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

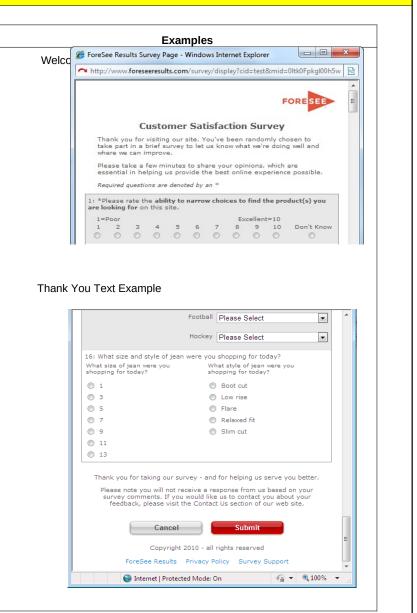
Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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: R9JQtMNl09w1VJ Partitioned Yes 1/11/2018

QID HAR0069569	Skip Logic Label
CAS0045395	
RUS0280247	C1
RUS0280248	C2

RUS0280250	C4
	N1
	N2
	A1
	N3
	N4
CAS0045407	A
CAS0045409	В

CAS0045396	BB
CAS0045397	Z
RUS0172647	M
RUS0172648	MM
TAR0201664	Q
TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
TAR0202213	Q
TAR0201669	Q

BUC0233612	Q
BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5
TAR0201673	Q
TAD0004674	0.4
TAR0201674 CAS0045398	Q4
CAS0045399	Α
CAS0045410	С

CAS0045401	СС
CAS0045413	
CAS0045414	А
CAS0045424	
CAS0045425	A
CA30043423	A

CAS0045422	
TAR0239304	
TAR0239305	A
TAR0239306	В
TAR0239307	С
TAR0239324	D
TAR0248887	D
TAR0248888	D
TAR0239325	E
STE0093222	

STE0125910	
STE0125912	В
STE0123762	
JIB0147139	
CAS0045416	
CAS0045417	

AZFxsVYQ4C

Question Text How often do you access (or plan to access) your <i>my</i> Social Security account?	AnswerIDs (DOT)
What is your reason for visiting <i>my</i> Social Security today?	CAS0045395A001
(Check all that apply)	
	CAS0045395A002
	CAS0045395A002 CAS0045395A003
	CA30043393A003
	CAS0045395A004
	CAS0045395A004
	0/100043033/1003
	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
Do you have any suggestions for improving our online	
notices?	
If you owed us money, would you like the option to make a payment on line?	
Are you aware that the communication delivery preference gives you the option to get your notices either electronically or by mail?	
How easy or difficult was it to change your communication delivery preference?	
Are you comfortable receiving notices electronically?	
Would you recommend accessing notices online to your family and friends?	
How often do you review your online Social Security Statement?	CAS0045407A001
	CAS0045407A003
	CAS0045407A004
	CAS0045407A005
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001
	CAS0045409A002
	CAS0045409A003
	CAS0045409A004
	CAS0045409A005
	CAS0045409A006
	CAS0045409A007
	CAS0045409A008

	CAS0045409A009
Which "other" agency or program requested your Benefit Verification information?	
Please tell us what your primary reason was for visiting today:	
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.	
Who are you reporting wages for?	
The same year to person growing the growth and the same growth and	
What is your relationship to the individual you are reporting	
wages for?	
What type of benefits does the person you are reporting for receive?	
leceive?	
Was the person you wanted to report wages for listed?	
That the percent year manifes to report mages for motors	
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 will add a surfactor and a surfactor	
What method do you prefer to use to report your wages?	
Were the instructions you received helpful?	
The state of the s	
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
Discount of the common was to be said of the said to said	
Please select the approximate length of time it took for you	CAS0045399A001
complete your registration	
	CAS0045399A002
	CAS0045399A003
Why did you decide to register in-person?	

Please describe your in-person registration experience.	
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.	
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.	
Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration. This interaction increased my confidence in the Social Security Administration.	
My need was addressed.	
It was easy to complete what I needed to do.	

It took a reasonable amount of time to do what I needed to do.	
Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	CAS0045422A001
	CAS0045422A002
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.	
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?	
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?	
- Country of Contonic and Toutarioo.	

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

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)

Once a year

Once every six months

Once every three months

Once a month

More than once a month

Not sure

To get a Benefit Verification Letter

To access my online notices (e.g., COLA)

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 report my wages

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

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/Not applicable
Yes
No
Very difficult
Somewhat difficult
Neither easy or difficult
Somewhat easy
Very easy
Don't know/Not applicable
Yes
No
Don't know
Yes
No
Don't know/Not applicable
This is my first time
Attack
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
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
Proof of identity
Tax purposes
Education-related
Required for my job
Passport
Bank or financial institution
Income assistance
Other (Please specify)
Myself only
My spouse only
Myself and my spouse
Myself and another individual (not spouse)
Other relative only
Other
Disability
Supplemental Security Income (SSI)
Both Disability and SSI
Don't know
Yes
No
5 minutes or less

More than 15 minutes Unsure Did not submit wages Field Office Mail Fax Phone Other Yes No Don't know Desktop/Laptop Tablet Mobile Device Don't know Field Office Mail Fax Phone Other Yes No Registered online on my first attempt Registered online after prior unsuccessful attempts Registered vith in-person assistance from my local SSA office 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 I was unsuccessful registering online and was required to do so in-person I preferred registering for a my Social Security account in-person at my SSA	6-10 minutes
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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	More than 15 but less than 30 minutes
I preferred registering for a <i>my</i> Social Security account in-person at my SSA	30 minutes or more
	I was unsuccessful registering online and was required to do so in-person
office	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 account				
Yes				
Partially				
No				
No				
Yes				
1=Strongly Disagree				
2=Disagree				
3=Neutral				
4=Agree				
5=Strongly Agree				
1=Strongly Disagree				
2=Disagree				
3=Neutral				
4=Agree				
5=Strongly Agree				
1=Strongly Disagree				
2=Disagree				
3=Neutral				
4=Agree				
5=Strongly Agree				
1=Strongly Disagree				
2=Disagree				
3=Neutral				
4=Agree				
5=Strongly Agree				

1=Strongly Disagree
2 Chongry Dioagroo
2=Disagree
3=Neutral
4=Agree
5=Strongly Agree
Yes
·
No
Yes
No
Requested a Call Back
Email
Chat with an Online representative
About what I expected
Longer than I expected
Yes
Partially
No
Yes
No
Very Satisfied
Satisfied
Not Satisfied
Very Dissatisfied
Very Satisfied
very editioned
Satisfied
Not Satisfied
Very Dissatisfied
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			
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			

Skip to	Type (select from list) Radio button, one up vertical	Require d Y/N Y	Special Instructions
В	check box one up vertical	Yes	Skip Logic Group
C1, C2, C4, N1, N2, N3, N4	one ap vertical		Chap Logic Croap
Α			
M			
Q			
Z			
	Radio button, one-up vertical	*	Skip Logic Group
	Radio button, one-up vertical	¥	Skip Logic Group

	text, no char limit	N	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
A1	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
AA	check box one up vertical	Y	Skip Logic Group
	check box vertical one up	Y	skip logic group

BB			
	Text area, no Char limit	N	Skip Logic Group
	·		
	Text area, no Char limit	N	Skip Logic Group
	checkbox vertical, one up	Y	Skip Logic Group
MM	Tout area no Charlimit	N.I	Chin Logie Cyaya
	Text area, no Char limit	N	Skip Logic Group
		Υ	Skip Logic Group
Q2, R Q2, R Q1,Q2, R Q2, R Q1,Q2, R	Radio button, one-up vertical		Chip Logic Croup
	Text area, no Char limit	N	Skip Logic Group
	Radio button, one-up vertical	Y	skip logic group
	Radio button, one-up vertical	Y	skip logic group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group

	Checkbox, one-up vertical	Y	Skip logic group
Q3	Radio button, one-up vertical	Υ	Skip logic group
40	rtadio sattori, orio ap vortical	•	
Q5			
40			
	Dadio button, one un vertical	Υ	Skip Logio Croup
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
		'	Skip Logic Group
Q4			
	Text area, no Char limit	N	Skip Logic Group
Α	Radio button, one-up vertical	Υ	Skip Logic Group
Α			
A,C			
	Radio button, one-up vertical	Υ	Skip Logic Group
	Tagio battori, orie up vertical	•	Chip Logic Group
00	Dodio button one un continui	\ \\	Ckin Logio Crous
CC	Radio button, one-up vertical	Y	Skip Logic Group
CC			

CC			
	Text area, no char limit	N	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
Α			
Α			
	Text area, no char limit	N	Skip Logic Group
	Radio Button, One-up	Y	Skip Logic Group
A			
	Text area, no char limit	N Y	Skip Logic Group
	Radio Button, Scale, No don't know		
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	

	Radio Button, Scale, No don't know	Y	
	Radio button, one up	Yes	Skip Logic Group
- A	Radio button, one-up vertical	Υ	Skip Logic Group
A	radio bullori, orie-up vertical	I	Skip Logic Group
D.C.D.E.	Radio button, one-up vertical	Y	Skip Logic Group
B,C,D,E	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
	Radio button, one up vertical	Y	

-	Radio button, one up	Y	Skip Logic C
В			
	Radio button, one up	Y	Skip Logic (
	Radio button, one up	N	
	Text area, 100 char limit	N	
	Text area, no char limit	N	
	Text area, no char limit	N	

CQ Label
Access Frequency - NEW
Primary Reason
i iiiiai y i todoon
Face of course COL A
Ease of access COLA
Comfortable COLA online

Improve Online notices
Improve Orimie nouces
- · · · · ·
Pay online option
Understand communication
Understand communication
delivery preference
Ease of changing
communication delivery
communication delivery
Comfortable receiving notices
online
Decemmend ecoesing
Recommend accessing
notices online
Freq View Statement
li req view statement
Agency Need

OPS_Other Agency
OPS_Primary Reason
Purpose for SSN Card
OPS_Purpose Other
or on unpose offici
Reporting For
reporting rol
OF Deport For
OE_Report For
Donofit Type Deporting
Benefit Type Reporting
OE_Relationship
Employer listed
Reporting multiple employers
Currently working
Time Submit Wage

Other reporting methods
Plan report electronically
How Report Again
now report Again
Preferred method reporting
Instructions Helpful
OE_Improve Instructions
How Registered
Reg Time
Reg In person

OE_In-person Experience
Instructions Understand
OE_Instructions
Security Concerns
OE_Security Concern
A11-Satisfied
A11-Trust
A11-Quality
ATT Quality
A11-Ease

A11-Speed
'
A1 111 A P 1
Ability to Accomplish
Contonto d CCA
Contacted SSA
How contacted SSA
Click to chat wait
Click to chat answer
Click to chat Call
Click to chat service
Charles of the solution
Click to chat representative
·
Chat Feedback
Cat Halp Rutton or Call Pack
Get Help Button or Call Back

Message Center
Use Message Center Future
Age
OE_ZIP
OE_Improve Reg
OE_Improve Contents

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

	Skip								
OID	Logic		AnguariDa (DOT)	Answer Choices	Ckin to	Type (colout from list)	Required Y/N	Special	CO Label
QID E0123737	Label	Question Text From where did you connect to SSA today?	AnswerIDs (DOT)	(limited to 50 characters) At home	Skip to	Radio button, one-up vertical	Y	Instructions	CQ Label From Where Connected with
LUILUIUI		Trom under did you down out to down to day.		Ta nome		rtadio Battori, orio 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
37100010000		Ton and you roun about my cooled cooliny. (Chook an anat appry.)	CAS0045388A023	Browsing SSA.gov's informational webpages		onesk 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)					
			CAS0045388A004	Other, please explain	В			Anchor answer	
`AS004E200	В	How did you loan about my Social Socurity?				Toyt area no char limit	NI.	Choice	ODS Loarn about
AS0045390 IAR0069569		How did you learn about my Social Security?		Once a year		Text area, no char limit Radio button, one up vertical	N Y	SKIP LUGIC Group	OPS_Learn about Access Frequency - NEW
1440003209		How often do you access (or plan to access) your my Social Security account?		Once a year	1	radio bullon, one up vertical	ř		nccess riequelicy - NEW
				Once every six months					
				Once every three months	1				
				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. Lam taking Madigara Only					
	_			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)	BULISOUAGO	Retirement		Check box, one up vertical	N	Skip Logic Group	Renefit Tyne
,50100051	^	what type of benefits are you receiving: (Check all that apply)		Disability	-	Cricck box, one up vertical		Okip Logic Group	Benefit Type
				Spouses	_				
				Survivors					
				Survivors Supplemental Security Insurance					
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001	Supplemental Security Insurance	В	check box one up vertical	Yes	Skip Logic Group	Primary Reason
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001	Supplemental Security Insurance To get a Benefit Verification Letter	B	check box one up vertical	Yes	Skip Logic Group	Primary Reason
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001 CAS0045395A002	Supplemental Security Insurance	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
50045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002	Supplemental Security Insurance To get a Benefit Verification Letter To view my Benefits and Payment Details	В	check box one up vertical	Yes	Skip Logic Group	Primary Reason
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002	Supplemental Security Insurance To get a Benefit Verification Letter To view my Benefits and Payment Details To enroll in or update my direct deposit	B	check box one up vertical	Yes	Skip Logic Group	Primary Reason
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004	Supplemental Security Insurance 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		check box one up vertical	Yes	Skip Logic Group	Primary Reason
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003	Supplemental Security Insurance 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		check box one up vertical	Yes	Skip Logic Group	Primary Reason
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005	Supplemental Security Insurance 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	A	check box one up vertical	Yes	Skip Logic Group	Primary Reason
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006	Supplemental Security Insurance 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
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005	Supplemental Security Insurance 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
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006	Supplemental Security Insurance To get a Benefit Verification Letter To view my Benefits and Payment Details To ernoll 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
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A009	Supplemental Security Insurance To get a Benefit Verification Letter To view my Benefits and Payment Details To ernoll 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
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006	Supplemental Security Insurance 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 Mediciare 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
S0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010	Supplemental Security Insurance 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
			CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011	Supplemental Security Insurance 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				
		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	Supplemental Security Insurance 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
			CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A011 CAS0045395A011 CAS0045407A001 CAS0045407A001	Supplemental Security Insurance 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 senings 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	<u>A</u> X,M,N				
			CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A004 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A003 CAS0045407A003	Supplemental Security Insurance 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	<u>A</u> X,M,N				
S0045407	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A010 CAS0045395A011 CAS0045395A011 CAS0045407A001 CAS0045407A003 CAS0045407A004 CAS0045407A004	Supplemental Security Insurance To get a Benefit Verification Letter To view my Benefits and Payment Details To ernoll 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	A		CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A000 CAS0045395A010 CAS0045395A011 CAS0045407A001 CAS0045407A001 CAS0045407A003 CAS0045407A004 CAS0045407A005 CAS0045407A005	Supplemental Security Insurance To get a Benefit Verification Letter To get a Benefit Verification Letter To get a Benefit Verification Letter To even 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	<u>A</u> X,M,N				Freq View Statement
S0045407	A	How often do you review your online Social Security Statement?	CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A006 CAS0045395A006 CAS0045395A010 CAS0045395A010 CAS0045395A011 CAS004507A001 CAS0045407A003 CAS0045407A003 CAS0045407A004 CAS0045407A004	Supplemental Security Insurance 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
S0045407	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	Supplemental Security Insurance To get a Benefit Verification Letter To get a Benefit Verification Letter To get a Benefit Verification Letter To even 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	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	Supplemental Security Insurance 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	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	Supplemental Security Insurance To get a Benefit Verification Letter To even my Benefits and Payment Details To entol 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	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	Supplemental Security Insurance 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)	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	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	Supplemental Security Insurance 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
S0045407	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	Supplemental Security Insurance 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
S0045407	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	Supplemental Security Insurance 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	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	Supplemental Security Insurance 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 for 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	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	Supplemental Security Insurance To get a Benefit Verification Letter To view my Benefits and Payment Details To ernoll 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 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
S0045407	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	Supplemental Security Insurance To get a Benefit Verification Letter 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 change my address with SSA To print or view my online Social Security Statement To replace my Social Security Card or get a new card To check the Status of my recently filed application for benefits To replace my Social Security or Medicare Only 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 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
AS0045395 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 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A008	Supplemental Security Insurance To get a Benefit Verification Letter To get a Benefit Verification Letter To get a Benefit Verification Letter To owen 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	<u>A</u> X,M,N	check box one up vertical	Y	Skip Logic Group	Freq View Statement
S0045407	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 CAS0045409A003 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A006 CAS0045409A008	Supplemental Security Insurance To get a Benefit Verification Letter 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 change my address with SSA To print or view my online Social Security Statement To replace my Social Security Card or get a new card To check the Status of my recently filed application for benefits To replace my Social Security or Medicare Only 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 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	<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 Chaicag			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
	Х	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					
	М	For which purpose or program do you need a replacement SSN Card? (Check all that apply)		Proof of identity		checkbox vertical, one up	Υ	Skip Logic Group	Purpose for SSN Card
				Tax purposes					
				Education-related					
				Required for my job					
				Passport					
				Bank or financial institution					
				Income assistance	MM				
	N/S A	Please explain for which purpose or program you peed a replacement CCN cord		Other (Mease specify)	MIM	Toyt area no Charling's	N	Skin Logic Crous	ODS Durnosa 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
	- "	Thin bost does not string you are applying for a replacement solveaut:		My original card was not lost or stolen but someone else (e.g., family member) is		nacio batton, one up vertical	-	Okip Logic Group	The state of the s
				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
CA30043399		Prease select the approximate length of time it took for you complete your registration		More than 15 but less than 30 minutes		radio button, one-up vertical		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	Y	Skip Logic Group	Rea Attempts
			CAS0045400A002	Two					The second secon
				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					
				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	Skin 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	Skip Logic Group	Xtra Security Reg
				No		The second secon			- mar accounty may
				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
KALI0120700		Discostalling the instance of the second of		No	A	Tout area no characterist	F1	Ckin Loci- C	OF Fooy Croots Assessed
KAU0126790 CAS0045413	Α	Please tell us why it was not easy to create a <i>my</i> Social Security account.	CAS0045413A001	Vos		Text area, no char limit	N Y		OE_Easy Create Account
JA30043413		Did you find the instructions for creating a username, password and registering a second factor to be clear?	CA30043413M001	Yes		Radio button, one-up vertical	1	July Fodic Group	Instructions Understand
			CAS0045413A002	Partially	Α				
				No No	A				
CAS0045414	Α	Please explain what was not clear about any of the instructions.				Text area, no char limit	N	Skip Logic Group	OE_Instructions
	1	Did you see any information describing my Social Security's security policies or features?		Yes		Radio button, one-up vertical	Y		Security Policies
CAS0045415			ICA50045415A002	No		Radio Button, One-up	Υ	Skin Logic Group	Security Concerns
		Do you have any concerns about the security of the personal information contained in your my Social		No		pradio button, One-up			occurry concerns
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?		No					
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001	No Yes	A			- p - 13 - 1 - 1 - 1	
CAS0045424	A	Security account?	CAS0045424A001		A	Text area, no char limit	N		OE_Security Concern
CAS0045424 CAS0045425	A	Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account? Please describe your security concerns. Was it easy to sign in to your <i>my</i> Social Security account?	CAS0045424A001 CAS0045424A002	Yes Yes			N Y		OE_Security Concern Easy Sign In
CAS0045424 CAS0045425 KAU0126791		Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account?	CAS0045424A001 CAS0045424A002	Yes	A	Text area, no char limit Radio button, one up	Y	Skip Logic Group Skip Logic Group	Easy Sign In
CAS0045424 CAS0045425 KAU0126791 KAU0126792		Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account?	CAS0045424A001 CAS0045424A002	Yes Yes No		Text area, no char limit Radio button, one up Text area, no char limit	Y	Skip Logic Group Skip Logic Group Skip Logic Group	Easy Sign In OE_Easy Sign In
CAS0045424 CAS0045425		Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account? Did the information obtained during your my Social Security account visit enable you to accomplish wha	CAS0045424A001 CAS0045424A002	Yes Yes		Text area, no char limit Radio button, one up	Y	Skip Logic Group Skip Logic Group Skip Logic Group	Easy Sign In
CAS0045424 CAS0045425 KAU0126791 KAU0126792		Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account?	CAS0045424A002 CAS0045424A002 CAS0045422A001	Yes Yes No Yes	A	Text area, no char limit Radio button, one up Text area, no char limit	Y	Skip Logic Group Skip Logic Group Skip Logic Group	Easy Sign In OE_Easy Sign In
CAS0045424 CAS0045425 KAU0126791 KAU0126792 CAS0045422	A	Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account? Did the information obtained during your my Social Security account visit enable you to accomplish whay you wanted to do?	CAS0045424A001 CAS0045424A002 CAS0045422A001	Yes Yes No		Text area, no char limit Radio button, one up Text area, no char limit Radio button, one up	Y N Yes	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Group	Easy Sign In OE_Easy Sign In Ability to Accomplish
CAS0045425 KAU0126791 KAU0126792 CAS0045422	A	Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account? Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish?	CAS0045424A002 CAS0045424A002 CAS0045422A001 CAS0045422A002	Yes Yes No	A	Text area, no char limit Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit	N Yes	Skip Logic Group	Easy Sign In OE_Easy Sign In Ability to Accomplish OE_Trying to accomplish
CAS0045424 CAS0045425 KAU0126791 KAU0126792 CAS0045422	A	Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account? Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? 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	CAS0045424A002 CAS0045424A002 CAS0045422A001 CAS0045422A002	Yes Yes No Yes	A	Text area, no char limit Radio button, one up Text area, no char limit Radio button, one up	Y N Yes	Skip Logic Group	Easy Sign In OE_Easy Sign In Ability to Accomplish
CAS0045425 KAU0126791 KAU0126792 CAS0045422	A	Security account? Please describe your security concerns. Was it easy to sign in to your my Social Security account? What did you find difficult about signing in to your my Social Security account? Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? What specifically were you trying to accomplish?	CAS0045424A001 CAS0045424A002 CAS0045422A001 CAS0045422A002 CAS0045427A001	Yes Yes No	A	Text area, no char limit Radio button, one up Text area, no char limit Radio button, one up Text area, no char limit	N Yes	Skip Logic Group	Easy Sign In OE_Easy Sign In Ability to Accomplish OE_Trying to accomplish

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QID	Skip Logic Label	Question Text	AnsweriDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
				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	Y	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					
				В			Anchor answer	
			Other, please explain	ъ			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			•		TOGOS T TOGUCTOY - TVEVV
			Once every three months		+			
			•					
			Once a month					
			More than once a month					<u> </u>
D 11 1 F 0 C		Ave you convently reach ting each handit-0	Not sure		Dadio button one un vertical	V	Chin Logie Crous	Cook Donofite
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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pink: ADDITION

blue + -->: REWORDING

QID La	Skip _ogic _abel	Question Text	Answer Choices (limited to 50 characters)	Older As	Towns (a short from that)	Required	Special	
QID La		Question Text		Older de	T (
	Label	Question Text	(limited to 50 characters)					
				Skip to	Type (select from list)	Y/N	Instructions	CQ Label
			Yes, I recently applied	A				
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
1			I don't know or prefer not to answer					
	A	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	1				
			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
	ı	today? (Check all that apply)		_	· ·			
			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				
			To make sure my earnings record is correct	-40				
			To replace my Social Security Card					
			To check the Status of my recently filed enline-application for benefits					
			To learn about the benefits to which I might be entitled					
			To use SSA's Retirement Estimator	Đ,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	<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	<u>Z</u>				
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			Every 3 months or more frequently					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408 A	AA	Do you plan to view your Social Security Statement	Yes		radio button one up vertical		skip logic group	Plan to View State again
CA30043400	77	online again?			radio buttorrone up vertical		skip logic group	Flair to view state again
			No .					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	Medicare		check box vertical one up	Y	skip logic group	Agency Need
			Medicaid					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			USDA - SNAP (Food Stamps)					
			Department of Veterans Affairs					
			IRS					
			Court					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country					
			Other agency or program	BB				
CAS0045396 B	ВВ	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

Model Instance Name: SSA My Social Security v2

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pink: ADDITION

blue + -->: REWORDING

			33A my 30chai 3ccurry vz co310m goz31k					
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
AS0073009	e	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	¥	Skip Logic Group	Use RE
			No No	4				
AS0073010	н	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes	£	Radio button, one up vertical	¥	Skip Logic Group	Difficulty Navigating Between 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
\S0073012	ł	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 No					
AS0073013	Đ	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Trouble Finding RE
			No No					
\ \$0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Expect to Find RE in mySS/
00070015		Bid and beautiful find:	No		Badia buttan	.,	Older Levil C	Total de la Carlo
AS0073015	F	Did you have trouble finding the other online- benefit calculators?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Trouble Finding Calculators
A C0072016		Did you expect to find the other colling hour fit	N o		Dadio button, one un vertical	V	Ckin Logie Creum	Evenot to Find Coloulaters
AS0073016	G	Did you expect to find the other online benefit ealculators within your my Social Security account?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
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	А	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				
AS0045399	A	Please select the approximate length of time it took	Not sure or don't remember Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
		for you complete your registration	More than 15 but less than 30 minutes					
			30 minutes or more					
AS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Тwo					
			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	Υ	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		OE_In-person Experience
TE0123759	A2	Why did you register using the SSA Express Kiosk?			Radio button, one-up vertical	¥	Skip Logic Group	EK-Use
			It was faster					
			Online video assistance was available					
	_		Other					

Model Instance Name: Model Instance wanne.

SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes 2/8/2012

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blue + -->: REWORDING

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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
E0123761	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
		OF WILLIOUT ASSISTANCE?	Registered with in-person assistance					
			Registered with video assistance					
E0123741	A4	Please describe your SSA Express Kiosk	registered with video assistance		Text area, no char limit	N	Skip Logic Group	EK Experience
20120741	"	registration experience:			rext area, no onar mine	.,	On Logic Group	Experience
AS0045411		Did you (register) request to add Extra Security to	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
		your account?			·			, ,
			No					
			I tried but was unsuccessful					
			I don't know					
AU0126773		Was it easy to create a my Social Security account?	Yes		Radio button, one-up vertical	Υ	Skip Logic Group	Easy Create Account
			u		_			
110406700	-		No	A	Total control in the control in the	N.	Obia Lania Onerra	OF F 0
U0126790	A	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
AS0045413		-	Yes		Radio button, one-up vertical	Υ	Skin Logic Group	Instructions Understand
450045415		Did you find the 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?	165		Radio bullon, one-up vertical	r	Skip Logic Group	Instructions officerstatio
			Partially	Α				
			No	Α				
AS0045414	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			Yes No		Radio button, one-up vertical	Y		Security Policies
AS0045424		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	Υ	Skip Logic Group	Security Concerns
		Security account?						
			Yes	A				
AS0045425	Α	Please describe your security concerns.			Text area, no char limit	N		OE_Security Concern
AU0126791		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				
U0126792	A	What did you find difficult about signing in to your my Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign In
AS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
AS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
S0045427	В	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.				
C004E420	PD.		Other, please specify	BB	Toyt area no shar limit	N.I.		ODS Do Novt
AS0045428	ВВ	Please tell us what "other" action you plan to take next.			Text area, no char limit	N	alde L	OPS_Do Next
\S0045373		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				
			t					
			4					
				•				
			•	•				
			7	2				
				3				
			Ę	9				
			10=Very Helpful					
			Don't know					
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	¥	Skip Logic	Call Back Button Helpful?
			ź	2				
			3	3				
			4	ļ.				
				,				
			€)				
			7	z				
				3				
			ť)				
			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 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?	In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123757		Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
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	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739		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	<u>F,G</u>				
			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	1				
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.			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

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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
0.00070015			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					
CAS0045400		U	30 minutes or more		Dadia huttara ana un contias.	Υ	Chia Lasia Casus	Day Attaments
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					
CAS0045410	С	Why did you decide to register in-person?	Three or more I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Y	Skip Logic Group	Dog In person
CA30043410	C	winy did you decide to register in-person?	I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC	Radio buttori, orie-up vertical	T	Skip Logic Group	Reg in person
			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?	It was more convenient		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	O continue Tout	Answer Choices	014.4	T (l (l')	Required	Special	00.1.15.1
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?			radio batton, one up vertical	ı '	Skip Logic Group	LIC / ISSIStance
			Registered with in-person assistance					
0750400744		Diagonal describes and OOA Established	Registered with video assistance		T		01:-1:-0	EI/ E
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 <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 <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
0/100043413		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	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					

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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 9					
			10=Very Helpful					
			Don't know					
STE0093224		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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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
S1E0123737		From where did you connect to SSA today?			verticalb	,	Skip Logic Group	Connected with SSA
			In office / place of employment					
			At a Friend or Relative's place Public Library	A				
			Social Security Office	^				
			Social Security Office Social Security Kiosk	В				
			Other Agency					
			Other	С				
STE0123757	Α	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?			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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OID	Skip Logic Label	Ouestion 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?	(infilted to 30 characters)	Skip 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					
3JL1506		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 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				
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

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	Skip		Answer Choices			Required	Special	
QID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	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 <i>my</i> 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 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					<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.	Soota Seeding assessing		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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OID	Logic	Overstien Tout	Answer Choices	Chin to	Towns (salest from list)	Required	Special	00 abal
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	Y	Skip Logic Group	Easy Create Account
			No	A				
	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 Accour
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	Α				
			No	Α				
CAS0045414	Α	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
0/100010110		Security's security policies or features?	No		Tradio Battori, one ap 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
		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	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 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	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 45 100		Discount all control at Hother House	Other, please specify	BB	T			000 5
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	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
			Tablet					
STE0123737		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
			In office / place of employment					
			At a Friend or Relative's place Public Library	Α				
			Social Security Office	A				
			Social Security Kiosk	В				
			Other Agency	J				
			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?			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					

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QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
QID	Labei	Question Text	Other, please explain	B	Type (select from fist)	1719	IIISHUCHOIIS	CQ Label
CAS0045390	В	How did you learn about my Social Security?	оны, рысье ехрын	<u> </u>	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					
			Just curious - wanted to see what information was contained in mySocialSecurity account					

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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
			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		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	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	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 I				
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.			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 <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					

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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
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
			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	Α	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	CC	Radio button, one-up vertical	Υ	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC				
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					
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

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Registered with in-person assistance	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk	Registered with video assistance		Text area, no char limit	N	Skip Logic Group	EK Experience
3120123741	A4	registration experience:			Text area, no chai iiinii	l IN	Skip Logic Group	LK Expellence
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					1129
			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	Α				
			No	A				
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social	Yes		Radio button, one-up vertical	Υ		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?			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	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
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity

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Skip Label Label Question Text Properties Pro									
Second		Logic Label		(limited to 50 characters)	Skip to		Y/N	Instructions	
STE0093223 A Please rate how helpful the "Get Help" button and "Call Back" button No. 1 used neither No.	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
No. September No. Sept				Yes, I used the "Call Back" button only	В				
A Please rate how helpful the "Get Help" button was be you. (1=Not Helpful at All, 10=Very Helpful) 1=Not Helpful at All 1=Not He				button	A, B				
To you. (1=Not Helpful at All, 10=Very Helpful) Helpful? Helpful?				,					
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) STE0093224 B Call Back Button Helpful at All, 10=Very Helpful Call Back Button Helpful? Call Back	STE0093223	Α	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)				Y	Skip Logic	
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)				2 3					
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)				4					
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)				5					
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)				6					
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)				7					
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)				8					
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)				9					
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 2									
to you. (1=Not Helpful at All, 10=Very Helpful) know Button Helpful? 2 3 4 5 6 7 8 8 9 1 1 1 1 1 1 1 1 1 1 1 1									
	S1E0093224			1=Not Helpful at All			Y	Skip Logic	
3 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5				2					
4 5 5 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7				3					
5 6 7 7 7 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9				4					
8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9				5					
8 9				7					
9 10-Von Holpful				8					
10-Von Holoful				9					
то-уегу пении				10=Very Helpful					
Don't know 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 Crava	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 writing Cartiel 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		,	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)
	_	Diagon describe the location			Text area, no char limit	l 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
LIADOCCOFCO		How often do you access (or plan to access) your	Open a vegr		Dodio hutton and un vertical			Access Frequency -
HAR0069569		my Social Security account?	Once a year		Radio button, one up vertical	Y		NEW
			Once every six months					
			Once every three months Once a month					
			More than once a month					
			Not sure					
BJL1506			Yes, I am receiving Social Security Benefits		Radio button, one-up vertical	Y		Cash Benefits
		Are you currently receiving cash benefits?	(Retirement, Disability, Spouses or Survivors)		Satton, one up vertical	<u> </u>		Zac. Zeneno
			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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215	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
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		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 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		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		Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Υ	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
			No					
CAS0073016		Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					

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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 <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			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	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					
			4					
			5					
			7					
			8					
			9					
			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					
			6					
			7					
			8					
			10=Very Helpful					
			Don't know					
			Under 25		Drop down, select one			
CAS0045375					Drop down, select one	N		New Age
	-		26 to 45					
	-		4 6 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 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 No	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		(Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a my Social Security"						
			account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						

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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			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	abaal bay ana un vantiaal	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					radia button ana un vertical			alria 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
CAS0045397	Z	Benefit Verification information?			,		N		Agency OPS Primary
		Please tell us what your primary reason was for visiting today:			Text area, no Char limit				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	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 Corres	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	Α					
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		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						
CAS0045395		What is your primary reason for visiting my 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	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	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	K					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	ĸ					

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						

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	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					
			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
		attornation you make.	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
		y and the second of the second	I preferred registering for <i>my</i> Social Security in-person a	CC	and taken, one up tollour	Jg.0			- 5 pocom
			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					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045411					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes No						Reg
			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	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		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	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.	.,		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
		Did you use the "Get Help" button during your visit today?	Yes	А	Radio button, one up vertical	Single	Y	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	Y	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)
	В	Please describe the location.				Open	N	Skip Logic Group	OE_Location of 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 QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
			Community group or association								
			Government agency other than Social Security (e.g., State, Federal)								
			Other, please explain	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 I don't know or prefer not to answer								
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	Primary Reason		
CA30043393		Security today? (Check all that apply)	To print or view my online Social Security Statement To make sure my earnings record is correct	Α, Ο	check box one up vertical	Ividiti	163	Skip Logic Group	r iiiiary Neason		
			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	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 visting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	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	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
0.1.000=====			No			0	\ ,.	01: 1 : 5	
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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			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
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 buttori, orie-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		Radio buttori, orie-up vertical	Siligle	,	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				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		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	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 t	СС	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 I don't know						
CAS0045413		Did you understand all of my Social Societies	I UUITE KIIUW		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions
0,100040413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		radio button, one-up vertical	Jiligie		Chip Logic Group	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
04 000 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		į į	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						

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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					

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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
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 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 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	А	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

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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 untiral			alia lasia susua	Diamete Minus
CAS0045408	AA	online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
0.4.000 := :00			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 Detinance	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		viriy did you decide to register iii persoii.	I preferred registering for <i>my</i> Social Security in-person a	CC	rtadio Battori, orie ap Vertical	Cirigio		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					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful						
CA COO 45 412			I don't know		Dadia buttan ana un continal	Cinale	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Chia Lasia Cusus	la stancetic ac
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
		l'	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	Υ		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 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	LICDA CNAD		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	Question Text	Department of Veterans Affairs (VA)	Skip to	Type (select from list)	With	1/19	mstructions	CQ Label
			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?	Other agency or program	- 55	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						
0.1.000.15.11.0			Three or more			0: 1		01: 1 : 0	
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 person
CAS0045401	СС	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 buttori, orie-up vertical	Sirigle	'	Skip Logic Group	Understand
		pussworu:	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						- P - 2	
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)	Cimp 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			J9.5	·	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						
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			The radio						
			The television						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad on another website (e.g., banner, image, etc.)						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
CAS0045390	В	How did you learn about my 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 buston and	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
			On an annual to						
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			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 <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		Quosan Toxe	To make sure my earnings record is correct	C.up to	туре (еслестием мету		.,		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 sana	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

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					
OID	Skip Logic	Quantities Tour	Answer Choices	Skin to	Time (a de atérim liet)		Required	Special	00 Label
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 a	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			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						
CA C004E412			I don't know		Dadio button, one un vertical	Cinalo	Y	Ckin Logio Croup	Instructions
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 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
CAS004F42F	Α		Yes	Α	Toyt area no ober limit		N		OF Cocurity
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		IN		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			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						

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

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			SSA My Social Security v2 CUSTOM (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	BB					
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.	Ошег, ріваѕе ѕреспу	БВ	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
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. 7	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

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
			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	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	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						

Model Instance Name:

SSA My Social Security v2 MID: 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
			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	(11.27	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398			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	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	' '	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
CA C0045440			Three or more	60	Dadia button	Circula	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Clair Logic Cra	Dog In Tarre
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	СС	Please describe your in-person registration experience.	Don't remember or prefer not to say		Text area, no char limit		N		OE_In-person Experience
CAS0045411		CAPOTION CO.			Radio button, one-up vertical	Single	Υ		Xtra Security
C/ 100040411		Did you register for Extra Security?	Yes		l tadio sation, one up ventual	Onigie			Reg
			No No						
			I tried but was unsuccessful						
			I don't know						

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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)	Skin to	Type (colect from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045413		Did you understand all of <i>my</i> Social Security's	(minited to 50 characters)	Skip to	Type (select from list) Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		instructions for registering a username and password?	Yes						Onderstand
			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		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			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		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						1
			65 to 66						
			67 or older						
			Prefer not to answer						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 <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					

Model Instance Name:

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

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

			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						
			67 or older						
			Prefer not to answer						+
	1	I		1	1	-	1	1	

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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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
		Solone Tollinguist Educit. (Official and 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	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					

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
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						
			67 or older						
			Prefer not to answer						+
	1	I		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					

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					
•									
	Skip								
015	Logic	0	Answer Choices	01.1.4.	(l (F. o)		Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	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	,	AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time		·	Ů			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)	LICDA CNAD		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		beriefit verification Letter? (Check all that apply)	USDA - SNAP IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	ВВ					
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?	ears. agono, or pregram		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
					,				I I I I I I I I I I I I I I I I I I I
		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	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
		, and the state of	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)	Single or 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
		- ' '	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
			I preferred registering for my 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					Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						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	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415			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
04.000.45.405			Yes	Α	T				05.0
CAS0045425	Α	Diibit			Text area, no char limit		N		OE_Security Concern
CAS0045422		Please describe your security concerns. Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	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	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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pink: ADDITION

			SSA My Social Security v2 C	USTOM QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <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
					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						

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
CAS0045395		What is your primary reason for visiting <i>my</i> Social	(minute to the contraction)	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			radio button one up vertical			skip logic group	Plan to View
CA30043400		online again?			radio button one up vertical			Skip logic group	State again
CAS0045409	В		No		check box vertical one up	Multiple	Y	skip logic group	Agency Need
CA30043409		For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Widitiple	'	skip logic group	Agency Need
		Denoit Vermouter Letter (errook all that apply)	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						
CA C0045000		Market Harde at the second	Other agency or program	BB	Tout area no Char limit				ODC Other
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
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 on my first attempt Registered online after prior unsuccessful attempts	A,B					
			registered offiline after prior unsuccessful attempts	A,D					

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
			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 More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	В	How many prior unsuccessful online registration	30 minutes or more		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 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	A					
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
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
CAS0045425	Α	Please describe your security concerns.	Yes	Α	Text area, no char limit		N		OE_Security Concern
CAS0045422			Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
CAS0045426	A	What specifically were you trying to accomplish?	No	A,B	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	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 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	0'			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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				SSA My Social Security v2 CUSTOM QUESTION LI	ST					
				33A My 30Clar Security V2 C03TOM Q0E3TION E	131					
QID	Skip Logic Label	Question Text	AnswerIDs (DOT) CAS0045395A012	Answer Choices (limited to 50 characters) Other reason for visiting today:	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	A	How often do you review your online Social	CAS0045395A012 CAS0045407A001	Other reason for visiting today.	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
		Security Statement?		This is my first time						Statement
			CAS0045407A002	Less frequently than once a year						
			CAS0045407A003	At least once a year						
			CAS0045407A004	Every 6 months						
			CAS0045407A005	Every 3 months						
			CAS0045407A006	Once a month						
			CAS0045407A007	More frequently than once a month						
	+		CAS0045407A008	Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?		Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	В	For which Agency or program do you need a	CAS0045409A001			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)		USDA - SNAP						
			CAS0045409A002	IRS						
			CAS0045409A003	HUD - Federal Housing Admin. (FHA)						
			CAS0045409A004	Department of Veterans Affairs (VA)						
			CAS0045409A005	Requesting a Retirement Visa from another country						
			CAS0045409A006	Medicare						
	_		CAS0045409A007	Medicaid						
			CAS0045409A008 CAS0045409A009	State or Local Department of Social Services Other agency or program	ВВ					
CAS0045396	BB	Minish "other" against or program requested your	CA30045409A009	Other agency or program	ВВ	Text area, no Char limit		N		OPS Other
CAS0045397	Z	Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit		N		Agency OPS Primary
		Please tell us what your primary reason was for visiting today:								Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Register
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B					
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C					
			CAS0045398A004	Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes						
			CAS0045399A003	30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two						
			CAS0045400A003	Three or more						
CAS0045410	С	Why did you decide to register in-person?		was unsuccessful registering online and was required preferred registering for <i>my</i> Social Security in-person a	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In persor
				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?	CAS0045411A001	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			CAS0045411A002	No						
			CAS0045411A003	I tried but was unsuccessful						
			CAS0045411A004	I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and	CAS0045413A001			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?		Yes			1			

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				SSA My Social Security v2 CUSTOM QUESTION	ON LIST					
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			CAS0045413A002	Partially	Α					
			CAS0045413A003	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?	CAS0045415A001	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			CAS0045415A002	No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			CAS0045424A002	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?	CAS0045422A001	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			CAS0045422A002	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)	CAS0045427A001	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			CAS0045427A002	Visit a local Social Security office						
			CAS0045427A003	Call a local Social Security office						
			CAS0045427A004	Call Social Security's 800 number						
			CAS0045427A005	Submit an e-mail to Social Security						
			CAS0045427A006	Write a letter to Social Security						
			CAS0045427A007	Take no action						
			CAS0045427A008	Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			CAS0045373A002	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.	CAS0045375A001	Under 25		Drop down, select one	Single	N		New Age
			CAS0045375A002	26 to 45						
			CAS0045375A003	46 to 55						
			CAS0045375A004	56 to 60						
			CAS0045375A005	61 to 64						
			CAS0045375A006	65 to 66						
			CAS0045375A007	67 or older						
			CAS0045375A008	Prefer not to answer						
		1	12230 .007 07 .000	p		1	1		1	

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			SSA My Social Security v2 CUSTOM Q	UESTION 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
			,		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
		now and you ream about my social security:	SSA field office representative encouraged me to sign up			Widit	·	Экір	Ecam about
			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	Υ		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.11.4.07		Did you wanted for a company and a company	9 or more times	4 0 0 0 0 0	Dadia buttan ana un contiad			Chia Lania Crava	Deserved
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	Prease 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	e	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	ee					
BJL1501	ee	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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			SSA My Social Security v2 CUSTOM (QUESTION LIST					<u>. </u>
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
BJL1502	Đ	Did you see any information describing the			Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		website's security policies or features?	Yes						
			Me						
BJL1503	ĐĐ	December 19 of	No	DDD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
D0L1303		Do you have any concerns about the security of transactions on this website?	Yes	555	reado batton, one up ventear	Single	"	Skip Logic Group	Concerns
		attributions on the website.							
			No						
BJL1504	ĐĐĐ	Please describe your concerns with the security of			Text area, no char limit		N		OE_Security
		this site.							Concerns
BJL1505	E	What would you like us to improve, if anything,			Text area, no char limit		N	Skip Logic Group	OE_Reg
BJL1506		about this site's registration process?	Voc. Low receiving Cumplemental Convity Income	A	Radio button, one-up vertical	Singlo	V	Skip Logic Group	Improvement Cash Benefits
P2F1200		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	*	Radio buttori, orie-up vertical	Sirigie	ı	Skip Lugic Group	Cash belients
		and you can only receiving each zeneme.	(cc.)	В					
			Yes, I am receiving Social Security Benefits						
			(retirement, Disability, or Survivors)						
			Yes, I am receiving both SSI and Social Security	A					
			Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	e					
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			No (not receiving any benefit or receiving Medicare Only)	e					
			I don't know or prefer not to answer	е					
BJL1507	A	What was your primary reason for visiting today? (Check all that anniv)	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	SSI Only Primary
			To check my earnings record						
			To view my-Benefits and Payment Details To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
BJL1508	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		H	Skip Logic Group	OE_SSI Only Other Primary
BJL1509	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one up vertical	Single	¥	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					

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Districts				SSA My Social Security v2 CUSTOM Q	UESTION LIST					
Place tell us what your primary reason was for resting today. It is formed an apply of the control of the cont		Logic Label	Question Text		Skip to			Ý/N	Instructions	CQ Label
ULISES O What was your primary reason for visiting today? For check my cerning record	BJL1510	BB				Text area, no char limit		N N	Skip Logic Group	Benefit primary
For check my parameter record For Waven my estimated benefits Add Estrate Security for my entire account that current and account the control of the control	BJL1511	е	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	No cash Benefi
Add Ext Security for your approach of your primary reason for vesting my social social Security Statement Control of the Security Indiana Control of the Security Statement Control of the Security Indiana Control of the Security Statement Control of the Security Indiana Control of the Security Statement Control of the Security Indiana Control of the				To check my earnings record						
Auto-priorioswanded-to-oce-whall-information-was published with an original excessor of visiting indexing statement. George College Cell us what your primary reason was fer wilding indexing today. For first area, no-cherl limit Piecase cell us what your primary reason was fer wilding my Social Reason To print or view my original social Security Statement. To make sure my carrings social Security Statement. To make sure my carrings social Security Statement. To make sure my carrings social socrect. To deal sure first sure sure my carrings social socrect. To deal sure first sure sure my carrings social socrect. To deal sure first sure sure my carrings social socrect. To deal sure first sure sure my carrings social socrect. To deal sure first sure sure my carrings social socrect. To deal sure first sure sure my carrings social social Security or Medicare Only benefits. To deal sure first sure sure my carrings social social Security or Medicare Only benefits. To entrol in or update my direct deposit or for entrol in or update										
Market with a ma				Add Extra Security to my online account						
Please tell us what your primary reason was far wishing today? What is your primary reason for visiting my Social Security Statement. To print or view my online Social Security Statement. To make sure my earnings record is correct. To ween my bearings record is correct. To use of SSA's online benefit calculation? To use of SSA's online benefit calculation? To upply collect of SSA's online benefit calculation? To upply collect of SSA's online benefit calculation? To upply collect of SSA's online benefit calculation? To learn about the benefits to which I might be entitled. Ad Eard Security Statement? To learn about the benefits to which I might be entitled. Also only our review your online Social Security Statement. A Beauthy Statement? A Check box one up vertical. A				Just curious - wanted to see what information was						
Please-tell-us-what your primary reason two-for visiting dudy. What is your primary reason for visiting my Social Security totaly? (Check all that apply) To make sure my earnings record is correct To view my Benefits and Payment Details To make sure my earnings record is correct To view my Benefits and Payment Details To get at Benefit Verification Letter? (Check all that apply) To make sure my earnings record is correct To view my Benefits and Payment Details To get at Benefit Verification Letter? (Check all that apply) Ad Extra Security to my online account To use SSA's online benefit calculators To apply online for Social Security or Medicare Only sometifies To erroll in or update my direct deposit To erroll in or upd				Other reason for visiting today:	ee					
Mint is your primary reason for visiting, my Social Security Statement for make sure my earnings record is correct for well with apply) To make sure my earnings record is correct for well with apply in the security of my benefits and payment Details for get a Benefit Verification Letter for get a	BJL1512	ee				Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
To view my Benefits and Payment Details To get a Benefit Particulation Letter B Add Extra Security to my online account To use SSA's conline benefit calculations To apply colline for Social Security or Medicare Only benefits To or Details or			What is your primary reason for visiting <i>my</i> Social	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	
To get a Benefit Verification Letter Add Extra Security to my online account To use SSA's online benefit activations 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 Yell Statement				To make sure my earnings record is correct						
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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? This is my first time Less frequently than once a year A less once a year Severy 6 months Every 3 months Every 3 months Once a month Other AA O you plan to view your Social Security Statement One or a month Other No B For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) RS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)				Add Extra Security to my online account						
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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? Less frequently than once a year At least once a year At least once a year At least once a year Cevry 6 months Cevry 3 months Once a month More frequently than once a month Other A Do you plan to view your Social Security Statement A Do you plan to view your Social Security Statement For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) IRS HID - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)										
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Just curious - wanted to see what information was contained in <i>my</i> Social Security account A How often do you review your online Social Security Statement? This is my first time Less frequently than once a year At least once year At least										
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A How often do you review your online Social Security Statement? A How often do you review your online Social Security 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 A Do you plan to view your Social Security Statement online again? No B For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) B HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)										
Security Statement? This is my first time Less frequently than once a year At least once a year Every 6 months Every 3 months Do you plan to view your Social Security Statement Other AA Do you plan to view your Social Security Statement online again? No BB For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) IND - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA) Statement Statement St				Other reason for visiting today:	Z					
At least once a year Every 6 months Once a month Once a month Other AA Do you plan to view your Social Security Statement online again? No B 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)		Α		This is my first time	AA	check box one up vertical	Single	Υ	Skip Logic Group	
Every 6 months Every 3 months Once a month Once frequently than once a month Other AA Do you plan to view your Social Security Statement online again? No Benefit Verification Letter? (Check all that apply) IRS HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA) Every 6 months Every 6 months Every 3 months Done a month Do										
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AA Do you plan to view your Social Security Statement online again? No B 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) Other radio button one up vertical radio button one up vertical skip logic group Skip logic group Agency Need Check box vertical one up Multiple Y Skip logic group Agency Need Check box vertical one up Multiple Y Skip logic group Agency Need Check box vertical one up Department of Veterans Affairs (VA)										
AA Do you plan to view your Social Security Statement online again? No B 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) Plan to View State again check box vertical one up Multiple Y skip logic group Agency Need Agency Need Skip logic group Agency Need Agency Need Skip logic group Agency Need										
online again? B 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) State again Multiple Y Skip logic group Agency Need Agency Need BY Skip logic group Agency Need Age						and the first of the second			-12 - 1 - 2	Discourse
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 .		dead by a first or	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	LISDA - 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)				HLID - 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 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
.		Q	Medicare		- Japan (control months)				
			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	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					
			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	Y	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
		attempte and you make.	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	Y		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	Y	Skip Logic Group	Instructions Understand
		password?	Yes	Δ.					
			Partially No	<u>А</u> А					
	Α		INU	A	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			rext area, no onar innit			Skip Logic Group	OL_mstruction
		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	Y	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==
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			SSA My Social Security 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
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Υ	Skip Logic Group	Password
			No						
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						
0.4.07000			Greater than 1 hour					91: 1 : 0	5 . 0 5
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	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQWro0020553		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	Α	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	C					
			No (not receiving any benefit or receiving Medicare Only)						
			I don't know or prefer not to answer	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						
			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>	
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 a single state of the	I don't know or prefer not to answer	С	De l'este de constant de la constant	O' I -			201011 = :
Α	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 I minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 10 minutes 1 minut	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 (imited to 60 characters) App. C.D.D. Please lett us how long it took you to complete your experiences. It minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 minutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 minutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 winutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes:

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SSA My Social Security v2 CUSTOM QUESTION LIST
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	_		SSA My Social Security v2 CUSTOM	QUESTIO	N LIST				
QID.	Skip Logic	Guartina Tara	Answer Choices	Chin to	Tors (salastáras list)	Single or	Required	Consist Instructions	COLUMN
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						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit Other reason for visiting today:	BB					
	BB		Other reason for visiting today.	DD	Text area, no char limit		N	Skip Logic Group	OE Cash Benef
		Please tell us what your primary reason was for visiting today:				0	IN .		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:	CC					
	CC	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_Yes
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious – wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
SAC7243	×	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				Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today:							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
		unit you i 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						
			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						
		<u> </u>	35-44	+					
			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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YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

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



Special Instructions
Skip Logic Group
Skip Logic Group

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	+		SSA My Social Security V2 COSTOM (
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-	100		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 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
SAC1243	^	what was your primary reason for visiting today?	To print my social security statement		Checkbox	IVIUILI	Ť	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:							Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
0.4.070.45			Other			6: 1	.,	01: 1 : 0	
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	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
		TTF 77	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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	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
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 QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
			Add Extra Security to my online account								
			Just curious - wanted to see what information was available with an online account								
			Other reason for visiting today:	FF							
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes		
SAC7243	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	Diagonal III was what was a minimum as a managam was far windition and as well	Caron roughly voluing today.	AA	Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No		
		Please tell us what your primary reason was for visiting today: 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	Υ		View Statement		
			At least once a year								
			Every 6 months								
			Once a quarter								
			Once a month								
			More frequently than once a month								
			Other								
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment		
			No	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							
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								

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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 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
SAC7233		How often do you access your online statement?	This is my first time		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 X			Y	F	assword Registrati		
SAC7235	Α	Please tell us how long it took you to complete your	No	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT		
		registration:	Less than 10 minutes 11 minutes - 15 minutes	В							
			16 minutes - 30 minutes	В							
			31 minutes - 1 hour	В							
			Greater than 1 hour	В							
SAC7236	В	Did you register for Extra Security today?	Yes	С			Y	Skip Logic Group	ExtraSecurityReg		
			No I don't know	C							
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							
			No	CC, D							
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions		
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security		
SAC7240			No	DD		O'mala		Olde Levile Cover	0		
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD,E, F		Single	N	Skip Logic Group	Security Concerns		
		on this website:	No	E,F							
SAC7241	DDD				Text area, no char limit		N		OE_Security Conce		
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 Improvem		
	-	site's registration process?	To obtain my Social Society Statement		Checkhox	Multi	V	Ckin Logio Croup	Drimon, Doccop, Vo		
	-	what was your primary reason for visiting today?	To check my earnings record		Спескоох	Mulu	Y	Skip Logic Group	rimary Reason_Ye		
			To view my estimated benefits								
			Other reason for visiting today:	FF							
	FF						N	Skip Logic Group	OE_Primary Reason		
SAC7243	X	What was your primary reason was for visiting today:	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Poscon No		
SACT240	^	what was your printary reason for visiting today:	To check my earnings record To view my estimated benefits		CHECKBOX	Ividiti		Skip Logic Group	Filliary Reason_N		
			Other reason for visiting today:	AA							
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reason		
SAC7245			Yes		Radio button, one-up vertical	Single	Υ	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							
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								
			massworu anu/or								
			Other, please specify	Z							
SAC7249	Z	Please specify what information was unclear to you today.			Text area. no char limit		N	Skip Logic Group	OE Clarity		
CAC7050											
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like		

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

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	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						<u> </u>		
			Every 6 months or less often								
SAC7234		Did you register for a username and password today?	Yes	Α			Y	F	assword Registra		
			No	Х							
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							
			16 minutes - 30 minutes 31 minutes - 1 hour	B B							
			Greater than 1 hour	В							
AC7236	В	Did you register for Extra Security today?	Yes	С			Y	Skip Logic Group	ExtraSecurityRe		
			No	С							
			I don't know	С							
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							
AC7238	СС	Please explain what you did not understand about the	No	CC, D	Text area, no char limit			Skip Logic Group	OE Instructions		
		instructions.		-		O'reals					
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		
SAC7240			No	DDD		Cinala	N.	Chia Lagia Casua	Canusity Canana		
AC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	סטט		Single	N	Skip Logic Group	Security Concerr		
		on and wederle.	No	E							
SAC7241	DDD				Text area, no char limit		N		OE_Security Cor		
SAC7242	E	Please describe your concerns with the security of this site.			Text area, no char limit		N	Skip Logic Group	OE_Reg Improve		
		What would you like us to improve, if anything, about this site's registration process?				14.10					
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement To check my earnings record	_	Checkbox	Multi	Y	Skip Logic Group	Primary Reaso		
			To view my estimated benefits								
			Other reason for visiting today:	AA							
SAC7244	AA						N	Skip Logic Group	OE_Primary Rea		
SAC7245		Please tell us what your primary reason was for visiting today:	Vee		Dadia huttan ana un continal	Cinala	V	Chia Lagia Crava	Tools		
SAC 7245		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 Accomplishmer		
SAC7246	Y		No Deturn and try again	Y	Checkbox	Multi	Y	Skip Logic Group	Do Next		
SAC1240	'	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that	Return and try again		CHECKDOX	Ividiti	,	Skip Logic Group	Do Next		
		apply)	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 गाडाग्यदालाङ ाण тедізіеніну गण व username anu								
			nasrwadis ior resetting a passworu andror								
SAC7249	Z	Please specify what information was unclear to you today.	Other, please specify	Z	<100 text field		N	OPS-Skip Logic Group	OE_Clarity		
AC7250		What did you like most about your experience today?			Text area, no char limit Text area, no char limit		N		OE Like		
AC7250 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		OE_LIKE OE_Dislike		
		Please specify what additional information or services you		1			N		OE Add		
SAC7252		would like to have available on this site.			Text area, no char limit				Info/Service		
AC7253	_	Please select the category that includes your age.	18-24 25-34	-	Drop down, select one	Single	N		Age		

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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	
			45-54							
			55-64							
			65-74							
			75 or older							
			Prefer not to answer							