DO NEXE
Tout area no shor limit	N		ODC Do Nove
Text area, no char limit		Chin Logio Croun	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 hutton, one-un vortical	Y	Skip Logic Group	Click to chat Call
Radio button, one-up vertical	ı	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 Text area, no char limit	N N		OE_ZIP OE_Improve Reg
Text area, no char limit	N		OE_Improve Contents

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

	Skip								
OID	Logic	Quantian Toys	AnguariDa (DOT)	Answer Choices	Ckin to	Type (colout from list)	Required Y/N	Special	CO Label
QID TE0123737	Label	Question Text From where did you connect to SSA today?	AnswerIDs (DOT)	(limited to 50 characters) At home	Skip to	Type (select from list) Radio button, one-up vertical	Y	Instructions	CQ Label From Where Connected with
. 20120.0.		Tom miles did you dominated a contraday.		a trotto		readio Battori, one ap vertical	·		SSA
				In office / place of employment					
				At a Friend or Relative's place					
				Public Library					
				Social Security Office					
				Social Security Kiosk	_				
				Other Agency Other	-				
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	CAS0045388A022	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
07100010000		Torraid you really about my books become; (brook all that apply.)	CAS0045388A023	Browsing SSA.gov's informational webpages		one on box, one up		Randomize	Louin about
				Social Security's Frequently Asked Questions (FAQs)					
			CAS0045388A024	The "Manage Your Benefits with a my Social Security account" page					
			CAS0045388A009	An email reminder from Social Security					
				Social Security Statement that I received in the mail					
			CAS0045388A006	A general web search (e.g., Google, Bing, etc.)					
			CAS0045388A015	Social media (e.g., Facebook, Twitter, blog, etc.)					
			CAS0045388A016	Friend, spouse, relative, neighbor, or acquaintance					
				Social Security employee					
			CAS0045388A020	Community group or association					
			CAS0045388A021	Government agency other than Social Security (e.g., State, Federal)				L	
			CAS0045388A004	Other, please explain	В			Anchor answer	
CVEUUVESUU	В	How did you loan about my Social Socurity?				Toyt area no char limit	N	Choice	ODS Loarn about
CAS0045390 HAR0069569	В	How offen do you access (or plan to access) your my Social Security account?		Once a year		Text area, no char limit Radio button, one up vertical	N Y	Skip Logic Group	OPS_Learn about Access Frequency - NEW
100003009		How often do you access (or plan to access) your my Social Security account?		0.000 0.700	1	button, one up vertical	'		- 100033 i requerity - INEVV
				Once every six months					
				Once every three months					
				Once a month					
				More than once a month					
				Not sure					
L1506		Are you currently receiving cash benefits?	BJL1506A01	Yes, I recently applied	Α	Radio button, one-up vertical	Υ	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					
JS0166831	Δ	What type of benefits are you receiving? (Check all that apply)	50220007100	Retirement		Check box, one up vertical	N	Skip Logic Group	Renefit Tyne
000100001	^	Check all that apply)		Disability	-	Cricck box, one up vertical		Skip Logic Group	Benefit Type
				Spouses	-				
				Survivors	=				
\S0045395				Supplemental Security Insurance					
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001	Supplemental Security Insurance To get a Benefit Verification Letter	В	check box one up vertical	Yes	Skin Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)		To get a Benefit Verification Letter To view my Benefits and Payment Details	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002	To get a Benefit Verification Letter To view my Benefits and Payment Details To enroll in or update my direct deposit	В	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002	To get a Benefit Verification Letter To view my Benefits and Payment Details To enroll in or update my direct deposit To change my address with SSA		check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002	To get a Benefit Verification Letter 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	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003	To get a Benefit Verification Letter To view my Benefits and Payment Details To enroll in or update my direct deposit To change my address with SSA		check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004	To get a Benefit Verification Letter 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 To make sure my earnings record is correct	A	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card To check the Status of my recently filed application for benefits To learn about the benefits to which I might be entitled	A	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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	A X,M,N	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes	A	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A009	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes To add Extra Security to my online account	A X,M,N	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes To add Extra Security to my online account	A X,M,N	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes To add Extra Security to my online account Just curious — wanted to see what information was contained in my Social Security account	A X,M,N	check box one up vertical	Yes	Skip Logic Group	Primary Reason
C0045 107			CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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	<u>A</u> X,M,N				
\\$0045407		What is your reason for visiting my Social Security today? (Check all that apply) How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A004 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045395A011 CAS0045395A011	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time	A X,M,N	check box one up vertical	Yes		Primary Reason
S0045407			CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A011 CAS0045395A011 CAS0045407A001 CAS0045407A001	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year	<u>A</u> X,M,N				
\S0045407			CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A004 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A003 CAS0045407A003	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year	<u>A</u> X,M,N				
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A010 CAS0045395A011 CAS004507A001 CAS0045407A003 CAS0045407A003 CAS0045407A004 CAS0045407A004	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card To check the Status of my recently filed application for benefits To elarn about the benefits to which I might be entitled To apply only for Social Security or Medicare Only benefits To request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 3 months or more frequently	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A		CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A000 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A003 CAS0045407A004 CAS0045407A005 CAS0045407A005	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months Every 3 months or more frequently Medicare	<u>A</u> X,M,N				Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A010 CAS0045395A011 CAS004507A001 CAS0045407A003 CAS0045407A003 CAS0045407A004 CAS0045407A004	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months Every 3 months or more frequently Medicare Medicaid	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A002 CAS0045407A003 CAS0045407A004 CAS0045407A004 CAS0045407A004 CAS0045407A004	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card To check the Status of my recently filed application for benefits To clearn about the benefits to which I might be entitled To apply only for Social Security or Medicare Only benefits To request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months or more frequently Medicare Medicaid State or Local Department of Social Services	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A003 CAS0045407A005 CAS0045409A001 CAS0045409A002 CAS0045409A003	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months Every 3 months or more frequently Medicare Medicare Medicaid State or Local Department of Social Services HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A003 CAS0045407A004 CAS0045407A005 CAS0045409A001 CAS0045409A003 CAS0045409A003 CAS0045409A003 CAS0045409A003	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card To check the Status of my recently filed application for benefits To clearn about the benefits to which I might be entitled To apply only for Social Security or Medicare Only benefits To request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months or more frequently Medicare Medicaid State or Local Department of Social Services	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A003 CAS0045407A004 CAS0045407A005 CAS0045409A001 CAS0045409A003 CAS0045409A003 CAS0045409A003 CAS0045409A003	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A003 CAS0045407A003 CAS0045407A005 CAS0045409A001 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months Every 3 months or more frequently Medicare Medicare Medicare Medicare Medicare Medicare Housing Admin. (FHA) and/or Section 8 Housing USDA - SNAP (Food Stamps) Department of Veterans Affairs	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A002 CAS0045409A002 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS00045409A006 CAS00045409A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A002 CAS0045409A002 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS00045409A006 CAS00045409A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months Every 3 months or more frequently Medicare Medicare Medicare Medicare Medicare Medicare Housing Admin. (FHA) and/or Section 8 Housing USDA - SNAP (Food Stamps) Department of Veterans Affairs	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A002 CAS0045409A002 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS00045409A006 CAS00045409A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes To request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months Every 3 months or more frequently Medicare Medicaid State or Local Department of Social Services HutD - Federal Housing Admin. (FHA) and/or Section 8 Housing USDA - SNAP (Food Stamps) Department of Veterans Affairs IRS Court	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A002 CAS0045409A002 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS00045409A006 CAS00045409A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time At least once a year Every 6 months Every 3 months or more frequently Medicare M	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A002 CAS0045409A002 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS00045409A006 CAS00045409A006	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
AS0045407 AS0045409	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A003 CAS0045407A003 CAS0045407A003 CAS0045409A001 CAS0045409A002 CAS0045409A002 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A007 CAS0045409A008	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 replace any Social Security or Medicare Only benefits To request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time 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 Mant a copy for personal use Bank or financial institution Education-related Medical-related Medical-related Medical-related	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
	A B	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A001 CAS0045407A003 CAS0045407A003 CAS0045407A003 CAS0045409A001 CAS0045409A002 CAS0045409A002 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A007 CAS0045409A008	To get a Benefit Verification Letter 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 To make sure my earnings record is correct To replace my Social Security Card or get a new card 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 request a replacement SSA-1099 (or SSA-10425) for tax purposes 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 This is my first time 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 Medical-related Medicalerelated	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

	Skip			Anguar Chaican			Doguirod	Cassial	
QID	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		Please tell us what your primary reason was for visiting today:	741101101125 (201)	(minica to oo onalaotolo)	Citip to	Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0076487		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	
				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				Text area, no Char limit	N	Skip Logic Group	Why Request 1099
		online.							
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		Yes		Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
		Replacement Cardy?		No, this service is not yet available in my state					
				Lam pat sware of this service					
				Don't know					
	M	For which purpose or program do you need a replacement SSN Card? (Check all that apply)		Proof of identity		checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card
				Tax purposes					
				Education-related Education-related					
				Required for my job					
				Passport					
				Bank or financial institution					
				Income assistance					
	D/D/	Digase explain for which purpose or program you peed a repleasement CCN cord		Other (Mease specify)	MM	Toyt area no Charling's	NI NI	Skin Logic Crous	ODS Durnoso Other
	N	Which hest describes why you are applying for a replacement SSN card?		My original card was lost or stolen		Radio button, one up vertical	Y	Skin Logic Group	Why Applying for SSN Card
	N	This is best described why you are applying for a replacement 3514 card?		My original card was not lost or stolen but someone else (e.g., family member) is		Tadio button, one up vertical	1	Okip Logic Group	, Applying to 3314 Galu
				holding it					
				Never had an SSN card					
				Other (Please specify)	NN				
	NN	Please explain why you are applying for a replacement SSN card.				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	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
				Registered online after prior unsuccessful attempts	A,B				
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C				
			CAS0045398A004	Registered using the SSA Express Not sure or don't remember					
CAS0045399	Δ	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
CA30043333		rease select the approximate length of time it took for you complete your registration		More than 15 but less than 30 minutes		readio battori, one ap vertical	'	Skip Logic Group	reg rine
				30 minutes or more					
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?		One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two					
			CAS0045400A003	Three or more					
CAS0045410	С	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	cc				
				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
CAS0045411		Did you request to add Extra Security to your account?	CAS0045411A001	Yes		Radio button, one-up vertical	Y	отпр додго оттор	Xtra Security Reg
			CAS0045411A002	No					
				I tried but was unsuccessful					
			CAS0045411A004	I don't know					
KAU0126773		Was it easy to create a my Social Security account?		Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
				No					
KAU0126790	A	Please tell us why it was not easy to create a my Social Security account.		No	Α	Text area, no char limit	N	Skin Logic Group	OE_Easy Create Account
CAS0045413		Did you find the instructions for creating a username, password and registering a second factor to be	CAS0045413A001	Yes		Radio button, one-up vertical	Y		Instructions Understand
		clear?				botton, one up vertical	· ·	p Logic Croup	
				Partially	Α				
			CAS0045413A003	No	Α				
CAS0045414	Α	Please explain what was not clear about any of the instructions.				Text area, no char limit	N	Skip Logic Group	OE_Instructions
CASODAFA15		Did you one any information departition my Cookel Coought's populate policies of factors of	CA C004E41EA0C1	Von		Dadio button, one un :tit	Y		Conurity Dolinis
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?		Yes No		Radio button, one-up vertical			Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social		No No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
		Security account?						, , , , , , ,	
			CAS0045424A002	Yes	Α				
CAS0045425	Α	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		Radio button, one up	Y	Skip Logic Group	Easy Sign In
KALI0400700		Miles did not find a first the state of the		No	A	T		Chin I and C	OF F Si /
KAU0126792	Α	What did you find difficult about signing in to your my Social Security account?	CAC004E4004004	Ves		Text area, no char limit	N	Skip Logic Group	
0 4 0 0 0 4 5 4 0 0		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	Yes	Skip Logic Group	Ability to Accomplish
CAS0045422		you manoo to ad:	CAS0045422A002	No	A,B				
CAS0045422			וטי יטטטדטדבבתטטב	P ***	Λ,υ	Total control on the City in	NI.	Chin Logio	OE_Trying to accomplish
	A	What specifically were you trying to accomplish?					l N		
CAS0045422 CAS0045426 CAS0045427	A B	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	CAS0045427A001	Return online and try again		Text area, no char limit Check box vertical	Y	Skip Logic Skip Logic	Do Next
CAS0045426	A B	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	Return online and try again				Skip Logic	Do Next
CAS0045426	A B	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	CAS0045427A002	Return online and try again Send an e-mail to Social Security Call Social Security's 800 number				Skip Logic	Do Next

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QID	Skip Logic Label	Question Text	AnswerlDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
				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 my Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Υ	skip logic	AccountClarity
			CAS0045373A002	No	Α				
CAS0045374	Α	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:

Model Instance Hanne.

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

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QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop	Skip to	Type (select from list) Radio button, one up vertical	Required Y/N ¥	Special Instructions	CQ Label How Connected with SSA
			Laptop					
			Smartphone					
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	Υ		From Where Connected with SSA
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library	A				
			Social Security Office					
			Social Security Kiosk	B				
			Other Agency					
			Other	e				
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Use SSA Icon
			No No	AA				
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	E	Please tell us how and from where you connected			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
		with SSA during your visit today:			·			_
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Υ	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages				Randomize	
			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	В			Anchor answer	
			Ottler, please explain	ь			Anchor answer choice	
CAS0045390	В	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	Once a year		Radio button, one up vertical	Y	Skip Logic Group	Access Frequency - NEW
		my Social Security account?	Once every six months		radio batton, one up vertical	•		1 Toquency - IVEVV
			Once every three months					
			•					
	-		Once a month					
	-		More than once a month Not sure					
BJL1506		Are you currently receiving each benefite?			Dadio button cas un vertical	Υ	Ckin Logic Crown	Cash Benefits
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) recently applied		Radio button, one-up vertical	Y	Skip Logic Group	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-					

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	Skip							
	Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
			Yes, I recently applied	Α				
			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					
	Α	What type of benefits are you receiving? (Check all	Retirement		Check box, one up vertical	N	Skip Logic Group	Benefit Type
		that apply)						
			Disability					
			Spouses					
			Survivors	1				
			Supplemental Security Insurance	1				
CAS0045395		What is your reason for visiting my Social Security	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
		today? (Check all that apply)		_				,
		7 (113)	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 C				
				<u>A,C</u>				
			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	Ð,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	К				
			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	This is my first time	AA	check box one up vertical	Y	Ckin Logio Croup	Freq View Statement
CA30043401	^	Security Statement?	irins is my mist unic		check box one up vertical	'	Skip Logic Group	l led view Statement
		County 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	Yes		radio button one up vertical		skip logic group	Plan to View State again
		online again?						
			No					
CAS0045409	В	For which Agency or program do you need a	Medicare		check box vertical one up	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)						
			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	' '		Text area, no Char limit	N	Skip Logic Group	OPS Other Agency
		Benefit Verification information?					1 3.2 2.24	
CAS0045397	Z	Please tell us what your primary reason was for			Text area, no Char limit	N	Skip Logic Group	OPS Primary Reason
		visiting today:					1 3.2 2.24	,
		visiting today.						

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

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blue + -->: REWORDING

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	e	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	н	Radio button, one-up vertical	¥	Skip Logic Group	Use RE
		visiting your my Social Security account today?	No	1				
AS0073010	н	Did you have difficulty navigating between my	Yes	J	Radio button, one-up vertical	¥	Skip Logic Group	Difficulty Navigating Between
, 100010010	"	Social Security and the Retirement Estimator?			radio sattori, one ap vortical		Chip Logic Group	mySSA and RE
			No					
AS0073011	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
AS0073012	ŧ.	Do-you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Plan to Use RE
			No					
AS0073013	Đ	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Trouble Finding RE
A COO 7004 4		Did The second field the Detirement February	No		Dadia battan ana ana anatan		Obia Lasia Ossus	Emerate Find DE in macOA
:AS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes Ne		Radio button, one up vertical	¥	Skip Logic Group	Expect to Find RE in mySSA
AS0073015	F	Did you have trouble finding the other online-	Yes		Radio button, one-up vertical	¥	Skip Logic Group	Trouble Finding Calculators
		benefit calculators?	Ne Ne		radio battori, orie ap veritati		Ship Logic Group	Tradic Finding Calculators
AS0073016	e	Did you expect to find the other online benefit	Yes		Radio button, one up vertical	¥	Skip Logic Group	Expect to Find Calculators in
		calculators within your my Social Security account?						mySSA
4.00070407	1,	Discourage of the control of the standard for the standar	N 0		Dadia battan ana ana anatia d		Obia Lasia Ossus	OOA 1000 A -ti
AS0076487	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				
AS0076488	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
AS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
AS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	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			.,	01: 1 : 0	:
AS0045399	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
AS0045400	В	How many prior unsuccessful online registration attempts did you make?	30 minutes or more One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
		and journalion	Two					
			Three or more					
AS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required to do so in-person	СС	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	СС				
			Employee offered the option for me to register for a <i>my</i> Social Security account	СС				
AS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
TE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	¥	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	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	¥	Skip Logic Group	EK-Assistance
		or without assistance?						
			Registered with in-person assistance Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiesk	Registered with video assistance		Toyt area no char limit	N	Skip Logic Group	EV Evperiones
31E0123741	744	registration experience:			Text area, no char limit	14	Skip Lugic Group	EK Experience
CAS0045411		Did you (register) request to add 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					
KAU0126773		Was it easy to create a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
			No	Α				
KAU0126790	Α	Please tell us why it was not easy to create a <i>my</i> 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		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	Α				
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 <i>my</i> Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Υ		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Υ	Skip Logic Group	Security Concerns
			Yes	Α				
CAS0045425	Α	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 <i>my</i> Social Security account?	Yes		Radio button, one up	Υ	Skip Logic Group	Easy Sign In
			No	A				
KAU0126792	A	What did you find difficult about signing in to your my Social Security account?			Text area, no char limit	N	, , ,	OE_Easy Sign In
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?			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	В	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	DD				
CAS0045428	BB	Please tell us what "other" action you plan to take	Other, please specify	BB	Text area, no char limit	N		OPS Do Next
	ВВ	Please tell us what "other" action you plan to take next.	Mag				okio logio	
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Υ	skip logic	AccountClarity
			No	A				

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

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
CAS0045374	Α	Please tell us what information or instructions were not clear	,,		Text area, no Char limit	N		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	В				
			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	¥	Skip Logic	Get Button Helpful?
			2	2				
			3	5				
			4					
				•				
			•	•				
			7	2				
			8	3				
			f	•				
			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	¥	Skip Logic	Call Back Button Helpful?
			2	2				
			3	3				
			4	+				
			5	,				
			€	3				
			7	Z				
			3	3				
			g)				
			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



MQ Label	ELEMENTS (drivers of satisfaction)		MQ Label	CUSTOMER SATISFACTION	MQ Labe	FUTURE BEHAVIORS
MQ Labei	Look and Feel (1=Poor, 10=Excellent, Don't Know)	1	MQ Labei	Satisfaction	MQ Labe	Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.		atisfaction - verall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommer	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.		atisfaction - epectations	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.		atisfaction - eal	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 Ov	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.				Othoro	
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)	1 📥				
Site Performance -	Please rate how quickly pages load on this site.					
Site	Please rate the consistency of speed from page to page on this site.					
Performance - Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.					
My Coolal	My Social Security Information (1=Poor, 10=Excellent, Don't Know)	1				
My Social Security Information -	Please rate the thoroughness of information you viewed on this site today.					
My Social Security	Please rate the quality of information you viewed today.					
My Social Security Information -	Please rate how well the information viewed today provided answers to your questions.					
Provided	Plain Language (1=Poor, 10=Excellent, Don't Know)					
Plain Language -	Please rate the clarity of the wording on this site.					
Plain Language -	Please rate how well you understand the wording on this site.					
Plain Language -	Please rate this site on its use of short, clear sentences.					
				1		

Model Instance Name: SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes FPI Included(Y/N)? Date: 6/12/2013



MO Lebs!	ELEMENTS (drivers of satisfaction)		MO Label	CUSTOMER SATISFACTION	MOLERE	FUTURE BEHAVIORS
MQ Label	Look and Feel (1=Poor, 10=Excellent, Don't Know)	1	MQ Label	Satisfaction	MQ Labe	Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.		tisfaction - verall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommen	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.		atisfaction - epectations	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.	Sa Ide	ntisfaction - eal	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 Ov	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.				Othoro	
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)	1 📥				
Site Performance -	Please rate how quickly pages load on this site.					•
Site	Please rate the consistency of speed from page to page on this site.	-	_			
Performance - Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.					
My Coolal	My Social Security Information (1=Poor, 10=Excellent, Don't Know)					
My Social Security Information -	Please rate the thoroughness of information you viewed on this site today.					
My Social Security	Please rate the quality of information you viewed today.					
My Social Security Information - Provided	Please rate how well the information viewed today provided answers to your questions.					
	Plain Language (1=Poor, 10=Excellent, Don't Know)					
Plain Language -	Please rate the clarity of the wording on this site.					
Plain Language -	Please rate how well you understand the wording on this site.					
Plain Language -	Please rate this site on its use of short, clear sentences.					
				l l		

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QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
			Laptop Smartphone					
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up	Υ	Skip Logic Group	From Where
		, , , , , , , , , , , , , , , , , , , ,			verticalb			Connected with SSA
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library Social Security Office	Α				
			Social Security Office Social Security Kiosk	В				
			Other Agency					
			Other	С				
STE0123757	А	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
			No	AA				
STE0123758	AA	How did you link to the SSA website?		7,5,	Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	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 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					
			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	В				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045390	В	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		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)					
			l 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)	To get a Benefit Verification Letter	<u>B</u>	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	<u>A,C</u>				
			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	<u>D,E</u>				
			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	<u>K</u>				
			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				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045407	Α	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	В	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>					
			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	ВВ				
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?	The system of th		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	С	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	ı				
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> 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 <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CO 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</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
0100070015			No			.,	01: 1 : 0	- 11 - 1
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</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	К	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</i> Social Security online or in person?	Registered online on my first attempt	Α	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	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
04.000.45.44.0		Wiles did and decide to accept the control of the c	Three or more		Dadia la transcription		Oldin Landa Onnon	D I
CAS0045410	С	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	СС				
0.1000:=::::			Employee offered the option for me to register for a <i>my</i> Social Security account	СС				
CAS0045401	СС	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?			Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					

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OID	Logic	Overskien Tout	Answer Choices	Claim to	Towns (solost from list)	Required	Special	00 Lahal
QID	Label	Question Text	(limited to 50 characters) Other	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
STE0123761	A3	Did you register using the SSA Express Kiosk with	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
3120123701	Α3	or without assistance?			Tradio button, one-up vertical	'	Skip Logic Group	LIV ASSISTANCE
			Registered with in-person assistance					
0==0400=44			Registered with video assistance				01: 1 : 0	
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		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					
KAU0126773		Was it easy to create a my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
		1	No	A				
KAU0126790	Α	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 <i>my</i> Social Security's instructions for 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 <i>my</i> Social	Yes		Radio button, one-up vertical	Y		Security
0/100045415		Security's security policies or features?	No		Tradio battori, one up vertical	'		Policies
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	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	Α	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 <i>my</i> Social Security account?	Yes		Radio button, one up	Y	Skip Logic Group	Easy Sign In
			No	A				
KAU0126792	Α	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
CAS0045422		Did the information obtained during your <i>my</i> 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	А	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427		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					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	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		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	Y	skip logic	AccountClarity
			No	Α				
CAS0045374		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	А	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223			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 a					
			3					
			10=Very Helpful					
STE0093224		Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	Don't know 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					

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QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
			Laptop Smartphone					
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up	Υ	Skip Logic Group	From Where
		, , , , , , , , , , , , , , , , , , , ,			verticalb			Connected with SSA
			In office / place of employment					
			At a Friend or Relative's place					
			Public Library Social Security Office	Α				
			Social Security Office Social Security Kiosk	В				
			Other Agency					
			Other	С				
STE0123757	А	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
			No	AA				
STE0123758	AA	How did you link to the SSA website?		7,5,	Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	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 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					
			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	В				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CO Label
CAS0045390		How did you learn about my Social Security?	(illimed to 30 characters)	OKIP to	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		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					
JL1506		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					
:AS0045395		What is your reason for visiting <i>my</i> 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	В				
			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 mySocialSecurity account					
			Other reason for visiting today:	Z				
AS0045407	Α	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

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	Skip		Answer Choices			Doguirod	Special	
QID	Logic Label	Question Text	(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		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		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		Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009		Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010		Did you have difficulty navigating between <i>my</i> 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		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		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		Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
			No					
CAS0073014		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		Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) No	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
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
0.00070.07			No			.,	01: 1 : 0	001.1000
CAS0076487	К	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</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registere
			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	В	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					<u> </u>
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			Employee offered the option for me to register for a my Social Security account	CC				
CAS0045401	СС	Please describe your in-person registration experience.	Social County assessment		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	А3	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

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	Skip							
015	Logic	Out of Total	Answer Choices	01:		Required	Special	001.45.4
QID CAS0045411	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N Y	Instructions	CQ Label
JAS0045411		Did you (register) add for Extra Security to your account?	Yes		Radio button, one-up vertical	1		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					
		Was it easy to create a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Υ	Skip Logic Group	Easy Create Account
			No	Α	_			
	Α	Please tell us why it was not easy to create a <i>my</i> Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Accoun
CAS0045413		Did you understand all of <i>my</i> 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	Α				
CAS0045414	А	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_Instruction
CAS0045415		Did you see any information describing my Social	Yes		Radio button, one-up vertical	Y		Security
		Security's security policies or features?	No					Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	Α				
CAS0045425	Α	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	Υ	Skip Logic Group	Easy Sign In
			No	А				
	Α	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 Sigr
CAS0045422		Did the information obtained during your <i>my</i> 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	Α	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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					
04 000 45 400			Other, please specify	BB	To do so so should be			000 0 1
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	Α				
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	В				
			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					
			/					
			0					
			10=Very Helpful					
			Don't know					
STE0093224	В		1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			7					
			ν ο					
			9					
			10=Very Helpful					
			Don't know					

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QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop Smartphone Tablet	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label 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	A B	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?	Other Yes No	C	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?	INO	AA	Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	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 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					
			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)					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
Q.D	Labor	Quotion Text	Billboard ad	Omp to	Type (select ilem ilet)		motraotions	e e case.
			Other, please explain	В				
CAS0045390	В	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		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)	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	В				
			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	К				
			To learn about the benefits to which I might be entitled					

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OID	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		31			
			contained in <i>my</i> SocialSecurity 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	В	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	ВВ	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	С	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	Н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	ı				
CAS0073010	Н	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 <i>my</i> Social Security and the Retirement Estimator.	ixu		Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> 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

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			No					
CAS0073014	Е	Did you expect to find the Retirement Estimator within your <i>my</i> 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 <i>my</i> 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 <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	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	В	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	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	СС				
CAS0045401	СС	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					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0123761	А3	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</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
			No	Α				
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 <i>my</i> 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 <i>my</i> Social Security account?	-		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	Α	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</i> 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	Α	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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					
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.	Other, please specify	BB	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	Y	skip logic	AccountClarity
			No	A				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045374	Α	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	В				
			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					
CTE0002224	_				Dadia huttan asala haa dant	V	Chia Lagia	Call Deals
STE0093224	В	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					

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
·		•	Desktop computer/laptop from my home		Radio button, one-up vertical			
		Please tell us how and from where you connected						How Connecte
CAS0076489		with SSA during your visit today?				¥	Skip Logic Group	with SSA
			Desktop computer/laptop from a friend or relative's					
			home				Randomize	
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library	A				
			Public computer workstation in some other	A				
			agency/social organization (e.g., social services, Motor					
			Vehicle Administration, housing agency, hospital, etc.)					
			Public computer workstation made available at my					
			local Social Security office					
			SSA Express kiosk located in a public space or					
			governmental office	B				
			Other (please specify)	e			Anchor Answer Choice	
			Yes	b	Radio button, one-up vertical		CHUICE	
		Did you connect through a unique Social Security			radio batton, one up vertical			
CAS0076468	A	icon featured on the computer's desktop?				¥	Skip Logic Group	Use SSA Icon
			No	AA				
					Text area, no char limit			OE How
								Linked to SSA
CAS0076469	AA	How did you link to the SSA website?				N	Skip Logic Group	(library)
0.4.0007.0.400		Diagon deceribe the location			Text area, no char limit	N	Chin Lania Cuarun	OE_Location of Kiosk
CAS0076490	B	Please describe the location.			Text area. no char limit	1/1	Skip Logic Group	OPS_How
		Please tell us how and from where you connected			rext area, no chai min			Connected with
CAS0076470	e	with SSA during your visit today?				N	Skip Logic Group	SSA
		,	Desktop		Radio button, one-up vertical		1 0 1	
								How Connecte
		How did you connect to Social Security today?				Y		with SSA
			Laptop					
			Smart Phone					
			Tablet		Radio button, one-up			
			At home		verticalb			From Where Connected with
		From where did you connect to SSA today?			Voludais	Y	Skip Logic Group	SSA
		rom more and year comment to earliestly.	In office / place of employment				Cimp Logic Croup	
			At a Friend or Relative's place					
			Public Library	Α				
			Social Security Office					
			Social Security Kiosk	В				
			Other Agency					
			Other	С	Dedie howen and one of the			
		Did you connect through a surious Castial C	Yes		Radio button, one-up vertical			
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?				Υ	Skip Logic Group	Use SSA Icon
		conficultied on the computer's desktop?	No	AA		, I	onip Logic Group	USC SSA ICUIT
			INO	r/A				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
					Text area, no char limit			OE_How
								Linked to SSA
	AA	How did you link to the SSA website?				N	Skip Logic Group	(library)
	_	Diago describe the leastion			Text area, no char limit	N.	Chin Louis Cusum	OE_Location of
	В	Please describe the location.			Tout area no shor limit	N	Skip Logic Group	KIOSK
	С	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 learn about <i>my</i> Social Security?	Official Social Security Home Page-website		check box, one up			
CAS0045388		(Check all that apply.)	(www.ssa.gov)		, , , , , , , , , , , , , , , , , , , ,	Υ	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	В				
CAS0045390	В	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	Once a vegr		Radio hutton one un vortical	Y		Access Frequency - NEW
HARUU09509		my Social Security account?	Once a year Once every six months		Radio button, one up vertical	Y		INEVV
			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
		a so you can only receiving oach periodic.	Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			l recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			l-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					
			l-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	В				
			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	К				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in mySocialSecurity account					
			Other reason for visiting today:	Z				
CAS0045407	Α	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		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					

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O.ID	Skip Logic	Out the Total	Answer Choices	Older As	Town (and and form Hall)	Required	Special	00 1 -1 -1
QID CAS0045409	Label B	Question Text	(limited to 50 characters)	Skip to	Type (select from list) check box vertical one up	Y/N Y	Instructions	CQ Label
CAS0045409		For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	ľ	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		Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397		Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010		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		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 <i>my</i> 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?			Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					

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QID	Skip Logic Label	Ouestion 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	(Radio button, one-up vertical	Υ	Skip Logic Group	SSA 1099
		action you took:	Viewed my SSA 1099 (or 1042S)		, ,			Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a	L				
			replacement to be mailed	_				
			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		Α	Radio button, one-up vertical	Υ	Skip Logic Group	How Registered
		or in person?	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				
			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			Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
		for you complete your registration	Less than 15 minutes					
			More than 15 but less than 30 minutes					
0.4.000.45.400			30 minutes or more				01: 1 : 0	
CAS0045400	В	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	С	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	СС				
			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					

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QID	Skip Logic Label	Ouestion 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</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	Α				
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 <i>my</i> 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 <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	Α				
CAS0045425	Α	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</i> 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	А	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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
			Submit 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					
			Write a letter to Social Security	BB				
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.	Other, please specify	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	Y	skip logic	AccountClarity
			No	А				
CAS0045374	Α	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	А	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	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		Skip Logic	Get Button Helpful?
			2					
			3					
			5					
			6					
			7					
			8					
			10=Very Helpful					
			Don't know					
STE0093224	В		1=Not Helpful at All		Radio button, scale, has don't know		Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			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					
	+		55 to 50 61 to 64					
			65 to 66					
	1		67 or older					
			Prefer not to answer					

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			SSA My Social Security v2 CUSTOM QU	JESTION 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 Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment		Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			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	А					
			local Social Security office SSA Express kiosk located in a public space or governmental office Other (please specify)	B C				Anchor Answer Choice	
CAS0076468	А	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
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	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	С	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 <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						

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			SSA My Social Security v2 CUSTOM Q	JESTION 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	В					
					Text area, no char limit				
CAS0045390	В	How did you learn about my Social Security?					N		OPS_Learn about
		How often do you access (or plan to access) your							Access Frequency -
HAR0069569		my Social Security account?	Once a year		Radio button, one up vertical	Single	Υ		NEW
			Once every six months			1			
			Once every three months						
			Once a month						
			More than once a month						
D 11 4 F O C			Not sure		Dedie leuwen	Circ ed			O
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						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your research for visiting, my Cosial Convity	I don't know or prefer not to answer	A C	about how and up ventical	Multi	V/aa	Clair Lagia Craus	Driman Dagger
CAS0045395		What is your reason for visiting <i>my</i> 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 Reasor
			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	В					
			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>my</i> Social Security account						
			Other reason for visiting today:	Z					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045407	Α	How often do you review your online Social		AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
			This is my first time					, ,	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	В	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
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	1					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	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	Single	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	Single	Y	Skip Logic Group	Expect to Find RE in mySSA

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			SSA My Social Security v2 CUSTOM QU	JESTION 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?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No				.,,		
CAS0076487	К	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				Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	A.D.					
			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						
04 000 45 400			30 minutes or more		Dedie besteen een versteel	Cira eda	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Older Leede Corre	D = =
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
CAS0045410	С	Why did you decide to register in-person?	Three or more I was unsuccessful registering online and was required t	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
C/1000-10-110		Willy did you decide to register in person:	I preferred registering for <i>my</i> Social Security in-person a	CC	Tradio Battori, one ap vertical	Onigic		Citip Logic Croup	rteg in person
			Don't remember or prefer not to say	CC					
CAS0045401	СС	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 <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					

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Skip Logic								
		Answer Choices				Required		
QID Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
	what you did not understand about urity's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415 Did you see ar Security's secu		Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424 Do you have any	concerns about the security of the	NO .		Radio Button, One-up	Single	Y	Skip Logic Group	Security
	ition contained in your my Social	No						Concerns
		Yes	Α					
CAS0045425 A Please describe	our security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422 Did the informa Security accou what you want				Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
		No	A,B					
CAS0045426 A What specifica	ly were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
		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 verified in the control of the contro	what "other" action you plan to take			Text area, no char limit		N		OPS_Do Next
CAS0045373 Was the inform account clear t	ation in your <i>my</i> Social Security oyou?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
		No	А					
CAS0045374 A Please tell us v	what information or instructions were			Text area, no Char limit		N		OE_Account Clarity
	e "Get Help" button or "Call Back" our visit today?	Yes, I used the "Get Help" button only	Α	Radio button, one up vertical	Single	Υ	Skip Logic	Get Help Button or Call Back
		Yes, I used the "Call Back" button only	В					
		Yes, I used both the "Get Help" button and "Call Back" button	A, B					
		No, I used neither						
	w helpful the "Get Help" button was 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	3					
		4						
		5	5					
		6	i i					

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			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>r</i> B					
				9					
			10=Very Helpful						
			Don't know						
	В	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	Υ	Skip Logic	Call Back Button Helpful?
				2		, and the second			
				3					
				4					
				5					
				6					
				7					
				3					
			10=Very Helpful	9					
			Don't know						
		Did you use the "Get Heln" button during your visit	Yes		Radio button, one up vertical				
STE0090150		Did you use the "Get Help" button during your visit today?		A	radio sattori, erio ap vortica.	Single	¥	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	¥	Skip Logic	Get Button Helpful?
				2					
				3					
				4					
)					
				7					
				2					
				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						+
	1		Freier not to answer	1	1		L		

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			SSA My Social Security v2 CUSTOM QU	JESTION 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 Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment Public computer workstation in a library Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.) Public computer workstation made available at my local Social Security office SSA Express kiosk located in a public space or governmental office Other (please specify)	A B	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer	How Connected with SSA
CAS0076468		Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	C AA	Radio button, one-up vertical	Single	Y	Choice Skip Logic Group	Use SSA Icon
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	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470		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		(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.)						

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	В					
					Text area, no char limit				
CAS0045390	В	How did you learn about my Social Security?					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			Yes, I am receiving Supplemental Security Income		Radio button, one-up vertical	Single	Υ		Cash Benefits
		Are you currently receiving cash benefits?	(SSI)						
			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						
			l 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	В					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators To apply online for Social Security or Medicare Only	F, G					
			benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit	K					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	ĸ					

Model Instance Name:

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

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			SSA My Social Security v2 CUSTOM Q	UESTION 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		31. (
			To loan about the seneme to mile in might se challed						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407		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?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	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	ВВ	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	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	I					
CAS0073010	Н			J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			Yes						,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	I	Estimator. Do you plan to use the Retirement Estimator after			Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
		you are finished with your <i>my</i> Social Security account?	Yes						

Model Instance Name:

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

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			SSA My Social Security v2 CUSTOM QI	JESTION 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						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
CA C0072014	-		No		Dadia hustan ana un un misal	Cinala	V	Chia Lasia Casus	Everette Find
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	RE in mySSA
CAS0073015	F		No		Dadia huttan ana un vertical	Cinalo	Y	Ckin Logio Croup	Trouble Finding
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
0.000=0010			No			0: 1	.,	01: 1 : 0	
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0076487	К	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				Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	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	Less than 15 minutes More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
		The same you make the same to	Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
		, , , , , , , , , , , , , , , , , , , ,	I preferred registering for my Social Security in-person a	CC				, J	, i
			Don't remember or prefer not to say	CC					
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST				<u>, </u>	<u> </u>
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful						
CAS0045413			l don't know		Dadia buttan ana un vartical	Cinglo	Y	Skip Logic Group	Instructions
CA30043413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	'	Skip Logic Group	Understand
			Partially	Α					
			No	Α					
CAS0045414	А	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					Radio button, one-up vertical	Single	Υ		Security
0,100010110		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		readio Socion, one op verdoar	Cingic			Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> 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	В		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	ВВ					
CAS0045428	ВВ	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	А					
CAS0045374	Α	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	А	Radio button, one up vertical	Single	Υ	Skip Logic	Get Help Button
			No						

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			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	Υ	Skip Logic	Get Button Helpful?
				2					
				4					
				5					
				o o					
				7					
				3					
			10=Very Helpful	9					
			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						

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			SSA My Social Security v2 CUSTOM QI	JESTION LIST	T				
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		Radio button, one-up vertical	Single	Y	Skip Logic Group	How Connected with SSA
			Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment					Randomize	
			Public computer workstation in a library	Α					
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)						
			Public computer workstation made available at my local Social Security office SSA Express kiosk located in a public space or						
			governmental office	В					
			Other (please specify)	С				Anchor Answer Choice	
		Did you connect through a unique Social Security	Yes		Radio button, one-up vertical				
	Α	icon featured on the computer's desktop?	No	AA		Single	Υ	Skip Logic Group	Use SSA Icon
					Text area, no char limit				OE_How Linked to SSA
	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	(library) OE_Location of
	В	Please describe the location.				Open	N	Skip Logic Group	Kiosk
	С	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 <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						

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			SSA My Social Security v2 CUSTOM Q	JESTION 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	В					
					Text area, no char limit				
CAS0045390	В	How did you learn about my Social Security?					N		OPS_Learn about
		How often do you access (or plan to access) your							Access Frequency -
HAR0069569		my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		NEW
		,	Once every six months		, , , , , , , , , , , , , , , , , , , ,				
			Once every three months						
			Once a month						
			More than once a month						
BJL1506			Not sure		Dadia button, and un vertical	Cinalo	Υ		Cook Bonofito
BJL1500		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						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting <i>my</i> Social	I don't know or prefer not to answer	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Drimory Doccon
CA30045595		Security today? (Check all that apply)	To print or view my online Social Security Statement To make sure my earnings record is correct	А, С	check box one up vertical	IVIUILI	162	Skip Logic Group	Pililary Reason
			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	В					
			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	К					
			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					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045407	Α	How often do you review your online Social	, , , , , , , , , , , , , , , , , , , ,	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
			This is my first time						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					radia button ana un vertical			akin lagia grava	Plan to View
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	State again
			No						
CAS0045409	В	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	ВВ					
CAS0045396	BB	Which "other" agency or program requested your	Other agency or program		Text area, no Char limit		N		OPS Other
CAS0045390		Benefit Verification information?			, i		N		Agency
	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit				OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	I					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> 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 <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	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	Single	Y	Skip Logic Group	Troubke 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	Single	Y	Skip Logic Group	Expect to Find RE in mySSA

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	1		SSA My Social Security v2 CUSTOM Q	UESTION 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
CAS0073015	F		No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding
CA30073013		Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	'	Skip Logic Group	Calculators
CAS0073016	G		No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find
CA30073010		Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		rvadio buttori, orie-up vertical	Sirigie	'	Skip Logic Group	Calculators in mySSA
			No						
	К	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		Trince dollors and you take.		Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	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					
04.00045000			Not sure or don't remember			0: 1		01: 1 : 0	
CAS0045399		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						
CAS0045400	В	How many prior unsuccessful online registration	30 minutes or more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CA30043400			One		radio battori, orie-up vertical	Sirigie	'	Skip Logic Group	ixeg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required t	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					
CAS0045401	СС	Please describe your in-person registration experience.	Don't remember or prefer not to say	CC	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						
CAS0045413		Did you and developed all of my Conicl Co. 11.1	I don't know		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
CA30045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		radio buttori, orie-up vertical	Sirigie	r	SKIP LOGIC GIOUP	Understand
			Partially	Α					

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions	No	A	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?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
0.4.000.45.40.4			No			0: 1		01: 1 : 0	9 11
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		ů ů	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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	ВВ	Please tell us what "other" action you plan to take next.	Otter, please specify	БВ	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	Α					
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						

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			SSA My Social Security v2 CUSTOM QI	JESTION 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 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 <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	В					
					Text area, no char limit				
									OPS Learn
CAS0045390	В	How did you learn about my Social Security?					N		about
									Access
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		Frequency - NEW
11/11/0000000		my obtain occurry about it.	Once every six months		read batton, one up vertical	Omgic	'		11211
			Once every three months						
			Once a month						
			More than once a month						
D 11 1 5 0 C			Not sure		Dedie butter and un untited	Circarla	\ <u></u>		Caala Danasita
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		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: R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

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			SSA My Social Security v2 CUSTOM Q	JESTION 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	I don't know of prefer hot to answer	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
CA30043393		Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	IVIUIU	165	Skip Logic Group	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	В					
			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 <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	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	В	For which Agency or program do you need a			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		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 Ctate or Local Department of Social Services						
			State or Local Department of Social Services	BB					
			Other agency or program	BB					

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

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	ВВ	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	С	, ,	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	I					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> 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 <i>my</i> 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		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke 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	Single	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	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						
CAS0045398		Did you register for <i>my</i> Social Security online or in	Registered online on my first attempt	Α	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	Α	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

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

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	В	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	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Υ	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						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password:	Partially	Α					
			No	A					
CAS0045414	Α		INO		Text area, no char limit		N	Skip Logic Group	OE Instructions
CA30043414		Please explain what you did not understand about my Social Security's registration instructions			rest area, no char min			Skip Logic Group	OL_IIIstructions
CAS0045415					Radio button, one-up vertical	Single	Υ		Security
		Did you see any information describing <i>my</i> Social Security's security policies or features?				ŭ			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?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account:	Yes	Α					
CAS0045425	Α	Please describe your security concerns.	10		Text area, no char limit		N		OE_Security Concern
CAS0045422		ÿ ÿ	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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						

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

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			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	Other, please specify	BB	Text area, no char limit		N		OPS_Do Next
		next.			Text area, no chai iiiiii				
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	Α	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						

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			SSA My Social Security v2 CUSTOM QI	JESTION 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 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 <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	В					
					Text area, no char limit				
									OPS Learn
CAS0045390	В	How did you learn about my Social Security?					N		about
									Access
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		Frequency - NEW
11/11/0000000		my obtain occurry about it.	Once every six months		read batton, one up vertical	Omgic	'		11211
			Once every three months						
			Once a month						
			More than once a month						
D 11 1 5 0 C			Not sure		Dedie butter and un untited	Circarla	\ <u></u>		Caala Danasita
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		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						

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

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip		A Obstance			0		0	
OID	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
QID	Label	Question Text	I am entitled to Medicare Only coverage - no cash	Skip to	Type (select from list)	With	1/14	mstructions	CQ Laber
			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	·	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
			To print or view my online Social Security Statement						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	В					
			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 <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social		AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time						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						
CA C00 4F 400			Other		undia buttan ana un un tratical			alia lasia ausus	Diamete Minus
CAS0045408	AA	online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
0400017100			No		de la	14 100 1	\ , ·	-12 - 12	
CAS0045409	В	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	ВВ					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency

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

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			SSA My Social Security v2 CUSTOM Q	OESTION LIST					
	Skip								
	Logic		Answer Choices				Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045397	Z	Please tell us what your primary reason was for			Text area, no Char limit		N		OPS_Primary
		visiting today:							Reason
	С			н	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Use RE
		Did you use the Retirement Estimator before visting							
		your my Social Security account today?	Yes						
			No	I					
	Н			J	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Difficulty
									Navigating
									Between mySSA and RE
		Did you have difficulty navigating between <i>my</i>							IIIySSA and RE
		Social Security and the Retirement Estimator?	Yes						
			No						
	J				Text area, no Char limit		N	Skip Logic Group	OE_Difficulty
									Navigating
		Please describe the difficulty you had navigating							Between mySSA and RE
		between <i>my</i> Social Security and the Retirement							IIIySSA and RE
		Estimator.				6. 1			
	1	Do you plan to use the Retirement Estimator after			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Plan to Use RE
		you are finished with your <i>my</i> Social Security	Ves						
		account?	Yes No.						
	D	Did you have trouble finding the Detinement	INU		Radio button, one un vertical	Cinalo	V	Ckin Logio Croup	Troubleo
	"	Did you have trouble finding the Retirement Estimator?	Vac		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
		Estimator:	No.						r mang rec
	Е		140		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Expect to Find
	-				readio battori, orie-ap vertical	Jingle		Skip Logic Group	RE in mySSA
		Did you expect to find the Retirement Estimator within your my Social Security account?	Voc						
		within your my Social Security account?	No.						
	F		140		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Trouble Finding
		Did you have trouble finding the other online			readio battori, orie-ap vertical	Jingle		Skip Logic Group	Calculators
		benefit calculators?	Yes						
			No						
	G				Radio button, one-up vertical	Single	Υ	Skip Logic Group	Expect to Find
									Calculators in
		Did you expect to find the other online benefit							mySSA
		calculators within your my Social Security account?	Yes						
			No						
CAS0045398				Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for my Conint Consults and							
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
		person:		A,B					
			Registered online after prior unsuccessful attempts	۸,۵					
			Registered with in-person assistance from my local	A,C					
			SSA office	,0					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Time
		for you complete your registration	Less than 15 minutes		, , , , , , , , , , , , , , , , , , , ,	3 -		, J	
			More than 15 but less than 30 minutes						
			30 minutes or more						

SSA My Social Security v2 CUSTOM QUESTION LIST

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
CAS0045400	В	How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
		attempts did you make?	One Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
C/100040410		TVII) did you decide to register iii person.	I preferred registering for <i>my</i> Social Security in-person a	CC	rtadio Battori, orio ap Vertical	Cirigio		Citip Logic Croup	rteg in person
			Don't remember or prefer not to say	СС					
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411					Radio button, one-up vertical	Single	Υ		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			l 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?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					
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 <i>my</i> Social			Radio button, one-up vertical	Single	Y		Security Policies
		Security's security policies or features?	Yes						
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> 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	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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						
				BB					

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				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 <i>my</i> Social Security account clear to you?	Yes			radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No		A					
CAS0045374	Α	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						

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			SSA My Social Security v2 CUSTOM Q	JESTION 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	В					
					Text area, no char limit				
									OPS Learn
CAS0045390	В	How did you learn about my Social Security?					N		about
		How often do you access (or plan to access) your							Access Frequency -
HAR0069569		my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		NEW NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month Not sure						
			INOU SUITE						
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-	¥		Future Use
			Once a month						
			Once a month						
	-		Once every three months						
			Once every six months						

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			SSA My Social Security v2 CUSTOM QL	JESTION LIST					
	Skip Logic		Answer Choices				Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	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	Υ		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 my online Social Security Statement	Α	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	В					
			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 <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social	This is an english	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
		Security Statement?	This is my first time						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	В	For which Agency or program do you need a	LIGHA CHAR		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP						
			IRS						
			HUD - Federal Housing Admin. (FHA)						

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			SSA My Social Security v2 CUSTOM QU	JESTION 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
QID	Laber		Department of Veterans Affairs (VA)	Skip to	Type (select from fist)	With	1/19	mstructions	CQ Laber
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	ВВ					
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?	Other agency or program		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	Α	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	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
0.1.000.15.11.0			Three or more			0: 1			
CAS0045410	С	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 <i>my</i> Social Security in-person a	CC					
CAS0045401		Discount of the second of the	Don't remember or prefer not to say	СС	Tout area no shor limit		N		OF In norson
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit	Cinala			OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No Loried by the construction of the construct						
			I tried but was unsuccessful						
CAS0045413			I don't know		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
CA30043413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Sirigle	'	Skip Logic Group	Understand
		<u> </u>	Partially	Α					
			No	A					
CAS0045414	Α		-		Text area, no char limit		N	Skip Logic Group	OE Instructions
		Please explain what you did not understand about my Social Security's registration instructions						, . .	
CAS0045415					Radio button, one-up vertical	Single	Υ		Security
		Did you see any information describing <i>my</i> Social							Policies
		Security's security policies or features?							
		•	Yes						
			No						

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			SSA My Social Security v2 CUSTOM	QUESTION LIST					
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045424			(miniou to do distribution)	C.mp to	Radio Button, One-up	Single	Y	Skip Logic Group	Security
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No			J915	·	omp asgis areap	Concerns
			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 <i>my</i> 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	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	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	ВВ					
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	Α					
CAS0045374	Α	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						
ſ			Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION 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					- 1	
			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						
			Carial Casumita Chahamanah Mah Lunaniyadir dha mail						
			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	В					
					Text area, no char limit				
CAS0045390	В	How did you learn about <i>my</i> Social Security?					N		OPS_Learn about
HAR0062542	A	Where on the Official Social Security website did you primarily learn abour my Social Security?	Social Security Home Page		Radio button, one up vertical	Single	¥	Skip Logic Group	Where on SSA.gov Learned
			Social Security's Frequently Asked Questions						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Browsing SSA.gov's informational webpages	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application						
			Other (please specify)	e					
HAR0062543	e	Where else do you learn about my Social Security?		· ·	Text field, <100 char		N	Skip Logic Group	OPS_Where on SSA.gov Learned
6460045303		Including today, how often have you accessed your	TL:-:		dial baston and an arratical	C:1-	V		A
CAS0045392		my Social Security account?	This is my first time		radial button, one up vertical	Single-	¥		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						0
		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Υ		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
			O						
			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	Υ		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 my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason

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

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	Skip Logic		Answer Choices			Single or	Required	Special	
OID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
4.5		Quodum 10A	To make sure my earnings record is correct	C.up to	туре (еслестиения)		.,		5 Q 2 00001
			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	В					
			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 <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social		AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time						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						
04.000.45.400			Other		and the first section of the first			al tartanta a conse	District No.
CAS0045408	AA	online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
2122215122			No				.,		
CAS0045409	В	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
		(5.00.00.00.00.00.00.00.00.00.00.00.00.00	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				Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in	Registered online on my first attempt						
		person?	Registered online of my first attempt Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local	A,C					
			SSA office	7,,0					

SSA My Social Security v2 CUSTOM QUESTION LIST

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
OID	Skip Logic	Quantities Tour	Answer Choices	Skin to	Time (adapting line)		Required	Special	00.111
QID	Label	Question Text	(limited to 50 characters) Not sure or don't remember	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
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		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One Two		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for <i>my</i> Social Security in-person <i>a</i>	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			Don't remember or prefer not to say	CC					
CAS0045401	СС	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 <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		passworu:	Partially	Α					
			No No	Ā					
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 <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No V		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	Α		Yes	Α	Text area, no char limit		N		OE Security
C/100043423	_ ^	Please describe your security concerns.			Tokt area, no onar min		'\		Concern
CAS0045422		Did the information obtained during your <i>my</i> 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			Skip Logic	OE_Trying to accomplish
CAS0045427		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						

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	ВВ					
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	Α	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						

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	Α	check box, one up	Multi	Y	Skip	Learn about
		1.77	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	В					
					Text area, no char limit				OPS_Learn
CAS0045390	В	How did you learn about my Social Security?			Radio button, one up vertical		N		about
	A	Where on the Official Social Security website did you primarily learn abour <i>my</i> Social Security?	Social Security Home Page		radio salton, one ap romata	Single	Y	Skip Logic Group	Where on SSA.gov Learned
			Social Security's Frequently Asked Questions					<u> </u>	
			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						
			Other (nlease specify)	С				OPS Group	
			leann.hartka: Added question text.	J	Text field, <100 char		N		OPS_Where on SSA.gov Learned
	С	Where else do you learn about my Social Security? Including today, how often have you accessed your					N	OPS Group	
CAS0045392		my Social Security account?	This is my first time		radial button, one up vertical	Single	Υ		Access Freq

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	Υ		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						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	I don't know or prefer not to answer To print or view my online Social Security Statement	Α	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 Add Extra Security to my online account	В					
			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						
0400045407		Use of the decree of the Control	Other reason for visiting today:	Z	ahaali hairaaa ii ii dhiid	Circle	.,,	Chin Lavis Co	F \ 6
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						

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			SSA My Social Security v2 CUSTOM QL	JESTION 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		Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	\ 1177	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			RS						
			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		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			Registered online on my first attempt Registered online after prior unsuccessful attempts	A A,B	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered with in-person assistance from my local	A,C					
			SSA office						
			Not sure or don't remember						
CAS0045399		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						
0.1.000 := := :			30 minutes or more			a		01: 1 : -	
CAS0045400		' '	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			preferred registering for my Social Security in-person a	СС					
			Don't remember or prefer not to say	СС					
CAS0045401		Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security
			Yes						Reg
			No						
			tried but was unsuccessful						
			don't know						

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Parally A A Please explain what you did not understand about my Social Security's registration instructions CASI045415 Do by ou see any information describing my Social Security's security policies or features? Yes A Radio button, one-up vertical Single Y Skip Logic Group OE_Inst Policies Security's security policies or features? Yes A Radio Button, one-up vertical Single Y Skip Logic Group OE_Inst Policies Security Security's security policies or features? Yes A Radio Button, one-up vertical Single Y Skip Logic Group OE_Inst Policies Security Securit				SSA My Social Security v2 CUSTOM Q	UESTION LIST					
CASO045413 bid you understand all of my Social Security's projecting or progressing a username and possword? Partially A CASO045114 A CASO045115 CASO045115 CASO045415 CASO045415 CASO045416 CASO045416 CASO045426 A CASO045427 CASO045427 A CASO045428 A CASO045428 CASO045428 CASO045428 CASO045428 CASO045428 CASO045428 CASO045429 CA	OID	Logic	Question Tout		Skin to	Tune (coloct from list)				CO Label
Instructions for registering a username and password? Partially A A A A A A A A A A A A A		Labei	-	(ilmited to 50 characters)	экір іо					
CAS0045414 A Robot A No A No A Text area, no char limit N Skip Logic Group OE, Inst. Radio button, one-up vertical Single Y Skip Logic Group Pulicies Security registration instructions CAS0045415 Did you see any information describing my Social Security of the promotion of the security of the promotion	CA50045413		instructions for registering a username and	Ves		Radio buttori, orie-up vertical	Sirigle	, r	Skip Logic Group	Understand
CASO045414 A Please explain what you did not understand about my Social Security's registration instructions CASO045415 Did you see any information obscribing my Social Security and Security security security in the security of the present information obscribing my Social Security Securi					Δ					
CASD04514 A Please explain what you did not understand about my Social Security's eccurity politicals or features? CASD04515 Did you see any information describing my Social Security's security politicals or features? Ves. CASD045424 Day by have any concerns about the exceptive of the personal information contained in your my Social Security account? CASD045425 A Please describe your ercurity concerns. CASD045426 Did the information obtained during your my Social Security what you wanted to accomplish what										
CASO045424 CASO045425 A Do you have any concerns about the security of the personal information contained in your my Social Security of the personal information obtained during your my Social Security of the personal information obtained during your my Social Security of the personal information obtained during your my Social Security of the personal information obtained during your my Social Security of the personal information obtained during your my Social Security Secu	CAS0045414	Α	Please explain what you did not understand about			Text area, no char limit		N	Skip Logic Group	OE_Instructions
Policies Security security productions or features? Yes CAS0045424 Do you have any conceres about the security of the personal information contained in your my Social Security account? Yes A Text area, no char limit N OCE_Sec Concern Radio button, one up Single Yes Skip Logic Group Social Yes CAS0045425 A Please describe your security concerns. CAS0045426 A What specifically were you trying to accomplish what you wanded to do; A What specifically were you trying to accomplish what you wanded to do; A What specifically were you upon not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A What specifically were you upon not able to accomplish what you wanded to do; A What specifically were you upon not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do; A Since you were not able to accomplish what you wanded to do, what do you plan to do next? (Please select all that apply) No A Text area, no char limit N Skip Logic Group A Sk			my Social Security's registration instructions							
CAS0045424 Do you have any concerns about the security of the personal information contained in your my Social Security Grace Please describe your security concerns. CAS0045425 A Please describe your security concerns. CAS0045426 Did the information chained during your my Social Security what you wanted to do; what do you plan to do next? (Please select all that apply) 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) 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) CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045428 CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045428 CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045428 CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045428 CAS0045444	CAS0045415		Security's security policies or features?	Υρς		Radio button, one-up vertical	Single	Y		Security Policies
CASO045424 Do you have any rocerons about the security of the provinced information contained in your my Social No. CASO045425 A Please describe your security concerns. CASO045426 Did the information obtained during your my Social Security account; Pys A Please describe your security concerns. CASO045427 Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? CASO045426 A What specifically were you trying to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to take to accomplish what you wanted to do? Cast Social Security Since Cast Social Security Since Text area, no char limit N N Skip Logic Group Accompliants to accomplish water and try again to do next? Cast Social Security Since Text area, no char limit N N Skip Logic Accompliants to accomplish to accomplish to accomplish to accomplish to a complian to take to accomplish that you wanted to accomplish to										
CAS0045425 A Please describe your security concerns. CAS0045422 Did the information obtained during your my. Social Security account visit enable you to accomplish what you wanted to do? CAS0045426 A What specifically were you trying to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) Skip Logic 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) Skip Logic Call Social Security office Call a local Social Security office Call social Security soffice Call social Security with so near all to Social Security Write a letter to Social Security Write a letter to Social Security Take no action Other, please specify B Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my. Social Security Account clear to you? No A Text area, no char limit N N OPS_D Text area, no char limit N N OPS_D Text area, no char limit N OPS_D Text area, no char limit N N OPS_D Text area	CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CASO045422 A Please describe your security concerns. CASO045422 Did the information obtained during your my Social Security of the information obtained during your my Social Security Second visit enable you to accomplish what you wanted to do? No A,B Text area, no char limit N Skip Logic Group Ability to Accomplish what you wanted to do? CASO045426 A What specifically were you trying to accomplish? CASO045427 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 Security office Call a local Social Security office Call a local Social Security office Call a local Social Security office Call Social Security Se00 numbers Submit en e-mait to Social Security White a letter to Social Security White a letter to Social Security Take no action Other, please specify BB Please tell us what "other" action you plan to take lext. Was the information in your my Social Security Account clear to you? No A Please sell us what information or instructions were not clear CASO045375 Please sell us what information or instructions were not clear CASO045375 Please sell us what information or instructions were not clear CASO045376 Please sell us what information or instructions were not clear CASO045376 Please sell us what information or instructions were not clear CASO045377 A Please tell us what information or instructions were not clear CASO045375 Please sell us what information or instructions were not clear CASO045376 Please sell us what information or instructions were not clear CASO045376 Please sell us what information or instructions were not clear CASO045376 Please sell us what information or instructions were not clear CASO045376 Please sell us what information or instructions were not clear CASO045377 CASO045376 Please sell us what information or instructions were not clear CASO045376 Please sell us what information or instructions were not clear CASO045376 CASO045377 CASO045377 CASO04			occurry account.		Α					
Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? CAS0045426 A What specifically were you trying to accomplish? No A.B. Text area, no char limit Y Skip Logic OE Traccon 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) Visit a local Social Security office Call social Social Security office Call social Security Take no action Text area, no char limit N OFS_D	CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS045427 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 Return and try again	CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability 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 office Call social Security office Call social Security office Call social Security office Submit an e-mail to Social Security Take no action Other, please specify BB Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my Social Security To account clear to you? No A Please tell us what information or instructions were not clear Please select the category that includes your age. Under 25 Drop down, select one Single N New Agr New Agr				No	A,B					
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 Seon number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify BB Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my Social Security Was the information in your my Social Security A Please tell us what information or instructions were not clear to you? No A Please tell us what information or instructions were not clear Please select the category that includes your age. Under 25 Drop down, select one Single N New Agree A			What specifically were you trying to accomplish?			Text area, no char limit				OE_Trying to accomplish
Visit a local Social Security office Call a local Social Security office Call a local Social Security office Call a local Social Security 600 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify BB Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my Social Security Was the information in your my Social Security No CAS0045374 A Please tell us what information or instructions were not clear Please select the category that includes your age. Under 25 Drop down, select one Single N New Agr	CAS0045427		wanted to do, what do you plan to do next? (Please	Datum and the engin		Check box vertical	Multi	Y	Skip Logic	Do Next
Call a local Social Security office Call Social Security s00 number Submit an e-mail to Social Security Write a letter to Social Security Take no action Other, please specify BB Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my Social Security Was the information in your my Social Security Yes Take no action Other, please specify BB Text area, no char limit N OPS_D Text area, no Char limit N OPS_D Text area, no Char limit N OE_AC CAS0045374 Please tell us what information or instructions were not clear CAS0045375 Please select the category that includes your age. Under 25 Drop down, select one Single N New Age Text area, no Char limit N OE_AC Cla Cla CAS0045375 Please select the category that includes your age. 10										
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 Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my Social Security account clear to you? No A Please tell us what information or instructions were not clear Please select the category that includes your age. CAS0045375 Please select the category that includes your age. Under 25 Drop down, select one Single No New Age New Age New Age Single New Age New Age New Age Single New Age										
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Take no action Other, please specify BB Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my Social Security account clear to you? No A Please tell us what information or instructions were not clear CAS0045375 Please select the category that includes your age. Under 25 Drop down, select one Single N New Age Casou45375 Please select the category that includes your age. Under 25 Drop down, select one Single N New Age Ne										
CAS0045428 BB Please tell us what "other" action you plan to take next. CAS0045373 Was the information in your my Social Security account clear to you? No A Please tell us what information or instructions were not clear CAS0045375 Please select the category that includes your age. CAS0045375 Please select the category that includes your age. A CAS0045376 Please select the category that includes your age. CAS0045376 Please select the category that includes your				Write a letter to Social Security						
CAS0045373 Was the information in your my Social Security account clear to you? No A CAS0045374 A Please tell us what information or instructions were not clear CAS0045375 Please select the category that includes your age. CAS0045376 Under 25 CAS0045376 I Drop down, select one Single N Single N No A Text area, no Char limit N OE_ACCIANCE CIANCE CIANCE No A Please select the category that includes your age. CAS0045375 I Drop down, select one Single N New Age Single N New Age New Age OPS_D OPS_D Text area, no Char limit N OE_ACCIANCE CIANCE CIANCE New Age New Age OPS_D OP										
next. CAS0045373 Was the information in your my Social Security account clear to you? No A Please tell us what information or instructions were not clear CAS0045375 Please select the category that includes your age. CAS0045375 Please select the category that includes your age. 26 to 45 46 to 55 56 to 60 61 to 64				Other, please specify	BB					
account clear to you? No A Please tell us what information or instructions were not clear CAS0045375 Please select the category that includes your age. Under 25 Drop down, select one Single N New Age A Please select the category that includes your age. Under 25 Single N New Age A Please select the category that includes your age. Under 25 A Please select the category that includes your age. Under 25 A Please select the category that includes your age. A Please select		ВВ	next.			, , ,	0'1		-11-1-1-	OPS_Do Next
CAS0045374 A Please tell us what information or instructions were not clear CAS0045375 Please select the category that includes your age. Under 25 CAS0045375 Drop down, select one Single N New Age New Age 1 Ext area, no Char limit N OE_Ac Cla New Age New Age 1 Ext area, no Char limit N OE_Ac Cla New Age New Age 1 Ext area, no Char limit N OE_Ac Cla Cla Cla Cla Cla Cla Cla Cl	CAS0045373		account clear to you?			radiai button, one up vertical	Single	Y	SKIP IOGIC	AccountClarity
not clear Cla CAS0045375 Please select the category that includes your age. Under 25 Drop down, select one New Age Single N New Age 46 to 55 46 to 55 46 to 55 56 to 60 61 to 64 61 to 64	CAS0045374	Δ		INU	A	Text area no Char limit		N		OE Account
CASU045375 Single N New Age 26 to 45 46 to 55 56 to 60 61 to 64		^	not clear	Lindor 25				IN		Clarity
46 to 55 56 to 60 61 to 64	CAS0045375		, ,			Drop down, Select one	Single	N		New Age
56 to 60 61 to 64										
61 to 64										
				65 to 66						
67 or older										
Prefer not to answer				Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	Α					
CAS0045390	Α	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							
CAS0045392		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						
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						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
OID	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	Lubei	Question Text	Yes, I am receiving Supplemental Security Income	Citip to	Radio button, one-up vertical		Y	moti dotiono	Cash Benefits
202200		Are you currently receiving cash benefits?	(SSI)		radio sattori, one ap veraoa	og.o	i		Cucii Boilonio
			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						
CAS0045395		NA/bet is your primary reserve for visiting and Said	I don't know or prefer not to answer	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
CA50045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement To make sure my earnings record is correct	A	crieck box one up vertical	Mulu	res	Skip Logic Group	Reason
			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	В					
			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 your online Social Security Statement?	This is my first time Less frequently than once a year	AA	check box one up vertical	Single	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		Other Yes		radio button one up vertical			skip logic group	Plan to View State again
		ů .	No						
CAS0045409	В	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
		Solicit Company Editor: (Oriotic all that apply)	IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						

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			SSA My Social Security v2 CUSTOM QL	JESTION 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?	Registered online on my first attempt	Α	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	Α	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	В	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	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for <i>my</i> Social Security in-person a	CC					
			Don't remember or prefer not to say	СС					
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						
0.000.15.110			I don't know			0: 1		01: 1 : 0	
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		passworu:	Partially	Α					
			No	A					
CAS0045414	A	Please explain what you did not understand about			Text area, no char limit		N	Skip Logic Group	OE_Instructions
04.00045445		my Social Security's registration instructions				0:1			0
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					

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

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	А	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?			Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427		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 <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	Α					
CAS0045374	Α	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						
		I .	67 or older						
			Prefer not to answer						
	1	I		1	1	1	1	1	

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			SSA My Social Security v2 CUSTOM Q	UESTION 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 my 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.)					- <u> </u> -	
			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	Α					
					Text area, no char limit				
CAS0045390	Α	How did you learn about <i>my</i> Social Security					N		OPS_Learn about
	,,	Including today, how often have you accessed your							
CAS0045392		my Social Security account?	This is my first time Once a month		radial button, one up vertical	Single	Y		Access Freq
			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						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
OID	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	Lubei	Question Text	Yes, I am receiving Supplemental Security Income	Citip to	Radio button, one-up vertical		Y	moti dotiono	Cash Benefits
202200		Are you currently receiving cash benefits?	(SSI)		radio sattori, one ap veraoa	og.o	i		Cucii Boilonio
			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						
CAS0045395		NA/bet is your primary reserve for visiting and Said	I don't know or prefer not to answer	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
CA50045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement To make sure my earnings record is correct	A	crieck box one up vertical	Mulu	res	Skip Logic Group	Reason
			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	В					
			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 your online Social Security Statement?	This is my first time Less frequently than once a year	AA	check box one up vertical	Single	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		Other Yes		radio button one up vertical			skip logic group	Plan to View State again
		ů .	No						
CAS0045409	В	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
		Solicit Company Lottor: (Orlook all that apply)	IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						

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pink: ADDITION

			SSA My Social Security v2 CUSTOM QL	JESTION 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?	Registered online on my first attempt	Α	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	Α	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	В	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	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for <i>my</i> Social Security in-person a	СС					
			Don't remember or prefer not to say	СС					
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						
0.000.15.110			I don't know			0: 1		01: 1 : 0	
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		passworu:	Partially	Α					
			No	A					
CAS0045414	A	Please explain what you did not understand about			Text area, no char limit		N	Skip Logic Group	OE_Instructions
04.00045445		my Social Security's registration instructions				0:1			0
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	А	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?			Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427		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 <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	Α					
CAS0045374	Α	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						
		I .	67 or older						
			Prefer not to answer						
	1	I		1	1	1	1	1	

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST	<u> </u>				
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
					check box, one up				
			Learned about <i>my</i> Social Security on the SSA website						
CAS0045388		How did you learn about my Social Security?				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	Α					
					Text area, no char limit				
CAS0045390	Α	How did you learn about <i>my</i> Social Security					N		OPS_Learn about
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						
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	Υ		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						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting my Casial	I don't know or prefer not to answer	^	chook how one un vertical	NA. 14:	Vaa	Ckin Logic Crous	Drimon:
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	Α	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	В					

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

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			SSA My Social Security v2 CUSTOM QI	JESTION 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 <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	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						
CAS0045408	AA		Other Yes		radia button and un vartical			akin lagia graup	Diam to Minus
CAS0045408	AA	online again?			radio button one up vertical			skip logic group	Plan to View State again
CAS0045409	В		No		ale all le sur restinal area un	N de elaborat o	Y	alsia la sia assassa	A
CA30045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	ľ	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	B5					
CAS0045396	BB	Which "other" agency or program requested your	Other agency or program	BB	Text area, no Char limit		N		OPS_Other
CAS0045397	Z	Benefit Verification information? Please tell us what your primary reason was for			Text area, no Char limit		N		Agency OPS_Primary
		visiting today:							Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in		Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		person?	Registered online on my first attempt	A,B					
			Registered online after prior unsuccessful attempts Registered with in-person assistance from my local	A,C					
			SSA office	А,С					
CAS0045300	^		Not sure or don't remember		Dadia hutton and un vertical	Cinala	\ \ <u>\</u>	Ckin Logic Crous	Dog Time
CAS0045399	Α	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						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Instructions	CQ Label
CAS0045400		How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Attempts
		attempts did you make?	One						
			Two						
			Three or more						
CAS0045410	С	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	СС	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 <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE Instructions
		Please explain what you did not understand about my Social Security's registration instructions			,				
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> 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	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427		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	DD					
0400045400			Other, please specify	BB					000 5 11
CAS0045428		Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next

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			SSA M	y Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text		swer Choices d 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 <i>my</i> Social Security account clear to you?	Yes			radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No		Α					
CAS0045374	Α	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							

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			SSA My Social Security v2 CUSTOM QI	JESTION 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
					check box, one up				
CAS0045388		How did you learn about <i>my</i> Social Security?	Learned about <i>my</i> Social Security on the SSA website			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	Α					
					Text area, no char limit				
									OPS_Learn
CAS0045390	Α	How did you learn about my Social Security					N		about
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						
			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						

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

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			SSA My Social Security v2 CUSTOM QI	JESTION 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	(A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
		Security today? (Check all that apply)	To print or view my online Social Security Statement		· ·			. , ,	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	В					
			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	Α	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?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	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	DD.					
CAS0045396	DD	NATIONAL HOLD AND AND AND AND AND AND AND AND AND AN	Other agency or program	BB	Toyt area no Char limit		N		ODC Other
	ВВ	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit				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				Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
		person?	Registered online off my first attempt Registered online after prior unsuccessful attempts	A,B					
			registered offiline after prior unsuccessful attempts	Α,Β					

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

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			SSA My Social Security v2 CUSTOM Q	UESTION 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					
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		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	В	How many prior unsuccessful online registration attempts did you make?	One Two		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for <i>my</i> Social Security in-person a	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	СС	Please describe your in-person registration experience.	Don't remember or prefer not to say	cc	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 <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions	No	A	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?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> 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	В	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						

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			SSA My Social Security v2 CUSTOM Q	UESTION 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	А					
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						

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				SSA My Social Security v2 CUSTOM QUESTION L	IST					
QID	Skip Logic Label	Question Text	AnswerlDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
—		Q		(minor to the annual to the		check box, one up				
CAS0045388		How did you learn about my Social Security?	CAS0045388A001	Learned about my Social Security on the SSA website			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	Α					
						Text area, no char limit				OPS_Learn
CAS0045390	Α	How did you learn about my Social Security						N		about
CAS0045392		Including today, how often have you accessed your my 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						
D 31 4500			CAS0045394A004	9 or more times		De die lee Heere en een een een die el	O'I-			Orale Barra Sta
BJL1506		Are you currently receiving cash benefits?	BJL1506A01 BJL1506A02	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
				Yes, I am receiving Social Security Benefits (rRetirement, Disability, Spouses or Survivors)						
			BJL1506A03	Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			BJL1506A04 BJL1506A07	Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			BJL1506A07	I am entitled to Medicare Only coverage - no cash benefits 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 my Social Security today? (Check all that apply)	CAS0045395A001	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			CAS0045395A002	To make sure my earnings record is correct						
			CAS0045395A003 CAS0045395A004	To view my Benefits and Payment Details To get a Benefit Verification Letter	В					
			CAS0045395A004 CAS0045395A005	Add Extra Security to my online account	В					
			CAS0045395A006	To use SSA's online benefit calculators						
			CAS0045395A007	To apply online for Social Security or Medicare Only benefits						
			CAS0045395A008	To change my address with SSA						
			CAS0045395A009 CAS0045395A010	To enroll in or update my direct deposit 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						

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Skip Logic Label	Question Text								
Α		AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	How often do you review your online Social	CAS0045395A012 CAS0045407A001	Other reason for visiting today:	Z AA	chack hav and up vertical	Cinglo	Y	Skip Logic Croup	Frog Viow
	Security Statement?	CAS0045407A001	This is my first time	AA	check box one up vertical	Single	, r	Skip Logic Group	Freq View Statement
	Coounty Statement:	CAS0045407A002	Less frequently than once a year						Otatomont
		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						
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						
В	For which Agency or program do you need a	CAS0045409A001	LISDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
	Benefit Vermeation Letter: (Check air that appry)	CAS0045409A002							
		CAS0045409A005	` '						
		CAS0045409A006	Medicare						
		CAS0045409A007	Medicaid						
		CAS0045409A008	State or Local Department of Social Services						
		CAS0045409A009	Other agency or program	BB					
ВВ	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 <i>my</i> Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registere
		CAS0045398A002		A,B					
		CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C					
		CAS0045398A004	Not sure or don't remember						
Α	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						
			30 minutes or more						
В	How many prior unsuccessful online registration attempts did you make?		One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
	hade did on decide to the	CAS0045400A003			Darlin hatta	0:	,,	01:-1:-0	D I .
С	wny aid you decide to register in-person?				Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CC	Please describe your in person registration		Don't remember or prefer not to say	CC	Text area no char limit		N		OF In person
	experience.	CAS004E411A001				Single			OE_In-person Experience Xtra Security
	Did you register for Extra Security?	CASUU454IIAUUI	Yes		radio buttori, orie-up vertical	Sirigie	'		Reg
	Did you register for Extra Security?	CAS0045411A002							9
	Did you understand all of <i>my</i> Social Security's instructions for registering, a username and	CAS0045411A004 CAS0045413A001	COTTAIN		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
	BB Z A A B C C CC	online again? B For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) BB Which "other" agency or program requested your Benefit Verification information? Z Please tell us what your primary reason was for visiting today: Did you register for my Social Security online or in person? A Please select the approximate length of time it took for you complete your registration B How many prior unsuccessful online registration attempts did you make? C Why did you decide to register in-person? CC Please describe your in-person registration experience. Did you register for Extra Security?	online again? CAS0045408A002 B For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) CAS0045409A002 CAS0045409A003 CAS0045409A003 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A007 CAS0045409A008 CAS0045409A009 BBB Which "other" agency or program requested your Benefit Verification information? Z Please tell us what your primary reason was for visiting today: CAS0045398A001 Did you register for my Social Security online or in person? CAS0045398A002 CAS0045398A003 A Please select the approximate length of time it took for you complete your registration CAS0045398A001 CAS0045398A002 CAS0045398A003 CAS0045398A004 CAS0045398A001 CAS0045398A002 CAS0045398A002 CAS0045400A002 CAS0045400A001 CAS0045400A002 CAS0045400A003 C Why did you decide to register in-person? CAS0045411A001 Did you register for Extra Security? CAS0045411A001 Did you understand all of my Social Security's instructions for registering a username and	online again? CAS0045408A002 B For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) CAS0045409A002 INS Federal Housing Admin. (FHA) Department of Veterans Affairs (VA) CAS0045409A006 Requesting a Retirement Visa from another country CAS0045409A007 Medicare CAS0045409A008 State or Local Department of Social Services CAS0045409A006 Medicare CAS0045409A007 Medicare CAS0045409A007 Medicare CAS0045409A008 State or Local Department of Social Services Other agency or program requested your Benefit Verification information? Z Please tell us what your primary reason was for visiting today: CAS0045398A001 Did you register for my Social Security online or in person? CAS0045398A002 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 Not sure or don't remember Not sure or don't remember CAS0045399A002 After the approximate length of time it took for you complete your registration CAS0045399A002 CAS0045399A003 Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office CAS0045399A001 Not sure or don't remember Not sure or don't remember Not sure or don't remember CAS0045399A002 After the approximate length of time it took CAS0045399A003 After the approximate length of time it took CAS0045399A003 After the approximate length of time it took CAS0045399A003 After the approximate length of time it took CAS0045399A004 After the approximate length of time it took CAS0045399A005 After the approximate length of time it took CAS0045399A006 After the approximate length of time it took CAS0045399A007 After the approximate length of time it took CAS0045399A008 After the approximate length of time it took CAS0045399A007 After the approximate length of time it took CAS004539A008 After the approximate l	online again? 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				SSA My Social Security v2 CUSTOM QUESTION	LIST					
	Skip									
	Logic			Answer Choices			Single or	Required	Special	
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			CAS0045413A002	Partially	A					
			CAS0045413A003	No	Α					
CAS0045414	Α					Text area, no char limit		N	Skip Logic Group	OE_Instructions
		Please explain what you did not understand about								
		my Social Security's registration instructions								
CAS0045415		Did you see any information describing my Social	CAS0045415A001			Radio button, one-up vertical	Single	Y		Security
		Security's security policies or features?								Policies
			04000454454000	Yes						
CACOO45404			CAS0045415A002	No		Dadia Button One un	Cinala	\ <u>\</u>	Chin Lania Cuava	Casumita
CAS0045424		Do you have any concerns about the security of the	CAS0045424A001			Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
		personal information contained in your my Social								Concerns
		Security account?	CACOO45424A002	No	-					1
CA C004F40F	-		CAS0045424A002	Yes	A	Total area are alreadingly		NI.		OF Conveits
CAS0045425	A	Please describe your security concerns.				Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social	CAS0045422A001	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to
CA30043422		Security account visit enable you to accomplish	CA30043422A001	163		radio buttori, orie up	Sirigic	163	Skip Logic Gloup	Accomplish
		what you wanted to do?								
			CAS0045422A002	No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?						N	Skip Logic	OE Trying to
		,,,,				Text area, no char limit			- 1 - 3 -	accomplish
CAS0045427	В	Since you were not able to accomplish what you	CAS0045427A001				Multi	Υ	Skip Logic	Do Next
		wanted to do, what do you plan to do next? (Please				Check box vertical			'	
		select all that apply)		Return and try again						
			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						4
			CAS0045427A006	Write a letter to Social Security						
			CAS0045427A007	Take no action	DD					
CAS0045428	BB	Please tell us what "other" action you plan to take	CAS0045427A008	Other, please specify	BB			N		OPS_Do Next
CA30043426	BB	next.				Text area, no char limit		l iv		OF3_DO Next
CAS0045373			CAS0045373A001	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
CA30043313		account clear to you?	CA30043373A001			radia batton, one up vertical	Single	'	Skip logic	Accountcianty
		, , , , , , , , , , , , , , , , , , , ,	CAS0045373A002	No	A					
CAS0045374	A	Please tell us what information or instructions were				Text area, no Char limit		N		OE Account
07.000.001.	'	not clear				Toxt drod, no ond min		.,		Clarity
CAC004F27F		Please select the category that includes your age.	CACOO4507540C4	Under 25		Drop down, select one				Nam Ass
CAS0045375			CAS0045375A001				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						

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			SSA My Social Security v2 CUSTOM Q	UESTION 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
			,	•	check box, one up				
		How did you learn about <i>my</i> Social Security?	Learned about <i>my</i> Social Security on the SSA website			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	Α					
					Text area, no char limit				
	Α	How did you learn about my Social Security					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 <i>my</i> 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						
D.11.4.407			9 or more times		De die le tree en e				Description
BJL1497		Did you register for a username and password	Yes No	A,B,C,D,DD,E	Radio button, one-up vertical		¥	Skip Logic Group	Password
BJL1498	A	r-rease tell us now long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
BJL1499	В	Did you register for Extra Security today?	Yes		Radio button, one-up vertical		N	Skip Logic Group	ExtraSecurityR
			No						
			I don't know						
BJL1500	е	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	ee					
			No No	ee					
BJL1501	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions

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B3L1502 D Duty year see any information describing the website's security politicises or features? Ne B3L1503 DD Do you have any concerns about the security of ransactions on this website? Ne B3L1504 DDD Flaase describe your concerns with the security of the security				SSA My Social Security v2 CUSTOM (QUESTION LIST					
Website's security policions on floatures? No No No Shipt-tagis Group See Se	QID	Logic	Question Text		Skip to	Type (select from list)				CQ Label
Substitute Security policies or features? Yes No No No No No No No N	BJL1502	Đ	Did you see any information describing the			Radio button, one-up vertical	Single	N	Skip Logic Group	Security
BJL1503 DD Dayun-know-encemenational-the-security of transactions on-thic website? No Please describe your concerns with the security of this site. BJL1504 DDD Please describe your concerns with the security of this site is registration process? BJL1505 E What would you like ust in improve, if anything; should this site is registration process? Yes, I am receiving Supplemental Security Income (SS) Yes, I am receiving Supplemental Security In			website's security policies or features?	Yes						
Page				N o						
BJL1505 B What would you like us to improve, if anything, about this sides egistration process? BJL1506 B What would you like us to improve, if anything, about this sides egistration process? BJL1506 A 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 Social Security Benefits (retirement, Disability, or Survivors) Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Recently applied for 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 entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only coverage - no cash benefits I am not entitled to Medicare Only co	BJL1503	ĐĐ	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
BJL1504 DPD please describe your concerns with the security of the size. BJL1505 E What would you like us to improve, if anything, about this sizes registration process? BJL1506 Are you currently receiving cash benefits? Ves, I am receiving Supplemental Security Income (SSI) Ves, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Ves, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Ves, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Penefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) I am entitled to Medicare Ordy, coverage - no cash benefits I am entitled to Medicare Ordy, coverage - no cash benef				No						
Esils 1505 E wheat would you like us to improve, I anything, about this side's registration process? BJL1506 Are you currently receiving cash benefits? Yes, I am receiving Supplemental Security Income (SS) Yes, I am receiving Supplemental Security Denefits (retirement, Disability, or Survivors) (Petroment, Disability, or Survivors)	BJL1504	ĐĐĐ		NO		Text area, no char limit		N		OE_Security Concerns
Are you currently receiving cash benefits? SSI) Ves, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Ves, I am receiving both SSI and Social Security Benefits (retirement, Disability, or Survivors) Recently applied to Social Security Benefits (Retirement, Disability, or Survivors) or SSI am entitled to Medicare Only coverage - no cash benefits (Retirement, Disability, or Survivors) or SSI am entitled to Medicare Only coverage - no cash benefits am not entitled to monthly benefits or Medicare No (not receiving any benefit or receiving Medicare C Combination of the receiving Medicare No (not receiving Medicare C Combination or prefix or print my Security Statement C Checkbox, one-up vertical No Skip Logic Group Octavity or my online account And Extra Security I to my online account For etheck my earnings record To wick my Benefits and Payment Details To etheck my earnings record To wick my Benefits and Fayment Details To get a Benefit Verification Letter Add Extra Security to my online account	BJL1505	E	What would you like us to improve, if anything,			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
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 I am entitled to Medicare Only coverage - no cash benefits I am not entitled to monthly benefits or Medicare No fine freceiving any benefit or receiving Medicare Checkbox, one-up vertical Single Y Skip-Logic Group Stiff Prim Great Benefit Verification Letter Add Extra Security to my online account Other reason for visiting today: To print my Social Security Statement Checkbox, one-up vertical Single Y Skip-Logic Group Celling today: To deek my earnings record To over my Benefits and Payment Details	BJL1506		Are you currently receiving cash benefits?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
Ves. I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) A				Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
Retirement, Disability, or Survivors) or SSI					A					
benefits am not entitled to monthly benefits or Medicare					e					
No finot receiving any benefit or receiving Medicare Conly) Don't know or prefer not to answer				benefits						
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To get a Benefit Verification Letter 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. A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Security Statement? A How often do you review your online Social Single Y Skip Logic Group Freq View Statement of Yellow Ye				To make sure my earnings record is correct						
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For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) IRS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)		AA		Yes		radio button one up vertical			skip logic group	
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) IRS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)				NO NO		the distance of the land	N. A. 101 - 1		-11 to 10 of to 10	A NI I
IRS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)		В	For which Agency or program do you need a	IISDA - SNAP		cneck box vertical one up	Multiple	Y	SKIP logic group	Agency Need
Department of Veterans Affairs (VA)			benefit verification Letter? (Check all triat apply)	IDS						
Department of Veterans Affairs (VA)				HUD - Federal Housing Admin (EHA)						
Requesting a Retirement Visa from another country				Requesting a Retirement Visa from another country						

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			SSA My Social Security v2 CUSTOM QI	JESTION 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
				Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	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						
	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Υ	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					
	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Υ		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	Α					
	_		No	Α				01: 1 : 0	
	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_Instruction
		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						
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Υ	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					

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			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
	Α				Text area, no char limit		N		OE_Security
		Please describe your security concerns.							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	¥		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 <i>my</i> 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					
	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
	В	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	Other, please specify	ВВ	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	¥	Skip Logic Group	Task Accomplishmen
		,	Ne	¥					
BJL1515	¥	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	¥	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	¥¥					
BJL1516	¥¥	Please tell us what other action you plan to take next.	11 - mar aban A		Text area, no char limit		N		OE_Do Next
		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Υ	skip logic	AccountClarity
			No	Α					
	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
									2.3

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Ouestion 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	No, all the information was clear	•	Checkbox	Multi	N		Clarity of Info
		unclear to you?	The language used		- CHOCKESA				Jianiy or iiiio
			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						
			Total Hat to discuss						
BJL1520		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25 34 35 44						
			35-44						
			45-54 55-59						
			55-59			1	+		
			60-64 65-74			+	 		+
			75 or older						
			Prefer not to answer						

Model Instance Name: SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== red & strike through: DELETE *underlined & italicized*: RE-ORDER

I don't know or prefer not to answer

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blue + -->: REWORDING

Partitioned Yes 2/8/2012

SSA My Social Security CUSTOM QUESTION LIST Skip Logic **Answer Choices** Single or Required QID Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi ÝΝ **Special Instructions** CQ Label SAC7234 Did you register for a username and password today? Yes A.B.C.D.D Υ Skip Logic Group Password No SAC7235 Please tell us how long it took you to complete your Registration SAT Α Radio button, one-up vertical Single Ν Skip Logic Group Less than 10 minutes 11 minutes - 15 minutes 16 minutes - 30 minutes 31 minutes - 1 hour Greater than 1 hour SAC7236 В Ν Skip Logic Group ExtraSecurityReg Did you register for Extra Security today? Yes No I don't know SAC7237 C Single Ν Skip Logic Group Instructions Did you understand all the instructions for registering for a username and password today? Yes CC Partially CC No SAC7238 CC Text area, no char limit Ν Skip Logic Group OE Instructions Please explain what you did not understand about the SAC7239 D Radio button, one-up vertical Single Ν Skip Logic Group Security Did you see any information describing the website's security policies or features? Yes No SAC7240 DD DDD Single Ν Skip Logic Group Security Concerns Do you have any concerns about the security of transactions on this website? Yes No SAC7241 DDD Text area, no char limit Ν OE_Security Please describe your concerns with the security of this site. Concerns SAC7242 Е N OE_Reg Skip Logic Group What would you like us to improve, if anything, about this Text area, no char limit site's registration process? Improvement ACQWro0020553 Α Radio button, one-up vertical Single Skip Logic Group Cash Benefits Yes, I am receiving Supplemental Security Income Are you currently receiving cash benefits? В Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors) Α Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) Recently applied for Social Security Benefits С (Retirement, Disability, or Survivors) or SSI No (not receiving any benefit or receiving Medicare С

С

Model Instance Name: SSA My Social Security MID: Z5w0N58sJ5AkRkYUg4pVFg== Partitioned Yes 2/8/2012 red <u>& strike through</u>: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION

			SSA My Social Security CUSTOM Q	JESTION	LIST				
	Skip								
	Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
ACQWro0020554	Α	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	SSI Only Primary
		apply)							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				Text area, no char limit		N	Skip Logic Group	OE_SSI Only
		Please tell us what your primary reason was for visiting today:							Other Primary Reason
ACQWro0020556	В	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefit
·		apply)	, , , , , , , , , , , , , , , , , , , ,		, , , , , , , , , , , , , , , , , , , ,				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				Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit
		Please tell us what your primary reason was for visiting today:							primary reason
ACQWro0020578	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	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				Text area, no char limit		N	Skip Logic Group	OE_No cash
									Benefit Primary Reason
		Please tell us what your primary reason was for visiting today:							
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
		unit you'll return to review it.	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	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task
		today?							Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what we want of the day	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
		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)							
		ωρρ· <i>J</i> /	Visit a local Social Security office						
			Viole a local occurry office						

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

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			SSA My Social Security CUSTOM Q	UESTION	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			1			
			60-64						
			65-74						
			75 or older				-		
			Prefer not to answer						

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		SSA My Social Security v2 CUSTOM (QUESTIO	N LIST			<u>. </u>	<u>, </u>
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
	Did you register for a username and password today?					Y	Skip Logic Group	Password
		No	-X					
Α	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						
В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
		No						
		I don't know						
С	Did you understand all the instructions for registering for a				Single	N	Skip Logic Group	Instructions
	username and password today:		CC					
		· ·	СС					
СС	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
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						
DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
		No						
DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
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)		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefits
		Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
		Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	Α					
		Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
		No (not receiving any benefit or receiving Medicare Only)	С					
	What was your primary reason for visiting to do 0 (Charles II II)	I don't know or prefer not to answer	С	Dadia huttara a construit d	Cinala		Chin Lania C	CCI Only Div
А	What was your primary reason for visiting today? (Check all that apply)			Radio button, one-up vertical	Single	Υ	SKIP Logic Group	SSI Only Primary Reason
		To check my earnings record To view my Benefits and Payment Details						
	B C C CC DD	Logic Label Did you register for a username and password today? Please tell us how long it took you to complete your registration: B Did you register for Extra Security today? C Did you understand all the instructions for registering for a username and password today? CC Please explain what you did not understand about the instructions. D Did you see any information describing the website's security policies or features? DD Do you have any concerns about the security of transactions on this website? DDD Please describe your concerns with the security of this site. E What would you like us to improve, if anything, about this site's registration process? Are you currently receiving cash benefits? A What was your primary reason for visiting today? (Check all that	Skip Logic Label Did you register for a username and password today? A Please tell us how long it took you to complete your egistration: 1	Skip Lopic Label Did you register for a username and password today? A Please tell us how long it took you to complete your registration: 1 minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 10 minutes 2 minutes - 30 minutes 3 minutes - 30 minutes 3 minutes - 30 minutes 3 minutes - 10 minutes 4 minutes - 10 minutes 5 minutes - 10 minutes 6 material hour 7 minutes - 10 minutes 8 minutes - 10 minutes 9 minutes - 10 minutes 1 minutes - 10 m	Logic Label Did you register for a username and assaword today? Yes No. A,B,C,D,D A,B,C,D A,B,C,D,D A,B,C,D A	Skip Logic Question Text Did you register for a username and password today? A Peace set us how long it took you to complete your egistration: 11 manutes - 30 minutes 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 30 minutes 14 minutes - 30 minutes 15 minutes - 10 minutes 16 minutes - 30 minutes 17 minutes - 10 minutes 18 Did you register for Extra Security today? Ves 18 Did you understand all the instructions for registering for a specimen and password today? Ves 19 Did you understand all the instructions for registering for a specimen and password today? Peace explain that you did not understand about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 10 minutes 14 minutes - 10 minutes 15 minutes - 10 minutes 16 minutes - 10 minutes 17 minutes - 10 minutes 18 Did you understand all the instructions for registering for a security of transactions 19 Did you see any information describing the website's security yes 10 Did you see any information describing the website's security yes 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions	Skip Logic Question Text Question Text (immed to 50 characters) A Redo: Dutyou register for a userwane w/d password today? A Pease tell us how long it took you to complete your application. 1 minutes - 15 minutes 1 min	Answer Choices (minded to 69 characters) Ap. C.D.D Ap. C.D Ap

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		_	SSA My Social Security v2 CUSTOM	QUESTIO	N LIST		 		
919	Skip Logic		Answer Choices	015		Single or	Required		
QID	Label	Question Text	(limited to 50 characters) To get a Benefit Verification Letter	Skip to	Type (select from list)	Multi	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:	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
	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
1			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	Total one of the limit		N.	Chia Lasia Casus	OF C
	BB	Please tell us what your primary reason was for visiting today:	T		Text area, no char limit	O' I -	N	Skip Logic Group	OE_Cash Benefit primary reason
	С	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:	СС					
	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	¥	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		И	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	¥	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			AA	Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today:						Σμ =19.0 Ο. οαβ	Reason No

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			SSA My Social Security v2 CUSTOM	QUESTIC	N 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
		unink you in return to review it:	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	10/					
			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	1					
			35-44 45-54						
			45-54 55-59						1
		1	60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Holiday 2010 Custom Question Setup

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			CUSTOM QUESTION LIST							
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N			
eneric ipend" tention for enchmarking nd to ompare to 008, 2009 nd 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	, , , , , , , , , , , , , , , , , , , ,							
			- Tou may change your company name in th	ie questior	i which is nighlighte	u III bloc				
end ention with is retailer		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	- Tou may change your company name in the	ie questior	i wnich is nignlighte	d III BLOE	Y			
ntion with		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	A little more	e question	i which is nighlighte	d III BLOE				
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year	R	i which is highlighte	d III BLOE				
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less	R S	i which is nighlighte	d III BLOE				
ntion with		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less	R	i which is nighlighte	WIII BLOE				
ntion with		holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S	i which is nighlighte		Y			
ntion with	R	Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	A little more I expect to spend about the same amount as last year A little less A lot less	R S	Checkbox, one-up vertical	Multi				
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S			Y			
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers)	R S			Y			
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise	R S			Y			
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection	R S			Y			
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy	R S			Y			
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise	R S			Y			
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs	R S			Y			



Special Instructions
Skip Logic Group
Skip Logic Group

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			SSA My Social Security V2 COSTOM (1				
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	Х					
SAC7235	Α	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	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	С	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	Diagonal describes upon a consume with the consumer of the con-	, vo		Text area, no char limit		N		OE_Security Concerns
SAC7242	Е	Please describe your concerns with the security of this site. 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		Checkbox	Multi	Y	Skip Logic Group	Primary
			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

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			SSA My Social Security v2 CUSTOM (ĮUESTIO	N LIST				
	Skip								
	Logic		Answer Choices			Single or	Required		
QID SAC7243	Label X	Question Text What was your primary reason for visiting today?	(limited to 50 characters) To print my Social Security Statement	Skip to	Type (select from list) Checkbox	Multi Multi	Y/N Y	Special Instructions Skip Logic Group	CQ Label
SAC7243	^	what was your primary reason for visiting today?	To print my Social Security Statement		Спескоох	IVIUILI	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				Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today: Now that you've looked at your online statement, how often do you				9: 1	.,		Reason No
ACQhar0016936		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						
SAC7245		Were you able to accomplish what you wanted to on the site	Other Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task
SAC1243		today?	ites		Radio bullon, one-up vertical	Sirigie	,	Skip Logic Group	Accomplishment
			No	Υ					
SAC7246	Υ	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
		αμμιγ	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						

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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						

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			SSA My Social Security v2 CUSTO	M QUESTIC	JN LIST				
	Skip								
QID	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		Dropdown (Select-one)	Single	¥		Visit Frequency
			Daily						
			Two to three times per week						
			About once a month						
			Every few months						
0.07004		Did a service for a service of the deco	Every 6 months or less often				.,	01: 1 : 0	
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D D,E,F			Y	Skip Logic Group	Password Registration
			No	Х					
SAC7235	Α	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						
SAC7236	В		Greater than 1 hour				N	Skip Logic Group	ExtraSecurityReg
		Did you register for Extra Security today?	Yes						
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	СС					
			No	CC					
SAC7238	СС	Please explain what you did not understand about the instructions.	INO		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
SAC7241	DDD		No		Text area, no char limit		N		OE_Security Concerns
SAC7242	E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	site's registration process? What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						

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			SSA My Social Security v2 CUSTOM	QUESTI	ON 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	Х	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:						
SAC7244	AA	Please tell us what your primary reason was for visiting today:	The state of the s	AA	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						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Other Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
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					05.5
SAC7247 SAC7248	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC1240		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						

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			SSA My Social Security v2 CUSTOM	QUESTIC	JN 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				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		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						

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			SSA My Social Security v2 CUSTO	M QUESTI	ON 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		Dropdown (Select-one)	Single	Y		Visit Frequency
	+		Daily Two to three times per week						-
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes	A			Y	F	assword Registrati
SAC7235	Α	Please tell us how long it took you to complete your	No	X B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
		registration:	Less than 10 minutes						
			11 minutes - 15 minutes 16 minutes - 30 minutes	B					
			31 minutes - 1 hour	В					
			Greater than 1 hour	В					
SAC7236	В	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityReg
			No	С					
0.4.0700=	_		I don't know	С		01.		Older Land	
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
SAC7238	CC		No	CC, D	Text area, no char limit			Skip Logic Group	OE_Instructions
		Please explain what you did not understand about the instructions.							
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No	DD					
SAC7240	DD	Do you have any concerns about the security of transactions	Voc	DDD,E, F		Single	N	Skip Logic Group	Security Concerns
		on this website?	Yes No	E,F					
SAC7241	DDD			E,F	Text area, no char limit		N		OE Security Conce
		Please describe your concerns with the security of this site.							
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		Checkbox	Multi	Y	Skip Logic Group	Primary Reason Ye
			To check my earnings record						
			To view my estimated benefits						
	FF		Outlet reason for visiting today:	FF			N	Skip Logic Group	OE Primary Reaso
		Please tell us what your primary reason was for visiting today:					14	Only Logic Group	OZ_I IIIIaiy Neast
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits Other reason for visiting today:	AA					
SAC7244	AA		Outer reason for visiting today:	AA			N	Skip Logic Group	OE Primary Reaso
		Please tell us what your primary reason was for visiting today:							
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
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)	No Return and try again	Y	Checkbox	Multi	Y	Skip Logic Group	Do Next
		777	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						
			MSGCCCOTS for registering for a disernative and						
			rocalling a usornamo	-					
SAC7249			Other, please specify	Z					
	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

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

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		<u> </u>				
			35-44						
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						

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

	SSA My Social Security v2 CUSTOM QUESTION LIST									
	Skip Logic		Answer Choices			Single or	Required			
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions	CQ Label	
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequency	
			Daily							
			Two to three times per week About once a month	-		-				
	+		Every few months							
			Every 6 months or less often				1			
SAC7234		Did you register for a username and password today?	Yes	Α			Y	F	assword Registra	
2407005	-		No	X	De die le Mare de consenie de la	0		Older Lander Comme	Designation 04	
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SA	
			11 minutes - 15 minutes	В			4			
			16 minutes - 30 minutes 31 minutes - 1 hour	B B						
			Greater than 1 hour	В						
SAC7236	В	Did you register for Extra Security today?	Yes	С			Y	Skip Logic Group	ExtraSecurityReg	
			No	С						
3407007			I don't know	С		O'mark.		Olde Levile Ove		
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions	
			Partially	CC, D						
SAC7238	CC	Please explain what you did not understand about the	No	CC, D	Text area, no char limit			Skip Logic Group	OE Instructions	
SAC7239		instructions.		DD		Cinala	N.			
5AC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security	
SAC7240	DD	Do you have any conserve about the convict of transactions	No	DDD		Cinglo	N	Ckin Logio Croup	Coourity Concorn	
SAC7240	טט	Do you have any concerns about the security of transactions on this website?	Yes	טטט		Single	IN	Skip Logic Group	Security Concern	
		on and wederle.	No	E						
SAC7241	DDD				Text area, no char limit		N		OE_Security Con	
SAC7242		Please describe your concerns with the security of this site.			Tout area on abouting		N	Chin Lania Crava	OF Dealman	
	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit			Skip Logic Group	OE_Reg Improve	
SAC7243	X	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason	
			To check my earnings record To view my estimated benefits	_						
			Other reason for visiting today:	AA						
SAC7244	AA						N	Skip Logic Group	OE_Primary Rea	
		Please tell us what your primary reason was for visiting today:								
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 Accomplishmen	
2407240			No Deturn and true again	Y	Charlebau	10.10	.,	Chin Lau'r Com	De Neud	
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	OPS	Clarity of Info	
			The language used					Skip Logic Group		
			How to print a statement							
			nasrwadis ior resetting a passworu anuror	Z						
SAC7249	Z	Please specify what information was unclear to you today.	Other, please specify		<100 text field		N	OPS-Skip Logic Group	OE Clarity	
SAC7250		What did you like most about your experience today?			Text area, no char limit Text area, no char limit		N	+	OE Like	
SAC7250 SAC7251	1	What did you like flost about your experience today? What did you like least about your experience today?		+	Text area, no char limit	+	N N		OE_LIKE OE_DISIIKE	
SAC7252	1	Please specify what additional information or services you		1			N		OE Add	
		would like to have available on this site.			Text area, no char limit				Info/Service	
SAC7253		Please select the category that includes your age.	18-24 25-34		Drop down, select one	Single	N		Age	

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			75 or older						
			Prefer not to answer						