Model Name	SSA BSO V3	Red & Strike Through: Delete	
Model ID		<u>Underlined & Italicized</u> : Re-order	FORESEE
Partitioned	Yes - 2 MQ	Pink: Addition	
Date	8/19/2019	Blue: Reword	FORESEE
		· · · · · · · · · · · · · · · · · · ·	

Label	Element Questions	Label	Satisfaction Questions		Label	Future Behaviors
	Site Performance (1=Poor, 10=Excellent, Don't Know)		Satisfaction			Recommend (1=Very Unlikely, 10=Very Likely)
1 Site Performance - Speed	Please rate the speed that pages and content loaded for you.	16 Satisfaction - Overall	What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	19	Recommend	How likely are you to recommend this application to someone else?
2 Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.	17 Satisfaction - Expectations	How well does this application meet your expectations? (1=Falls Short, 10=Exceeds)			Use Other Online Services (1=Very Unlikely, 10=Very Likely)
3Site Performance - Responsiveness	Please rate the responsiveness of the pages to your actions.	18 Satisfaction - Ideal	How does this application compare to your idea of an ideal application ? (1=Not Very Close, 10=Very Close)		Use Other Online Services	How likely are you to use other Social Security online services?
4Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the pages that you visited.					
5Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.					
6Look and Feel - Readability	Please rate the legibility of the pages that you visited.					
7Navigation - Ease	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the ease of finding what you were looking for.					
8Navigation - Layout	Please rate the page layout on displaying content and links where you could find them.					
9Navigation - Links	Please rate the links on taking you where you needed to go.					
10 Site Information - Relevance	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the relevance to your interests of the information that you found.					
11 Site Information - Thoroughness	Please rate the thoroughness of the information that you found.					
12Site Information - Readability	Please rate the readability of the information that you found.					
13 Account Management - Simplicity	Account Management (1=Poor, 10=Excellent, Don't Know) Please rate the simplicity of account management on this site.					
14Account Management - Efficiency	Please rate the efficiency of account management on this site.					
15 Account Management - Essential Information	Please rate the presentation of essential account information.					

Model Instance Name:	
SSA BSO v2	

red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
LNH5306		How did you learn about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	_
			Social media (e.g., Facebook, Twitter, blog, etc.)	
			IRS Forms, Instructions & Publications	
			Other (please specify)	A
LNH5307	Α	Other_how did you hear		
LNH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	С
LNH5311	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
LNH5312	D	What specific improvements would you like to see in Business Services Online?		
LNH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z

SSA BSO V2 MID: JsxgcQkkV0I5dxF8JE1IQg4C Date: 1/13/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Office Manager	Ż
			Other (please specify)	A, Z
_NH5314	Α	Other_describe		
_NH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	-
			Large (more than 250)	
_NH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)		
			2	
			3	
			4	
			5	
			6	1
			7	1
			8	-
			9	-
			10 = Very Easy	
RUS0307737		Please indicate your level of agreement with the following	1=Strongly Disagree	
			2=Disagree	
			3=Neutral	
			4=Agree	
			5=Strongly Agree	
RUS0307738		This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree	
			2=Disagree	-
			3=Neutral	
			4=Agree	
			5=Strongly Agree	
RUS0307739		My need was addressed.	1=Strongly Disagree	
			2=Disagree	7
			3=Neutral	
			4=Agree	
			5=Strongly Agree	
RUS0307740			1=Strongly Disagree	
			2=Disagree	
			3=Neutral	
			4=Agree	

Model Instance Name: SSA BSO v2 MID: JsxgcQkkV0I5dxF8JE1IQg4C Date: 1/13/2011			red & strike through: DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC			
			SSA BSO v2 CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) 5=Strongly Agree	Skip to		
RUS0307741		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	-		

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Taut Field - limited to 400 shows to	<u>Circala</u>	
Text Field – limited to 100 characte Checkbox One Up Vertical	Multi	Y
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y

Type (select from list)	Single or Multi	Required Y/N
Text Area – no character limit	Single	Ν
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button, Scale, No don't know	Single	Y
Radio Button, Scale, No don't know	Single	Y
Radio Button, Scale, No don't know	Single	Y
Radio Button, Scale, No don't know	Single	Y

<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button, Scale, No don't know	Single	Y

Model Insta	nce Name:
SSA BSO v2	2

red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
_NH5306		How did you learn about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			Social media (e.g., Facebook, Twitter, blog, etc.)	7
			IRS Forms, Instructions & Publications	
			Other (please specify)	A
NH5307	Α	Other_how did you hear		
NH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
		N N	W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
NH5309	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	, _, _
			2	-
			3	1
			4	-
			5	-
			6	-
			7	-
			<u>0</u>	-
			<u>a</u>	-
			10=Very satisfied	-
NH5310	B	How likely are you to return to the representative payee accounting		
.1113310		form online for your next accounting report?		
			2	
			3	
			4	
			5	
			6	

SSA BSO v2

MID: JsxgcQkkV0l5dxF8JE1lQg4C Date: 1/13/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

	SSA BSO v2 CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7	_
			8	-
			9	-
			10=Very likely	
LNH5311		What specific improvements would you like to see in Internet Representative Payee Accounting?		
LNH5312	D	What specific improvements would you like to see in Business Services Online?		
LNH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
LNH5314	Α	Other_describe		
LNH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	1
			Medium (51-250)	1
			Large (more than 250)	
LNH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)		
			2]
			3	
			4	
			5	
			6	
			7	
			8]
			9]
			10 = Very Easy	1
		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.	1=Strongly Disagree	

SSA BSO v2 MID: JsxgcQkkV0l5dxF8JE1lQg4C Date: 1/13/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

SSA BSO v2 CUSTOM QUESTION LIST Skip Logic **Answer Choices** QID Label **Question Text** (limited to 50 characters) Skip to 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree This interaction increased my confidence in the Social Security Administration. 1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree My need was addressed. 1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree It was easy to complete what I needed to do. 1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree It took a reasonable amount of time to do what I needed to do. 1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree LNH5317 How often do you use Business Services Online? Once per year 2-4 times per year 5-10 times per year 11 times or more per year

ForeSee Results - Confidential and Proprietary

<u>Type (select from list)</u>	Single or Multi	Required Y/N
<u>Type (select from list)</u> Radio Button One Up Vertical	Single	Ŷ
<mark>Text Field – limited to 100 characte</mark> Checkbox One Up Vertical	Single Multi	N Y
Radio Button Scale No Don't Know	Single	¥
	Single	¥
Radio Button Scale No Don't Know	Single	¥

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button, Scale, No don't know	Single	Y

<u>Type (select from list)</u>	Single or Multi	Required Y/N
Radio Button, Scale, No don't know	Single	Y
Radio Button, Scale, No don't know	Single	Y
Radio Button, Scale, No don't know	Single	Y
Radio Button, Scale, No don't know	Single	Y
Radio Button One Up Vertical	Single	¥

Model Insta SSA BSO C			r ed & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER	
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
Date:	1/13/201		blue +>: REWORDING	
Bator	1/10/2012	-	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
			SA BO CONCENTRASES COSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			IRS Forms, Instructions & Publications	
			Other (please specify)	
SVD0013 6385		Other_how did you hear Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D
(6385G5)			W-2c Online	D
036565)			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	
			3	
			4	
			5	
			6	
			/	
			8	
			9 10-) (any postiofical	
			10=Very satisfied	
AKR3399	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	1=Not very likely	
			2	
			3	
			4	
			5	

Model Insta SSA BSO C			r <mark>ed & strike-through</mark> : DELETE <u>underlined & italicized</u> : RE-ORDER	
SSA BSO C MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
	1/13/201		blue +>: REWORDING	
Date:	1/13/201	<u> </u>	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			8	
			9	
			10=Very likely	
AKR3400		What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	Α	Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online	1 = Very Difficult	
		website? (1 = Very Difficult; 10 = Very Easy)		
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

	• • • •		red & strike through: DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID SVD0016	Skip Logic Label	Question Text How often do you use Business Services Online?	Answer Choices (limited to 50 characters) Once per year 2-4 times per year 5-10 times per year 11 times or more per year	Skip to	

Type (select from list)	Single or Multi	Required Y/N
Type (select from list) Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N Y
		X
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

<u>Type (select from list)</u>	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Ū	N
Text Field – limited to 100 characte	Single	Ν
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit Radio Button One Up Vertical	Single Single	N Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list) Radio Button One Up Vertical	Single or Multi Single	Required Y/N Y

	tance Name Content+Tas		r <mark>ed & strike-through</mark> : DELETE <u>underlined & italicized</u> : RE-ORDER		
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION		
Date:	1/13/201		blue +>: REWORDING		
Juic.	1/10/201		violet (bold): SKIP-LOGIC		
			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
5384		How did you hear about Business Services Online?	SSA Speaker at a Conference	·	
			Direct Mail I Received from Social Security		
			Booth at an accounting/payroll conference		
			Webcast		
			SSA/IRS Reporter		
			CPA/Accountant		
			Other Direct Contact Initiated by Social Security		
			Professional Association		
			IRS Forms, Instructions & Publications		
			Other (please specify)		
SVD0013		Other_how did you hear			
6385		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online	D	I
(6385G5)			W-2c Online	D	
			View Submission Status	D	
			View Employer Report Status	D	
			View Errors	D	
			View Notices	D	
			SSN Verification	D	
			Registration Services	D	
			Resubmission Services	D	
			Consent-Based Services	D	
			Appointed Representative Services	D	
			Representative Payee Accounting Report	A, B, C	
AKR3398	Α	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied		
			2		
			3		
			4		
			5		
			6		
			7		
			8		
			9		
			10=Very satisfied		
AKR3399	В				
			2		
			3		
			4		
			5		
			-		

Model Insta SSA BSO C			r <mark>ed & strike-through</mark> : DELETE <u>underlined & italicized</u> : RE-ORDER	
SSA BSO C MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
	1/13/201		blue +>: REWORDING	
Date:	1/13/201	<u> </u>	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			8	
			9	
			10=Very likely	
AKR3400		What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	Α	Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online	1 = Very Difficult	
		website? (1 = Very Difficult; 10 = Very Easy)		
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10 = Very Easy	

	• • • •		red & strike through: DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID SVD0016	Skip Logic Label	Question Text How often do you use Business Services Online?	Answer Choices (limited to 50 characters) Once per year 2-4 times per year 5-10 times per year 11 times or more per year	Skip to	

Type (select from list)	Single or Multi	Required Y/N
Type (select from list) Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N Y
		X
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

<u>Type (select from list)</u>	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Ū	N
Text Field – limited to 100 characte	Single	Ν
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit Radio Button One Up Vertical	Single Single	N Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list) Radio Button One Up Vertical	Single or Multi Single	Required Y/N Y

Model Insta SSA BSO C			r ed & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER	
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
Date:	9/17/2010		blue +>: REWORDING	
Date.	5111201	5	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
6384		How did you hear about Business Services Online?	SSA Speaker at a Conference	·
			Direct Mail I Received from Social Security	
			Booth at an accounting/payroll conference	
			Webcast	
			SSA/IRS Reporter	
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	
			Professional Association	
			Other (please specify)	
SVD0013		Other_how did you hear		
6385			W-2 Online	D
(6385G5)			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
AKR3398	A	How satisfied overall were you with the payee accounting form online?	1=Very dissatisfied	
			2	-
			3	-
			4 E	-
				-
			7	
			8	
			8	-
			9 10=Very satisfied	-
AKR3399	В	How likely are you to return to the representative payee accounting		
UUU0099	B	form online for your next accounting report?		-
			2	-
			3	-
			4 E	-
			6	-
			0	

Model Insta SSA BSO Co			<mark>red & strike-through</mark> : DELETE <u>underlined & italicized</u> : RE-ORDER	
MID:		wYEJcQZ49IAIM0QQ==	pink: ADDITION	
Date:	9/17/201		blue +>: REWORDING	
Jacon	0/1//201	•	violet (bold): SKIP-LOGIC	
			SSA BSO Content+Tasks CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7	
			8	
			9	
			10=Very likely	
AKR3400	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		
AKR3401	D	What specific improvements would you like to see in Business Services Online?		
6388		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Tax Preparer	Z
			Financial Planner	Z
			Household Employer	Z
			Self-Employed	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
SVD0018	Α	Other_describe		
SVD00130	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	
			Large (more than 250)	
SVD0014		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2	
			3	
			4	
			5	
			6	

Model Inst SSA BSO (MID: Date:	Content+Ta	sks wYEJcQZ49IAIM0QQ==	red & strike-through: DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO Content+Tasks CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	
			8		
			9 10 = Very Easy		
SVD0016		How often do you use Business Services Online?	Once per year		
			2-4 times per year		
			5-10 times per year		
			11 times or more per year		

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

ype (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y

iolet (bold): SKIP-LOGIC		
SSA BSO Content+ Tasks CUSTOM QUESTION LIST		
Answer Choices (limited to 50 characters)	Skip to	
SA Speaker at a Conference birect Mail I Received from Social Security tooth at an accounting/payroll conference Vebcast SA/IRS Reporter CPA/Accountant Differ Direct Contact Initiated by Social Security Professional Association Dther (please specify)		
V-2 Online	D	
V-2c Online /iew Submission Status /iew Employer Report Status /iew Errors /iew Notices SSN Verification Registration Services Resubmission Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report =Very dissatisfied 2 3 4	D D D D D D D D A, B, C	
5 6 7 8 0=Very satisfied =Not very likely 2 3 4		
	9 ery satisfied	9 ery satisfied

SSA BSO Content+ Tasks underlined & italicized: RE-ORDER	
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Date: 6/26/2008 blue +>: REWORDING	
violet (bold): SKIP-LOGIC	
SSA BSO Content+ Tasks CUSTOM QUESTION LIST	
Skip Logic QID Label Question Text (limited to 50 characters)	Skip to
	7
	8
	9
10=Very likely	
AKR3400 C What specific improvements would you like to see in Internet Representative Payee Accounting?	
AKR3401 D What specific improvements would you like to see in Business Services Online?	
6388 How would you describe your role? (Select all that apply) Appointed Representative	Z
Tax Preparer	Z
Financial Planner	Z
Household Employer	Z
Self-Employed	Z
Accountant/CPA	Z
Representative payee	
Other (please specify)	Z
SVD0018 Other_describe	
SVD00130 Z Please describe the size of your business, based on your number of employees/workers, including yourself. Micro (fewer than 10)	
Small (11-50)	
Change to Skip Logic Medium (51-250)	
Large (more than 250)	
Not applicable	
SVD0014 Rate the ease with which you located the Business Services Online use of the services on the services of	
	2
	3
	4
	5
	6
	7
	8
	9
10 = Very Easy	9
SVD0016 How often do you use Business Services Online? Once per year	9
SVD0016 How often do you use Business Services Online? Once per year 2-4 times per year	
SVD0016 How often do you use Business Services Online? Once per year	

Type (select from list)	Single or Multi	Required Y/N
Radio Button One Up Vertical	Single	Y
Text Field – limited to 100 characte Checkbox One Up Vertical	Single Multi	N
Radio Button Scale No Don't Know		Y
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	N
Text Field – limited to 100 characte	Single	N
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Ĵ	Y
Radio Button One Up Vertical	Single	Y

BSO : e:	YN1BFh 6/26/200	wYEJcQZ49IAIM0QQ== 8	<u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING	
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			SSA BSO CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
QuD	Laber	How did you hear about Business Services Online?	SSA Speaker at a Conference	Dropdown (Select-one)
			Direct Mail I Received from Social Security Booth at an accounting/payroll conference Webcast SSA/IRS Reporter CPA/Accountant Other Direct Contact Initiated by Social Security	
			Professional Association	
		Which services of Business Services Online did you use today? (Choose all that apply)	Other (please specify) W-2 Online>D W-2c Online>D View Submission Status>D	Checkbox One Up Vertical
			View Employer Report Status>D View Errors>D View Notices>D SSN Verification>D Registration Services>D Resubmission Services>D Consent-Based Services>D Appointed Representative Services>D	
	A	How satisfied overall were you with the payee accounting form online?	Representative Payee Accounting Report> go to A,B,C Scale 1-10 (Very dissatisfied, Very satisfied)	Radio Button Scale No Don't Know
	В	How likely are you to return to the representative payee accounting form online for your next accounting report?	Scale 1-10 (Not very likely, Very likely)	Radio Button Scale No Don't Know
	С	What specific improvements would you like to see in Internet Representative Payee Accounting?		Open-ended
	D	What specific improvements would you like to see in Business Services Online?		Open-ended
		How would you describe your primary business? (Select all that apply)> How would you describe your role? (Select all that apply)	Appointed Representative Tax Preparer Financial Planner Household Employer Self-Employed Accountant/CPA Representative payee Other (please specify)	Checkbox One Up Vertical
		Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (fewer than 10) Small (11-50) Medium (51-250) Large (more than 250) Not applicable	Radio Button One Up Vertical
	1	Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)		Radio Button Scale No Don't Know
		How often do you use Business Services Online?	Once per year 2-4 times per year 5-10 times per year	Radio Button One Up Vertical

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	SSA BSO CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) More than 11 times per year	Type (select from list)	

Single or Multi	Required Y/N
Single	Y
Multi	Y
	Y
	Y
	N
	N
Multi	Y
Single	Y
Single	Y
Single	Y

Single or Multi	Required Y/N

Model Ins	stance Name:
SSA BSO	v2
мιρ·	JsxacOkkV0l5dxF8.

Date:

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
NH5306		How did you hear about Business Services Online?	SSA Speaker at a Conference	
			Direct Mail I Received from Social Security	1
			Booth at an accounting/payroll conference	1
			Webcast	1
			SSA/IRS Reporter	1
			CPA/Accountant	
			Other Direct Contact Initiated by Social Security	1
			Professional Association	1
			Social media (e.g., Facebook, Twitter, blog, etc.)	1
			IRS Forms, Instructions & Publications	1
			Other (please specify)	Α
NH5307	Α	Other_how did you hear		
NH5308			W-2 Online	D
			W-2c Online	D
			View Submission Status	D
			View Employer Report Status	D
			View Errors	D
			View Notices	D
			SSN Verification	D
			Registration Services	D
			Resubmission Services	D
			Consent-Based Services	D
			Appointed Representative Services	D
			Representative Payee Accounting Report	A, B, C
NH5309	Α		1=Very dissatisfied	A, D, C
			2	-
			3	-
				-
			5	-
			6	-
			7	-
			/	_
			9	-
			10=Very satisfied	-
NH5310	В	How likely are you to return to the representative payee accounting		
INH2310	D	form online for your next accounting report?		
			2	-
			3	_
			4	
			5	
			6	

SSA BSO v2

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SSA BSO v2 CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			7]
			8	
			9	1
			10=Very likely	
LNH5311		What specific improvements would you like to see in Internet Representative Payee Accounting?		
LNH5312		What specific improvements would you like to see in Business Services Online?		
LNH5313		How would you describe your role? (Select all that apply)	Representative payee	
			Appointed Representative	Z
			Accountant/CPA	Z
			Administrative Assistant	Z
			Accounts Payable/HR	Z
			Attorney	Z
			Bookkeeper	Z
			Business Manager	Z
			Business Owner	Z
			Church Officer	Z
			Clerical Staff	Z
			Corporate Officer	Z
			Finance Staff	Z
			Office Manager	Z
			Other (please specify)	A, Z
LNH5314	Α	Other_describe		
LNH5315	Z	Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)	
			Small (11-50)	
			Medium (51-250)	1
			Large (more than 250)	1
LNH5316		Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult	
			2]
			3	1
			4	1
			5	1
			6	1
			7	1
			8	1
			9	1
			10 = Very Easy	1
LNH5317		How often do you use Business Services Online?	Once per year	
			2-4 times per year	1
			5-10 times per year	1

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Date:	1/13/2011		blue +>: REWORDING violet (bold): SKIP-LOGIC		
			SSA BSO v2 CUSTOM QUESTION LIST		
QID	Skip Logic Answer Choices (limited to 50 characters) Skip to QID Label Question Text 11 times or more per year				

Type (select from list)	Single or Multi	Required Y/N
F <u>ype (select from list)</u> Radio Button One Up Vertical	Single	Ŷ
Fourt Field Limited to 100 observate	Cingle	N
<mark>Fext Field – limited to 100 characte</mark> Checkbox One Up Vertical	Single Multi	N Y
Radio Button Scale No Don't Know	Single	Y
	-	Ŷ
Radio Button Scale No Don't Know	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Text Field – limited to 100 characte	Single	Ν
Text Field – limited to 100 characte	Single	Ν
Checkbox One Up Vertical	Multi	Y
Text Area – no character limit	Single	N
Radio Button One Up Vertical	Single	Y
Radio Button Scale No Don't Know	Single	Y
Radio Button One Up Vertical	Single	Y

<u>Type (select from list)</u>	Single or Multi	Required Y/N