Welcome and Thank You Text

Welcome Text

Thank you for visiting SSA.gov. 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. We appreciate your input!

Welcome Text - Alternate

Thank you for visiting SSA.gov. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the Social Security Administration. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

FORESEE

Customer Satisfaction Survey

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel   Submit

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ForeSee   ForeSee Privacy Policy   Survey Support

Model Name	SSA Main-Mobile
Model ID	BkUZRJUBJdFw8Zdxl9gZ1Q4C
Partitioned	No
Date	7/22/2014

Red & Strike-Through: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword

FORESEE

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)	9 Satisfaction - Overall	**Satisfaction**	12 Recommend	**Recommend (1=Very Unlikely, 10=Very Likely)**
1 Look and Feel - Appeal	Please rate the **visual appeal** of this mobile site.		What is your **overall satisfaction** with this mobile site? *(1=Very Dissatisfied, 10=Very Satisfied)*		How likely are you to **recommend this mobile site** to someone else?
2 Look and Feel - Readability	Please rate the **readability of the pages** on this mobile site.	10 Satisfaction - Expectations	How well does this mobile site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*		**Return (1=Very Unlikely, 10=Very Likely)**
	Navigation (1=Poor, 10=Excellent, Don't Know)	11 Satisfaction - Ideal	How does this site **compare to your idea of an mobile website**? *(1=Not Very Close, 10=Very Close)*	13 Return	How likely are you to **return to this mobile site**?
3 Navigation - Organized	Please rate **how well this mobile site is organized**.				
4 Navigation - Options	Please rate the **options available for navigating** this mobile site.				
5 Site Information - Thoroughness	**SSA Information(1=Poor, 10=Excellent, Don't Know)** Please rate the **thoroughness of information** provided on this mobile site.				
6 Site Information - Answers	Please rate how well this mobile site's **information provides answers to your questions**.				
7 Site Performance - Loading	**Site Performance (1=Poor, 10=Excellent, Don't Know)** Please rate how **quickly pages load** on this mobile site.				
8 Site Performance - Completeness	Please rate how **completely the page content loads** on this mobile site.				

Model Name	SSA Main-Mobile
Model ID	BkUZRJUBJdFw8Zdxl9gZ1Q4C
Partitioned	No
Date	8/13/2014

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Pink: Addition
Blue: Reword

FORESEE

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
STE0068146		What is your **preferred** method of contact when conducting business with SSA (including personal transactions)?			Y	Radio button, one-up vertical	Skip Logic Group*	Preferred Channel
			Mobile device (e.g., smartphone, iPhone, Android, Blackberry, etc.)					
			Tablet					
			Desktop computer					
			No preferences (i.e., I use multiple devices; e.g., handheld, tablet, desktop, etc.)					
			For a transaction involving my personal information, I prefer to (or often) begin with a mobile device and then complete it on my desktop					
			Other (please explain)	A				
STE0068147	A	What is your preferred method of contact?			N	Text area, no char limit	Skip Logic Group*	OPS_Preferred Channel
LNH5416Q002		Which **role best** describes you?			Y	Radio button, one-up vertical	OPS Group*	Role
			I am currently entitled to or receiving benefits (e.g., Social Security retirement, survivor, spouse, disability, or Supplemental Security Income benefits).					
			I am not currently entitled to or receiving benefits (e.g., Social Security retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits)					
			I am currently applying for benefits (e.g., Social Security retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits)					
			I am helping a relative, neighbor, friend, or other acquaintance with a Social Security matter.					
			Other (please specify)	A				
LNH5416Q003	A	What other role best describes you?			N	Text field, <100 char	OPS Group*	OPS_Role
LNH5416Q004		What was the **primary reason** for your visit today?	To obtain general information about Social Security programs and benefits		Y	Radio button, one-up vertical	OPS Group*	Primary Reason
		Which answer choices should be routed to Skip Logic '1' ?	To plan and prepare for my future benefits (e.g., view my Online Social Security Statement, estimate my benefits, determine when to file, learn what information will be needed, etc.)					
			To apply for benefits (i.e., Social Security retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income [SSI] benefits)					
			To appeal an unfavorable decision I received from Social Security					
			To request a benefit verification letter					
			To check the status of my recently filed Social Security application					
			To change my address or sign up for/update my direct deposit information					
			To create a *my* Social Security account					
			To access a *my* Social Security account					
			To apply for, replace, or make a change to a Social Security card (e.g., request a new card, replace a lost card, change a name due to marriage, divorce or adoption, etc.)					
			To obtain SSA contact information (i.e., 1-800 number, address for local SSA office, etc.)					
			To request a form or publication					
			Other (please specify)	A				
LNH5416Q005	A	What was the other primary reason for your visit today?			N	Text field, <100 char	OPS Group*	OPS_Primary Reason
	1	Did you enter your cell phone number when creating your *my* Social Security account?	Yes		N	Radio button, one-up vertical	Skip Logic Group*	Enter Cell Number
			No	2				
	2	Why did you not enter your cell phone number when you created your account?			N	Text field, <100 char	Skip Logic Group*	OE_Enter Cell Number
LNH5416Q006		Did you find what you were looking for or successfully complete your online transaction today?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Task
			Not yet, still looking	A				
STE0068145	A	Please explain what prevented you from accomplishing your goal.			N	Text area, no char limit	Skip Logic Group*	OE_Why Not Accomplish
LNH5416Q009		Have you registered for a my Social Security account?	Yes	B	Y	Radio button, one-up vertical	Skip Logic Group*	Have mySSA Account
			No	A				
LNH5416Q010	A	What is the **main reason** you have not registered for a *my* Social Security account?	I don't know enough about *my* Social Security to make a decision.		Y	Radio button, one-up vertical	Skip Logic Group*	Why Not Have mySSA Account
			I tried to register for a *my* Social Security account, but was unsuccessful.					
			I just learned about *my* Social Security and plan to register.					
			I am currently trying to register					
			I thought I was to register when I begin receiving benefits.					
			I thought I was to register when I apply for my benefits.					
			I prefer not to register for a *my* Social Security account.	C				
			Other (please specify):	AA				

LNH5416Q011	AA	Please tell us why you have not registered for a *my* Social Security account.				N	Text area, no char limit	Skip Logic Group*	OPS_Why Not Have mySSA Account
STE0068143	C	Why do you prefer not to register for a *my* Social Security account?				N	Text area, no char limit	Skip Logic Group*	OE_Why Prefer Not to Have mySSA Account
STE0068142	B	What was the **primary** **influence** in your decision to register for a *my* Social Security account?	The *my* Social Security link on the SSA Home Page			Y	Radio button, one-up vertical	Skip Logic Group*	Why Registered for mySSA
			An email from SSA						
			The Social Security Statement that I received in the mail						
			SSA's Frequently Asked Questions (FAQs)						
			Applying for Social Security benefits						
			An SSA employee						
			Other (please specify)	D					
STE0068144	D	What was the primary influence in your decision to register?							OPS_Why Registered for mySSA
LNH5416Q013		What is your age?	Under 30			Y	Radio button, one-up vertical		Age
			30 to 39						
			40 to 49						
			50 to 54						
			55 to 59						
			60 to 61						
			62 to 63						
			64 to 65						
			66 or older						
			Prefer not to answer						
STE0068124		Do you have any suggestions for improving the SSA mobile site or recommendations for SSA services or applications you would like to be able to access via your mobile device?				N	Text area, no char limit		OE_Improvement - New

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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
LNH5416Q001		Have you visited this mobile site before?	This is my first visit.		Y	Checkbox, one-up vertical	Mutually Exclusive	Visit Frequency
			I have visited before from a smartphone.					
			I have visited before from a desktop computer.					
			I have visited before from a tablet.					
			I am not sure.				Mutually Exclusive	
		What is your **preferred method of contact** when conducting business with SSA (including personal transactions)?			Y	Radio button, one-up vertical	Skip Logic Group*	Preferred Channel
			Mobile device (e.g., smartphone, iPhone, Android, Blackberry, etc.)					
			Tablet					
			Desktop computer					
			No preferences (i.e., I use multiple devices; e.g., handheld, tablet, desktop, etc.)					
			For a transaction involving my personal information, I prefer to (or often) begin with a mobile device and then complete it on my desktop					
			Other (please explain)	A				
	A	What is your preferred method of contact?			N	Text area, no char limit	Skip Logic Group*	OPS_Preferred Channel
LNH5416Q002		Which **role best** describes you?	I am currently entitled to or receiving monthly Social Security benefits (e.g., Social Security retirement, survivor, spouse, disability, or Supplemental Security Income benefits).		Y	Radio button, one-up vertical	OPS Group*	Role
			I am currently entitled to or receive Medicare Only benefits.					
			I am not currently entitled to or receiving Social Security benefits (e.g., Social Security retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits)					
			I am currently in the process of applying for monthly Social Security benefits (e.g., Social Security retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits)					
			I am helping a relative, neighbor, friend, or other acquaintance with a Social Security matter.					
			I am a professional helping someone else with a Social Security matter.					
			I am an employer looking for Social Security information and/or services.					
			Other (please specify)	A				
LNH5416Q003	A	What other role best describes you?			N	Text field, <100 char	OPS Group*	OPS_Role
LNH5416Q004		What was the **primary reason** for your visit today?	To learn about Social Security benefits		Y	Radio button, one-up vertical	OPS Group*	Primary Reason
			To help someone else with a Social Security matter					
			To obtain general information about Social Security programs and benefits					
			To plan and prepare for my future benefits (e.g., view my Online Social Security Statement, estimate my benefits, determine when to file, learn what information will be needed, etc.)					
			To apply for Social Security benefits (including i.e., Social Security retirement, survivor, spouse, disability, Medicare, and or Supplemental Security Income [SSI] benefits)					
			To manage the benefits I currently receive from Social Security					
			To appeal an unfavorable decision I received from Social Security					
			To request a benefit verification letter					
			To check the status of my recently filed Social Security application					
			To change my address or sign up for/update my direct deposit information					
			To create a my Social Security account					
			To access a my Social Security account					
			To apply for, replace, or make a change to a Social Security card (e.g., request a new card, replace a lost card, change a name due to marriage, divorce or adoption, etc.)					
			To find out how to apply for or replace a Social Security number or card					
			To sign up for bank direct deposit or change my bank direct deposit information					
			To obtain SSA contact information (i.e., 1-800 number, address for local SSA office, etc.)					
			To request a form or publication					
			Other (please specify)	A				
LNH5416Q005	A	What was the other primary reason for your visit today?			N	Text field, <100 char	OPS Group*	OPS_Primary Reason
LNH5416Q006		Did you find what you were looking for or successfully complete your online transaction today?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Task
			Not yet, still looking	A				
			Not looking for anything specific	A				
	A	Please explain what prevented you from accomplishing your goal.			N	Text area, no char limit	Skip Logic Group*	OE_Why Not Accomplish
LNH5416Q007	A	Please select the online transaction you were attempting to complete on your mobile device or tablet (Select all that apply):	Create a my Social Security account		Y	Checkbox, one-up vertical	Skip Logic Group*	Why Not Accomplish
			Access a previously established my Social Security account					
			Appeal a Social Security decision					
			Apply for benefits					

ID	Code	Question	Response	Resp	Req	Type	Skip	Variable
		~~Manage the benefits I currently receive (e.g. change my address or direct deposit information)~~						
		~~Request a benefit verification letter~~						
		~~Check my benefit and payment information~~						
		~~View or download my Social Security statement~~						
		~~Check the status of my pending application for Social Security benefits~~						
		~~Seeking Social Security contact information (e.g., 1-800 number, address of my local Social Security office, special help desk, how to email Social Security, chat with a Social Security agent, etc.)~~						
		~~Use the Retirement Estimator~~						
		~~Replace a lost Social Security card~~						
		~~Change a name on a Social Security card (e.g., due to marriage or divorce)~~						
		~~Make an appointment with a local Social Security office~~						
		~~Use one of the services provided in Business Services Online~~						
		~~Other (please specify)~~	~~**B**~~					
~~LNH5416Q008~~	~~**B**~~	~~Please describe the online transaction you were attempting to complete on your mobile device or tablet:~~			~~N~~	~~Text area, no char limit~~	~~Skip Logic Group*~~	~~OPS_Why Not Accomplish~~
LNH5416Q009		Have you registered for a my Social Security account?	Yes	**B**	Y	Radio button, one-up vertical	Skip Logic Group*	Have mySSA Account
			No	**A**				
LNH5416Q010	**A**	What is the **main reason** you have not registered for a *my* Social Security account?	I don't know enough about *my* Social Security to make a decision.		Y	Radio button, one-up vertical	Skip Logic Group*	Why Not Have mySSA Account
			~~I am unaware of what a *my* Social Security account is.~~					
			I tried to register for a *my* Social Security account, but was unsuccessful.					
			I just learned about *my* Social Security and plan to register.					
			I am currently trying to register ~~for a *my* Social Security account~~.					
			I thought I was to register when I begin receiving benefits.					
			I thought I was to register when I apply for my benefits.					
			I prefer not to register for a *my* Social Security account.	**C**				
			~~I do not want a *my* Social Security account.~~					
			Other (please specify):	**AA**				
LNH5416Q011	**AA**	Please tell us why you have not registered for a *my* Social Security account.			N	Text area, no char limit	Skip Logic Group*	OPS_Why Not Have mySSA Account
	C	Why do you prefer not to register for a *my* Social Security account?			N	Text area, no char limit	Skip Logic Group*	OE_Why Prefer Not to Have mySSA Account
	B	What was the **primary influence** in your decision to register for a *my* Social Security account?	The *my* Social Security link on the SSA Home Page		Y	Radio button, one-up vertical	Skip Logic Group*	Why Registered for mySSA
			An email from SSA					
			The Social Security Statement that I received in the mail					
			SSA's Frequently Asked Questions (FAQs)					
			Applying for Social Security benefits					
			An SSA employee					
			Other (please specify)	**D**				
	D	What was the primary influence in your decision to register?						OPS_Why Registered for mySSA
LNH5416Q012		~~Do you have any suggestions regarding online services or applications you would like to see SSA make available on a mobile device or tablet?~~			~~N~~	~~Text area, no char limit~~		~~Services Want to Access~~
LNH5416Q013		What is your age?	Under 30		Y	Radio button, one-up vertical		Age
			30 to 39					
			40 to 49					
			50 to 54					
			55 to 59					
			60 to 61					
			62 to 63					
			64 to 65					
			66 or older					
			~~Under 25~~					
			~~25-39~~					
			~~40-59~~					
			~~60-63~~					
			~~64-65~~					
			~~66-67~~					
			~~68 or older~~					
			Prefer not to answer					
LNH5416Q014		~~Do you have any suggestions for improving the services SSA offers via a mobile device?~~			~~N~~	~~Text area, no char limit~~		~~OE_Improvement~~
		Do you have any suggestions for improving the SSA mobile site or recommendations for SSA services or applications you would like to be able to access via your mobile device?			N	Text area, no char limit		OE_Improvement - New

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
LNH5416Q001		Have you visited this mobile site before?	This is my first visit.		Y	Checkbox, one-up vertical	Mutually Exclusive	Visit Frequency
			I have visited before from a smartphone.					
			I have visited before from a desktop computer.					
			I have visited before from a tablet.					
			I am not sure.				Mutually Exclusive	
LNH5416Q002		Which **role best** describes you?	I am currently entitled to or receive monthly Social Security benefits (e.g., retirement, survivor, spouse, disability, or Supplemental Security Income benefits).		Y	Radio button, one-up vertical	OPS Group*	Role
			I am currently entitled to or receive Medicare Only benefits.					
			I do not currently receive Social Security benefits (e.g. retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits)					
			I am currently in the process of applying for monthly Social Security benefits (e.g. retirement, survivor, spouse, disability, Medicare, or Supplemental Security Income benefits)					
			I am a professional helping someone else with a Social Security matter.					
			I am an employer looking for Social Security information and/or services.					
			Other (please specify)	A				
LNH5416Q003	A	What other role best describes you?			N	Text field, <100 char	OPS Group*	OPS_Role
LNH5416Q004		What was the **primary reason** for your visit today?	To learn about Social Security benefits		Y	Radio button, one-up vertical	OPS Group*	Primary Reason
			To help someone else with a Social Security matter					
			To plan for my future benefits (e.g., view my Social Security Statement, estimate my benefits, determine when to file, learn what information will be needed, etc.)					
			To apply for Social Security benefits (including retirement, survivor, spouse, disability, Medicare, and Supplemental Security Income [SSI] benefits)					
			To manage the benefits I currently receive from Social Security					
			To check the status of my recently filed Social Security application					
			To find out how to apply for or replace a Social Security number or card					
			To change my address					
			To sign up for bank direct deposit or change my bank direct deposit information					
			To obtain SSA contact information (i.e., 1-800 number, address for local SSA office, etc.)					
			To request a form or publication					
			Other (please specify)	A				
LNH5416Q005	A	What was the other primary reason for your visit today?			N	Text field, <100 char	OPS Group*	OPS_Primary Reason
LNH5416Q006		Did you find what you were looking for or successfully complete your online transaction today?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Task
			Not yet, still looking	A				
			Not looking for anything specific					
LNH5416Q007	A	Please select the online transaction you were attempting to complete on your mobile device or tablet (Select all that apply):	Create a *my* Social Security account		Y	Checkbox, one-up vertical	Skip Logic Group*	Why Not Accomplsih
			Access a previously established *my* Social Security account					
			Appeal a Social Security descision					
			Apply for benefits					
			Manage the benefits I currently receive (e.g. change my address or direct deposit information)					
			Request a benefit verfication letter					
			Check my benefit and payment information					
			View or download my Social Security statement					
			Check the status of my pending application for Social Security benefits					
			Seeking Social Security contact informaiton (e.g., 1-800 number, address of my local Social Security office, special help desk, how to email Social Security, chat with a Social Security agent, etc.)					
			Use the Retirement Estimator					
			Replace a lost Social Security card					
			Change a name on a Social Security card (e.g., due to marriage or divorce)					
			Make an appointment with a local Social Security office					
			Use one of the services provided in Business Services Online					
			Other (please specify)	B				
LNH5416Q008	B	Please describe the online transaction you were attempting to complete on your mobile device or tablet:			N	Text area, no char limit	Skip Logic Group*	OPS_Why Not Accomplish
LNH5416Q009		Have you registered for a my Social Security account?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Have mySSA Account
			No	A				
LNH5416Q010	A	What is the **main reason** you have not registered for a *my* Social Security account?	I am unaware of what a *my* Social Security account is.		Y	Radio button, one-up vertical	Skip Logic Group*	Why Not Have mySSA Account
			I tried to register for a *my* Social Security account, but was unsuccessful.					
			I am currently trying to register for a *my* Social Security account.					
			I do not want a *my* Social Security account.					

			Other (please specify):	AA				
LNH5416Q011	**AA**	Please tell us why you have not registered for a *my* Social Security account.			N	Text area, no char limit	Skip Logic Group*	OPS_Why Not Have mySSA Account
LNH5416Q012		Do you have any suggestions regarding online services or applications you would like to see SSA make available on a mobile device or tablet?			N	Text area, no char limit		Services Want to Access
LNH5416Q013		What is your age?	Under 25		Y	Radio button, one-up vertical		Age
			25-39					
			40-59					
			60-63					
			64-65					
			66-67					
			68 or older					
			Prefer not to answer					
LNH5416Q014		Do you have any suggestions for improving the services SSA offers via a mobile device?			N	Text area, no char limit		OE_Improvement