

Model Name SSA BSO V3
 Model ID
 Partitioned Yes - 2 MQ
 Date 8/19/2019

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Site Performance - Speed	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed that pages and content loaded for you.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	19 Recommend	Recommend (1=Very Unlikely, 10=Very Likely) 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)
3 Site 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)	20 Use Other Online Services	How likely are you to use other Social Security online services ?
4 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the pages that you visited.				
5 Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.				
6 Look and Feel - Readability	Please rate the legibility of the pages that you visited.				
7 Navigation - Ease	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the ease of finding what you were looking for.				
8 Navigation - Layout	Please rate the page layout on displaying content and links where you could find them.				
9 Navigation - 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.				
12 Site 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.				
14 Account 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

MID: JsxgcQkkV0I5dxF8JE1Qg4C

Date: 1/13/2011

~~red & strike-through~~: DELETE

underlined & italicized: 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
			Office Manager	Z
			Other (please specify)	A, Z
LNH5314	A	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)	
			Large (more than 250)	
LNH5316		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	
			7	
			8	
			9	
			10 = Very Easy	
RUS0307737		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	
			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	
			3=Neutral	
			4=Agree	
			5=Strongly Agree	
RUS0307740		It was easy to complete what I needed to do.	1=Strongly Disagree	
			2=Disagree	
			3=Neutral	
			4=Agree	

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
RUS0307741		It took a reasonable amount of time to do what I needed to do.	5=Strongly Agree 1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	



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



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

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SSA BSO v2 CUSTOM QUESTION LIST

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	A	Other_how did you hear		
LNH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D A, B, C
LNH5309	A	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	
LNH5310	B	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 6	

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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 10=Very likely	
LNH5311	C	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 Accountant/CPA Administrative Assistant Accounts Payable/HR Attorney Bookkeeper Business Manager Business Owner Church Officer Clerical Staff Corporate Officer Finance Staff Office Manager Other (please specify)	Z Z Z Z Z Z Z Z Z Z Z Z Z Z A, Z
LNH5314	A	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) Large (more than 250)	
LNH5316		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 7 8 9 10 = Very Easy	
		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	

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SSA BSO v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (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	



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

Model Instance Name:
 SSA BSO Content+Tasks
 MID: YN1BFhwYEJcQZ49IAlM0QQ==
 Date: 1/13/2011

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			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)	<u>Representative payee</u>	
			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	A	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	
			7	
			8	
			9	
			10 = Very Easy	

Model Instance Name:

SSA BSO Content+Tasks

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
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	



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

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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 IRS Forms, Instructions & Publications Other (please specify)	
SVD0013		Other_how did you hear		
6385 (6385G5)		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D D A, B, C
AKR3398	A	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	B	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	

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 MID: YN1BFhwYEJcQZ49IAlM0QQ==
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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			6	
			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)	<u>Representative payee</u>	
			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	A	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	
			7	
			8	
			9	
			10 = Very Easy	

Model Instance Name:

SSA BSO Content+Tasks

MID: YN1BFhwYEJcQZ49IAlM0QQ==

Date: 1/13/2011

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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
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	



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

Model Instance Name:
 SSA BSO Content+Tasks
 MID: YN1BFhwYEJcQZ49IAIM0QQ==
 Date: 9/17/2010

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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 (6385G5)		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D A, B, C
AKR3398	A	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	B	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 6	

Model Instance Name:
 SSA BSO Content+Tasks
 MID: YN1BFhwYEJcQZ49IAIM0QQ==
 Date: 9/17/2010

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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	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)	<u>Representative payee</u>	
			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	A	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	
			7	

Model Instance Name:
 SSA BSO Content+Tasks
 MID: YN1BFhwYEJcQZ49IAlM0QQ==
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SSA BSO Content+Tasks CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8	
			9	
		How often do you use Business Services Online?	10 = Very Easy	
SVD0016			Once per year	
			2-4 times per year	
			5-10 times per year	
			11 times or more per year	



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



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

Model Instance Name:

SSA BSO Content+ Tasks

MID: YN1BFhwYEJcQZ49IAIM0QQ==

Date: 6/26/2008

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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 (6385G5)		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D A, B, C
AKR3398	A	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	B	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 6	

Model Instance Name:
 SSA BSO Content+ Tasks
 MID: YN1BFhwYEJcQZ49IAlM0QQ==
 Date: 6/26/2008

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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	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)	
			Medium (51-250)	
			Large (more than 250)	
			Not applicable	
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	
			7	
			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	
			More than 11 times per year	

Change to Skip Logic



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

Model Instance Name:

SSA BSO

MID: YN1BFhwYEJcQZ49IAIM0QQ==

Date: 6/26/2008

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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)
		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)	Dropdown (Select-one)
		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---> go to A,B,C	Checkbox One Up Vertical
	A	How satisfied overall were you with the payee accounting form online?	Scale 1-10 (Very dissatisfied, Very satisfied)	Radio Button Scale No Don't Know
	B	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
	C	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
		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

Model Instance Name:

SSA BSO

MID: YN1BFhwYEJcQZ49IAIM0QQ==

Date: 6/26/2008

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (**bold**): SKIP-LOGIC

SSA BSO CUSTOM QUESTION LIST

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



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 Instance Name:

SSA BSO v2

MID: JsxgcQkkV0I5dxF8JE1Iqg4C

Date: 1/13/2011

~~red & strike-through~~: DELETE

underlined & italicized: 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
LNH5306		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 Social media (e.g., Facebook, Twitter, blog, etc.) IRS Forms, Instructions & Publications Other (please specify)	A
LNH5307	A	Other_how did you hear		
LNH5308		Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online W-2c Online View Submission Status View Employer Report Status View Errors View Notices SSN Verification Registration Services Resubmission Services Consent-Based Services Appointed Representative Services Representative Payee Accounting Report	D D D D D D D D D D A, B, C
LNH5309	A	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	
LNH5310	B	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 6	

Model Instance Name:

SSA BSO v2

MID: JsxgcQkkV0I5dxF8JE1Qg4C

Date: 1/13/2011

~~red & strike-through~~: DELETE

underlined & italicized: 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	C	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	A	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)	
			Large (more than 250)	
LNH5316		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	
			7	
			8	
			9	
			10 = Very Easy	
LNH5317		How often do you use Business Services Online?	Once per year	
			2-4 times per year	
			5-10 times per year	

Model Instance Name:

SSA BSO v2

MID: JsxgcQkkV0I5dxF8JE1Qg4C

Date: 1/13/2011

~~red & strike-through~~: DELETE

underlined & italicized: 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
			11 times or more per year	



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



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