

Model Instance Name:
SSA Extra Help v2

MID:

Date: 9/1/2011



Welcome and Thank You Text

Welcome Text

Gracias por visitar la Administración del Seguro Social. Usted ha sido seleccionado para participar en esta encuesta conducida por ForeSee Results de parte del Seguro Social. Por favor tomese un minuto o dos para darnos sus opiniones sobre la Solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. Los comentarios que proporcione ayudará al Seguro Social a mejorar la página en Internet y servirle mejor en el futuro. Todos los resultados son estrictamente confidenciales.

Thank You Text

Gracias por su tiempo para completar esta encuesta sobre la Solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. Su opinión es muy valiosa y la tomaremos en cuenta.

Invitation Text

Nos gustaría recibir sus comentarios

encuesta de satisfacción del cliente para hacernos saber cómo podemos mejorar su experiencia por Internet.

Esta encuesta la lleva a cabo una empresa independiente llamada, ForeSee Results.

Examples

Current Welcome Text

The screenshot shows a browser window titled "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://survey.foreseeresults.com/survey/display?sid=browse-MedicareSubsidy-en&cid=TV7AmputatC8K". The page features the Social Security Administration (SSA) logo on the left and the ForeSee Results logo on the right. The main heading is "Customer Satisfaction Survey". The text reads: "Thank you for visiting the Social Security Administration (SSA). You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of SSA. Please take a minute or two to give us your opinions about the Application for Help with Medicare Prescription Drug Plan Costs. The feedback you provide will help SSA enhance its site and serve you better in the future. All results are strictly confidential." Below this, it states "Required questions are denoted by an *". The first question is "1: *Please rate the accuracy of information on this site." with a scale from 1 (Poor) to 10 (Excellent) and a "Don't Know" option.

Current Thank You Text

The screenshot shows a browser window with a "Thank you" message. It includes a radio button option: "I'm not applying for Help with Medicare Prescription Plan Drug Costs today". Below the message, there are "Cancel" and "Submit" buttons. At the bottom, it says "Copyright 2011 - all rights reserved", "OMB Control # 1090-0008", and provides links for "ForeSee Results", "Privacy Policy", and "Survey Support".

Current Invitation Text

The screenshot shows a browser window with an invitation message. It features the SSA and ForeSee Results logos. The text reads: "We'd like your feedback. Thank you for visiting the SSA.gov site and using the online application for Help with Medicare Prescription Plan Drug Costs. You have been randomly selected to participate in a customer satisfaction survey to let us know how we can improve your website experience. This survey is conducted by an independent company, ForeSee Results." At the bottom, there are "No thanks" and "Yes, I'll give feedback" buttons.

Model Instance Name:
SSA Extra Help v3 (English)

MID: IVsQkEQIoMBUUs049xE45w4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013

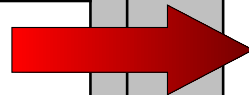


Element rotation scheme has been added

SSA Extra Help v3 (English)

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Overall	What is your overall satisfaction with the online application for Help with Medicare Prescription Plan Drug Costs? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend the online application for Help with Medicare Prescription Plan Drug Costs to someone else?
Look and Feel - Balance	Please rate the balance of graphics and text in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Expectations	How well does the online application for Help with Medicare Prescription Plan Drug Costs meet your expectations? (1=Falls Short, 10=Exceeds)		Use Other Applications (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages in the online application for Help with Medicare Prescription Plan Drug Costs.	Satisfaction - Ideal	How does the online application for Help with Medicare Prescription Plan Drug Costs compare to your idea of an ideal online application? (1=Not Very Close, 10=Very Close)	Use Other Online Services	How likely are you to use other Social Security online services?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading	Please rate how quickly pages load in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Consistency	Please rate the consistency of speed from page to page in the online application for Help with Medicare Prescription Plan Drug Costs.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages in the online application for Help with Medicare Prescription Plan Drug Costs.				
	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Plain Language - Clear	Please rate the clarity of the wording in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Understandable	Please rate how well you understand the wording in the Help with Medicare Prescription Plan Drug Costs application.				
Plain Language - Concise	Please rate the Help with Medicare Prescription Plan Drug Costs application on its use of short, clear sentences.				



Model Name	SSA Extra Help V4	Red & Strike-Through: Delete	
Model ID		<u>Underlined & Italicized:</u> Re-order	
Partitioned	Yes - 2 MQ	Pink: Addition	
Date	8/19/2019	Blue: Rework	

	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)
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 ?
		Look and Feel (1=Poor, 10=Excellent, Don't Know)				
4	Look and Feel - Appeal	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.				
		Navigation (1=Poor, 10=Excellent, Don't Know)				
7	Navigation - Ease	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 <small>find them</small> .				
9	Navigation - Links	Please rate the links on taking you where you needed to go.				
		Site Information (1=Poor, 10=Excellent, Don't Know)				
10	Site Information - Relevance	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.				
		Account Management (1=Poor, 10=Excellent, Don't Know)				
13	Account Management - Simplicity	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 Extra Help v3 (Spanish)

MID: wcscht14I5kxFEcp45Bg0Q4C

Partitioned (Y/N)? N

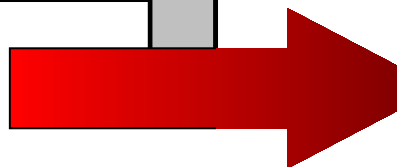
FPI Included(Y/N)?

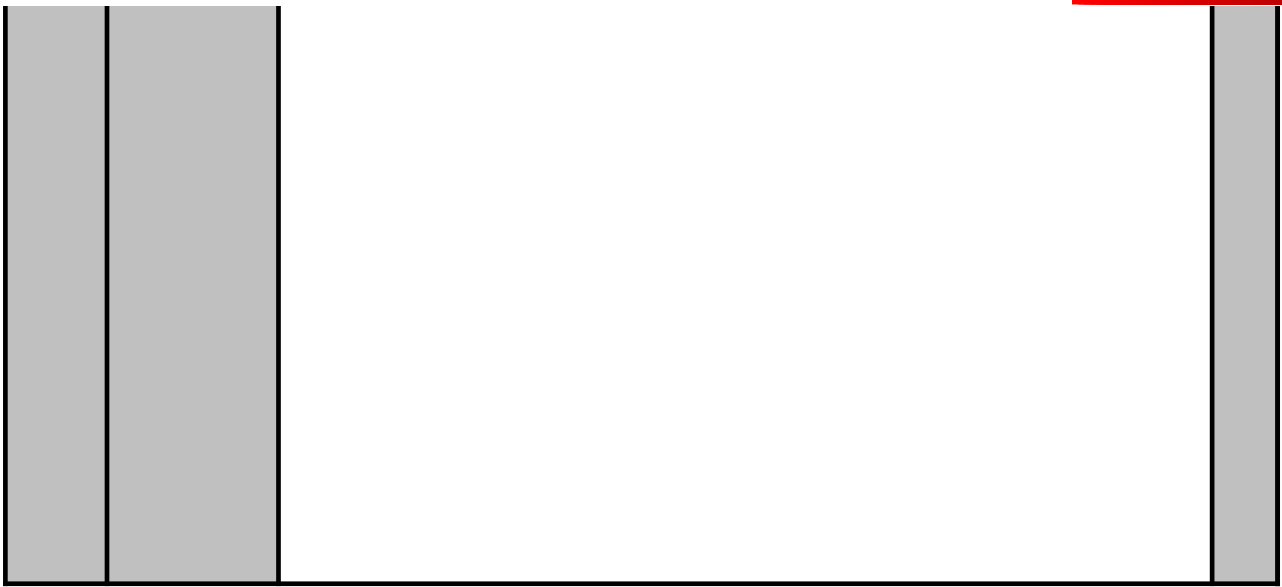
NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 7/19/2013



MQ Label	ELEMENTS (drivers of satisfaction)
	Apariencia y función (1=Mala, 10=Excelente, No sé)
Look and Feel - Appeal	Por favor califique la apariencia de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Look and Feel - Balance	Por favor califique el equilibrio entre gráficas y texto de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Look and Feel - Readability	Por favor califique la fluidéz del texto de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
	Rendimiento del sitio de Internet (1=Mala, 10=Excelente, No sé)
Site Performance - Loading	Por favor califique la rapidez con que suben las páginas de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Site Performance - Consistency	Por favor califique la consistencia de la rapidez para moverse de una página a la otra en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Site Performance - Errors	Por favor califique la capacidad para subir las páginas sin que reciba un error en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
	Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)
Plain Language - Clear	Por favor califique la claridad de las palabras usadas en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Plain Language - Understandable	Por favor califique su comprensión de las palabras usadas en la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare.
Plain Language - Concise	Por favor califique la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare basado en el uso de oraciones cortas y claras .

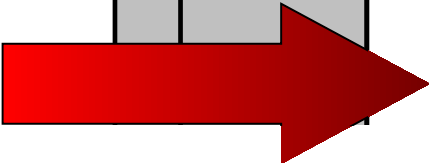
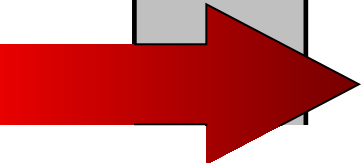


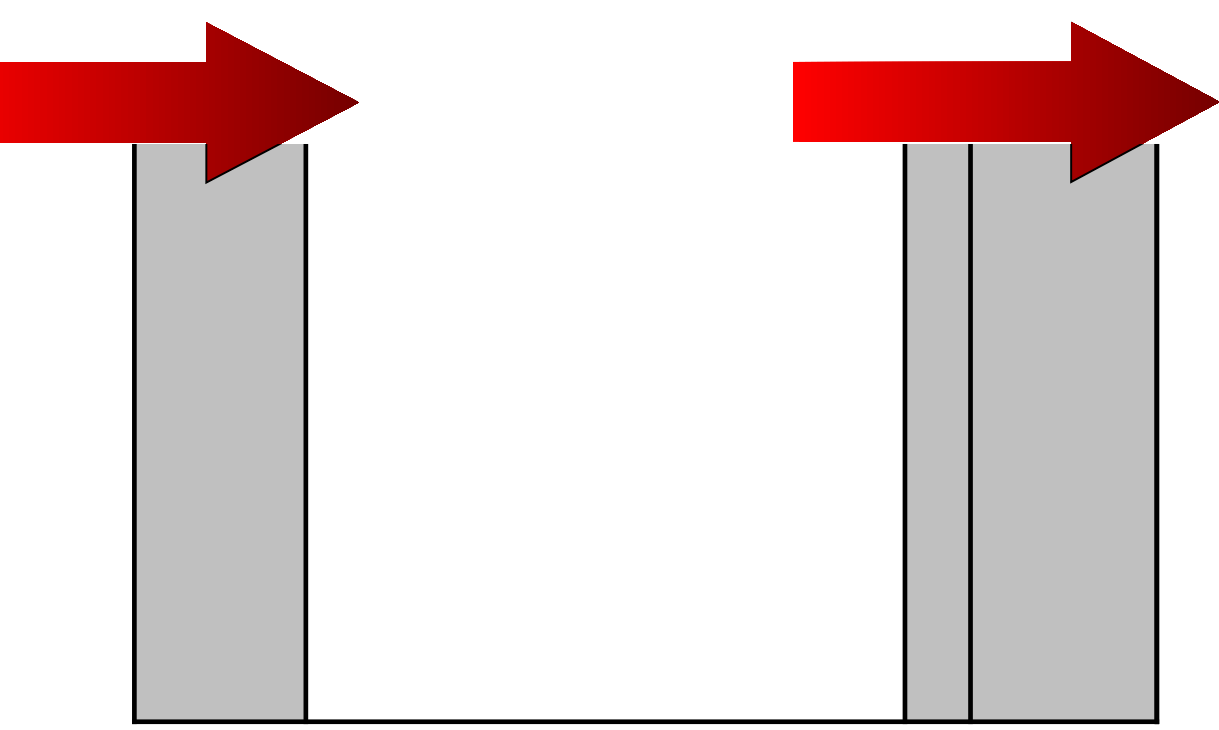


Element rotation scheme has been added

Err:509

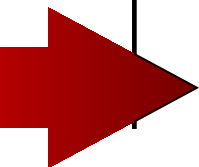
CUSTOMER SATISFACTION		MQ Label
MQ Label	Satisfacción	Recommend
Satisfaction - Overall	¿Cómo calificaría su satisfacción en general de la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare? (1= <i>Totalmente insatisfecho</i> , 10= <i>Totalmente satisfecho</i>)	
Satisfaction - Expectations	¿Con cuánta exactitud la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare satisfizo sus expectativas? (1= <i>No llenó mis expectativas</i> , 10= <i>Totalmente satisfecho</i>)	Use Other Online Services
Satisfaction - Ideal	¿Cómo se compara la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare con lo que se imaginaría que sería su programa de computadora ideal? (1= <i>No se asemeja</i> , 10= <i>Se asemeja</i>)	

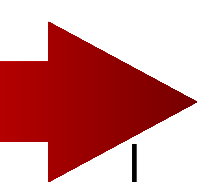






FUTURE BEHAVIORS	FPI Y?
Recomendar (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que le recomiende a otra persona la solicitud por Internet del <i>Beneficio Adicional</i> con los gastos de los planes de las recetas médicas de Medicare ?	
Usar por Internet otros programas de computadora del Seguro Social (1=Muy improbablemente, 10=Muy probablemente)	
¿Cuáles son las posibilidades de que use otros programas de computadora en este sitio de Internet del Seguro Social?	





Model Instance Name:
SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxQtc4JBwJkg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction</p>	<p>Future Behaviors</p>
<p>1 Please rate your perception of the accuracy of information on this site.</p>	<p>20 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>2 Please rate the quality of information on this site.</p>	<p>21 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p>	<p>23 How likely are you to recommend this site to someone else?</p>
<p>3 Please rate the freshness of content on this site.</p>		
<p>4 Please rate the usefulness of the features provided on this site.</p>	<p>22 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>Use Other Applications (1=Very Unlikely, 10=Very Likely)</p>
<p>5 Please rate the convenience of the features on this site.</p>		
<p>6 Please rate the variety of features on this site.</p>		
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>		<p>24 How likely are you to use other online Social Security Administration Applications?</p>
<p>7 Please rate the visual appeal of this site.</p>		
<p>8 Please rate the balance of graphics and text on this site.</p>		
<p>9 Please rate the readability of the pages on this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate how well the site is organized.</p>		
<p>11 Please rate the options available for navigating this site.</p>		
<p>12 Please rate how well the site layout helps you find what you are looking for.</p>		
<p>13 Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate how quickly pages load on this site.</p>		
<p>15 Please rate the consistency of speed from page to page on this site.</p>		
<p>16 Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</p>		
<p>17 Please rate the process for completing task(s) on this site.</p>		
<p>18 Please rate the clarity of instructions for completing task(s) on this site.</p>		
<p>19 Please rate the verification of task completion on this site.</p>		



Model Instance Name:
SSA Extra Help v2 (English)

MID: VhgJpNEVNpxlMBUQNcg1FQ==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know) Please rate your perception of the accuracy of information on this site. Please rate the quality of information on this site. Please rate the freshness of content on this site.</p>	<p>Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied) How well does this site meet your expectations? (1=Falls Short, 10=Exceeds) How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>Future Behaviors Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the features provided on this site. Please rate the convenience of the features on this site. Please rate the variety of features on this site.</p>		<p>Use Other Applications (1=Very Unlikely, 10=Very Likely) How likely are you to use other online Social Security Administration Applications?</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site. Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for. Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site. Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know) Please rate the process for completing task(s) on this site. Please rate the clarity of instructions for completing task(s) on this site. Please rate the verification of task completion on this site.</p>		

Model Instance Name:
SSA Extra Help v2 (Spanish)

MID: 515J9k0gVEx0E9NVUYp8Fg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe su percepción de la exactitud de la información en este sitio de Internet. Por favor evalúe la calidad de la información en este sitio de Internet. Por favor evalúe la actualización del contenido en este sitio de Internet.</p>	<p>Satisfaction ¿Cuál es su satisfacción general con este sitio de Internet? (1 = Muy insatisfecho, 10 = Muy satisfecho) ¿Hasta qué punto este sitio de Internet cumplió con sus expectativas? (1 = Fracasa, 10 = Excede) ¿Cómo se compara este sitio de Internet con su visión de un sitio de Internet ideal? (1 = Fracasa, 10 = Cercano)</p>	<p>Future Behaviors Recommend (1 = Muy improbable, 10 = Muy probable) ¿Qué posibilidades hay de que recomiende este sitio de Internet a otra persona? Use Other Applications (1 = Muy improbable, 10 = Muy probable)</p>
<p>Functionality (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe la utilidad de los recursos disponibles en este sitio de Internet. Por favor evalúe la conveniencia de los recursos disponibles en este sitio de Internet. Por favor evalúe la variedad de los recursos disponibles en este sitio de Internet.</p>		<p>¿Qué posibilidades hay de utilizar otros servicios por Internet de la Administración del Seguro Social?</p>
<p>Look and Feel (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe el atractivo visual de este sitio de Internet. Por favor evalúe el balance gráfico y textual en este sitio de Internet. Por favor evalúe la legibilidad de las páginas en este sitio de Internet.</p>		
<p>Navigation (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe la organización de este sitio de Internet. Por favor evalúe las opciones disponibles para navegar en este sitio de Internet. Por favor evalúe cómo el diseño del sitio de Internet le ayudó a encontrar lo que buscaba. Por favor evalúe el número de clics que tuvo que hacer para llegar a donde quería.</p>		
<p>Site Performance (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe la rapidez con que se cargan las páginas en este sitio de Internet. Por favor evalúe la consistencia de la velocidad de una página a otra en este sitio de Internet. Por favor evalúe la capacidad de cargar páginas nuevas sin recibir mensajes de errores en este sitio de Internet.</p>		
<p>Tasks/ Transactions (1 = pobre, 10 = excelente, no lo sé) Por favor evalúe el proceso de completar las tareas en este sitio de Internet. Por favor evalúe la claridad de las instrucciones para completar las tareas en este sitio de Internet. Por favor evalúe la verificación de la finalización de las tareas en este sitio de Internet.</p>		

Model Instance Name:
SSA Extra Help v2 (English Equiv)

MID: QsRVQ5o0Z8FxQtc4JBwJkg==

Date: 9/15/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction</p>	<p>Future Behaviors</p>
<p>1 Please rate your perception of the accuracy of information on this site.</p>	<p>20 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>2 Please rate the quality of information on this site.</p>	<p>21 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p>	<p>23 How likely are you to recommend this site to someone else?</p>
<p>3 Please rate the freshness of content on this site.</p>		
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>	<p>22 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>Use Other Applications (1=Very Unlikely, 10=Very Likely)</p>
<p>4 Please rate the usefulness of the features provided on this site.</p>		<p>24 How likely are you to use other Social Security Administration Applications? --> How likely are you to use other online Social Security Administration Applications?</p>
<p>5 Please rate the convenience of the features on this site.</p>		
<p>6 Please rate the variety of features on this site.</p>		
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		
<p>7 Please rate the visual appeal of this site.</p>		
<p>8 Please rate the balance of graphics and text on this site.</p>		
<p>9 Please rate the readability of the pages on this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate how well the site is organized.</p>		
<p>11 Please rate the options available for navigating this site.</p>		
<p>12 Please rate how well the site layout helps you find what you are looking for.</p>		
<p>13 Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate how quickly pages load on this site.</p>		
<p>15 Please rate the consistency of speed from page to page on this site.</p>		
<p>16 Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)</p>		
<p>17 Please rate the process for completing task(s) on this site.</p>		
<p>18 Please rate the clarity of instructions for completing task(s) on this site.</p>		
<p>19 Please rate the verification of task completion on this site.</p>		

Model Instance Name:
 SSA Extra Help v2 (English Equiv)
 MID: QsRVQ5o0Z8FxQtc4JBwJkg==
 Date: 9/15/2011

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

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
SAC4054		Did you complete your application today?	SAC4054A001 SAC4054A002 SAC4054A003 SAC4054A004 SAC4054A005 SAC4054A006	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	Radio
SAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	SAC4055A001 SAC4055A002 SAC4055A003 SAC4055A004 SAC4055A005 SAC4055A006 SAC4055A007 SAC4055A008 SAC4055A009 SAC4055A010 SAC4055A011 SAC4055A012 SAC4055A013	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		Radio
SAC4058	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	SAC4058A001 SAC4058A002 SAC4058A003 SAC4058A004 SAC4058A005 SAC4058A006 SAC4058A007	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)
SAC4059	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	SAC4059A001 SAC4059A002	Yes No		Dropdown (select one)
SAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	SAC4060A001 SAC4060A002 SAC4060A003 SAC4060A004 SAC4060A005 SAC4060A006 SAC4060A007 SAC4060A008	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application		checkbox one up vertical

Model Instance Name:
 SSA Extra Help v2 (English Equiv)
 MID: QsRVQ5o0Z8FxQtc4JBwJkg==
 Date: 9/15/2011

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

SSA Extra Help v2 (English Equiv) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to:	Type
			SAC4060A009	Application wouldn't accept empty fields		
			SAC4060A010	I had problem(s) entering information in some of the pages		
			SAC4060A011	I made a mistake on one of the screens, but couldn't correct it		
			SAC4060A012	I was working on my application when the site shut down for the night		
			SAC4060A013	Other Reason		
SAC4061	G	Please rate your level of experience using the Internet.	SAC4061A001	Very experienced		Radio
			SAC4061A002	Somewhat experienced		
			SAC4061A003	Almost no experience		
			SAC4061A004	Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		
SAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:				text area - no character limit
SAC4063	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)				text area - no character limit



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

Single or Multi	Required Y/N
Single	Y
	N
	N

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJKpspsRxQlxpY0s1ZQ4C
 Date: 9/15/2011

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

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To
JAC0123745		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?		To start a new application	B
				To return to a saved application	A,B
				To check the status of my application	
				To research / learn about Extra Help For Medicare Prescription Plans	
JAC0123772	A	Were you able to access your saved application with the Reentry number?		Yes	
				No	A1
JAC0123791	A1	If you were not able to access your saved application, did you create a new application?		Yes	
				No	
VAN0208024		Did you print your application today?		Yes	AA
				No	
				Don't know	
VAN0208025	AA	Did you have any issues printing the application?		Yes	BB
				No	
VAN0208026	BB	Please describe your issues with printing.			
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001	Myself	
			ENSAC4058A003	My Spouse	
			ENSAC4058A002	Myself and my spouse	
			ENSAC4058A004	My parent/parents	
			ENSAC4058A006	Another relative	
			ENSAC4058A007	A friend	
			ENSAC4058A005	My client	
ENSTE0076882		Was the Extra Help with Medicare Prescription Drug Plan Costs online application easy to find?		Yes	
				No	
ENSTE0076883	A	Please tell us why you had difficulty finding the application page.			

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJKpspsRxQlxpY0s1ZQ4C
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

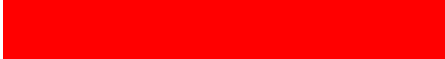
QID	Skip From	Question Text	Answer Choices	Skip To
		Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
		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	
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	The official Social Security website (www.ssa.gov) The Medicare website On another website A Social Security employee told me about it A Social Security publication A Medicare publication A letter from Social Security From my doctor or another professional	

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJKpspsRxQlpxY0s1ZQ4C
 Date: 9/15/2011

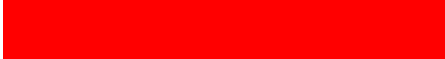
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To
			At the Pharmacy	A
			From my insurance company	
			At my Senior/Community Center	
			A newspaper, magazine, television or other media source	
			Used a search engine (Google, Bing, etc.)	
			Social media (e.g., Facebook, Twitter, blog, etc.)	
			Word-of-mouth	
			Other	
JAC0123777	A	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?		
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.	The official SSA.gov Website	
			Medicare.gov website	
			AARP	
			Other	A
JAC0123794	A	Please tell us what other website you used.		
TAR0229645		What is your age?	Under 18	
			18 - 29	
			30 - 39	
			40 - 49	
			50 - 59	
			60 - 69	
			70 or older	
			Prefer not to answer	
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).		



Type	Required Y/N
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Text area - no char limit	N
Dropdown (select one)	Y
Radio button one-up vertical	Y
text area - no character limit	N



Type	Required Y/N
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, Scale, No don't know	Y
radio button one-up vertical	Y



Type	Required Y/N
Text area, no char limit	N
Radio button, one-up vertical	Y
Text area, no char limit	N
Radio Button One Up Vertical	Y
text area - no character limit	N

Model Instance Name:
 SSA Extra Help v3 (English)
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To
JAC0123745		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?		To start a new application	B
				To return to a saved application	A,B
				To check the status of my application	
				To research / learn about Extra Help For Medicare Prescription Plans	
JAC0123772	A	Were you able to access your saved application with the Reentry number?		Yes	
				No	A1
JAC0123791	A1	If you were not able to access your saved application, did you create a new application?		Yes	
				No	
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001 ENSAC4058A003 ENSAC4058A002 ENSAC4058A004 ENSAC4058A006 ENSAC4058A007 ENSAC4058A005	Myself	
				My Spouse	
				Myself and my spouse	
				My parent/parents	
				Another relative	
				A friend	
				My client	
RCH4678Q037		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 3 4 5=Strongly Agree	
RCH4678Q038		This interaction increased my confidence in the Social Security Administration.		1=Strongly Disagree 2 3 4 5=Strongly Agree	
RCH4678Q039		My need was addressed.		1=Strongly Disagree	

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJKpspsRxQlxpY0s1ZQ4C
 Date: 9/15/2011

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To
			2 3 4 5=Strongly Agree	
RCH4678Q040		It was easy to complete what I needed to do.	1=Strongly Disagree 2 3 4 5=Strongly Agree	
RCH4678Q041		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree 2 3 4 5=Strongly Agree	
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	The official Social Security website (www.ssa.gov) The Medicare website On another website A Social Security employee told me about it A Social Security publication A Medicare publication A letter from Social Security From my doctor or another professional At the Pharmacy From my insurance company At my Senior/Community Center A newspaper, magazine, television or other media source Used a search engine (Google, Bing, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Word-of-mouth Other	A

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJlkpspsRxQlxpY0s1ZQ4C
 Date: 9/15/2011

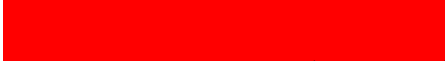
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underlined & italicized: RE-ORDER
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 blue + -->: REWORDING
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To
JAC0123777	A	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?		
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.	The official SSA.gov Website	
	Medicare.gov website			
	AARP			
	Other		A	
JAC0123794	A	Please tell us what other website you used.		
TAR0229645		What is your age?	Under 18	
	18 - 29			
	30 - 39			
	40 - 49			
	50 - 59			
	60 - 69			
	70 or older			
		Prefer not to answer		
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).		



Type	Required Y/N
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Dropdown (select one)	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



Type	Required Y/N
Radio Button, Scale, No don't know	Y
Radio Button, Scale, No don't know	Y
radio button one-up vertical	Y



Type	Required Y/N
Text area, no char limit	N
Radio button, one-up vertical	Y
Text area, no char limit	N
Radio Button One Up Vertical	Y
text area - no character limit	N

Model Instance Name
SSA Extra Help v3 (Spa
MID: wcscht1415kxFE
Date: 9/15/2

QID	Skip From
JAC0123745	
JAC0123772	A
JAC0123791	A1
RCH4678Q037	
RCH4678Q038	
RCH4678Q039	
RCH4678Q040	

RCH4678Q041	
JAC0123776	
JAC0123777	A
JAC0123779	
JAC0123794	A

TAR0229645

JAC0123808	
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anish)
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011

Question Text

¿Cuál es el motivo de su visita de hoy al Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?

¿Logró acceder a la solicitud guardada usando el número de re-ingreso?

Si no pudo acceder a la solicitud guardada, ¿creó una nueva solicitud?

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.

¿Cómo se enteró por primera vez de la solicitud en línea del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?

¿De qué otra forma se enteró de la existencia de esta solicitud en línea del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?

Díganos qué otro sitio web usó para acceder en línea al Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare.

Díganos qué otro sitio web usó.

¿Cuál es su edad?

Díganos en qué forma podemos mejorar la solicitud del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare. (No incluya información personal en su respuesta.)

Spanish Translation Question Text

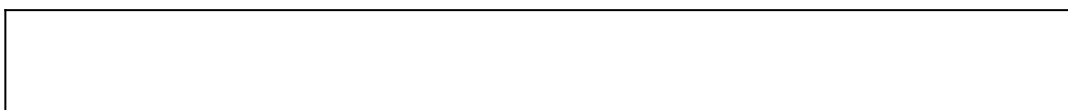
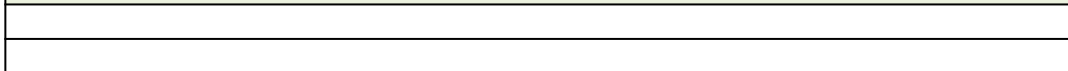
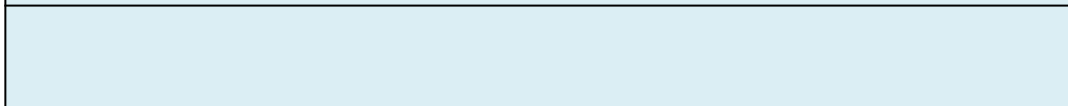
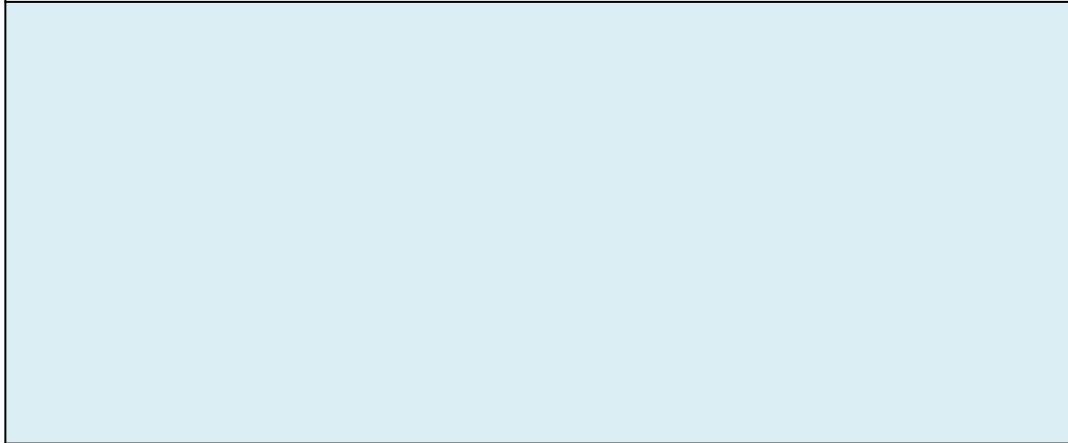
Indíquenos su nivel de acuerdo con las siguientes afirmaciones acerca de su interacción en el día de hoy: Estoy satisfecho/a con el servicio que recibí de la Administración del Seguro Social.

Esta interacción aumentó mi confianza en la Administración del Seguro Social.

Mis necesidades fueron atendidas.

Me resultó fácil completar lo que tenía que hacer.

Me llevó un tiempo razonable completar lo que tenía que hacer.



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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

STOM QUESTION LIST

Answer Choices (limited to 50 characters)	Spanish Translation Answer Choices
Comenzar una nueva solicitud	
Regresar a seguir trabajando en una solicitud guardada	
Comprobar el estado de mi solicitud	
Investigar/ aprender acerca del Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare	
Sí	
No	
Sí	
No	
1=Strongly Disagree	1=Totalmente en desacuerdo
2	2
3	3
4	4
5=Strongly Agree	Totalmente de acuerdo=5
1=Strongly Disagree	1=Totalmente en desacuerdo
2	2
3	3
4	4
5=Strongly Agree	Totalmente de acuerdo=5
1=Strongly Disagree	1=Totalmente en desacuerdo
2	2
3	3
4	4
5=Strongly Agree	Totalmente de acuerdo=5
1=Strongly Disagree	1=Totalmente en desacuerdo
2	2
3	3
4	4
5=Strongly Agree	Totalmente de acuerdo=5

1=Strongly Disagree	1=Totalmente en desacuerdo
2	2
3	3
4	4
5=Strongly Agree	Totalmente de acuerdo=5
A través del sitio web oficial del Seguro Social (www.ssa.gov)	
A través del sitio web de Medicare	
A través de otro sitio web	
Un representante del Seguro Social me habló de ella	
A través de un correo electrónico del Seguro Social	
Usando un motor de búsqueda (Google, Bing, etc.)	
Redes sociales (por ejemplo, Facebook, Twitter, blog, etc.)	
Por boca de otros	
Otra opción	
El sitio web oficial SSA.gov	
El sitio web de Medicare.gov	
AARP	
Otro sitio web	
Menor de 18 años	
18 - 29	
30 - 39	
40 - 49	
50 - 59	
60 - 69	
70 años o más	
Prefiero no responder	

Skip To	Type	Required Y/N	Special Instructions	CQ Label
B	Radio button, one-up vertical	Y	Skip Logic	Visita Motivo
A,B				
	Radio button, one-up vertical	Y	Skip Logic	Usó número de reingreso
A1				
	Radio button, one-up vertical	Y	Skip Logic	No acceso
	Radio Button, Scale, No don't know	Y		A11-Satisfied
	Radio Button, Scale, No don't know	Y		A11-Trust
	Radio Button, Scale, No don't know	Y		A11-Quality
	Radio Button, Scale, No don't know	Y		A11-Ease

	Radio Button, Scale, No don't know	Y		A11-Speed
A	radio button one-up vertical	Y	Skip Logic	Oyó hablar solicitud
	Text area, no char limit	N	Skip Logic	OE_Oyó hablar solicitud
A	Radio button, one-up vertical	Y	Skip Logic	Sitio web que usó
	Text area, no char limit	N	Skip Logic	OE_Sitio web que usó
	Radio Button One Up	Y		Age
	text area - no character limit	N	Skip Logic	OE_Problemas

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJKpspsRxQlxpY0s1ZQ4C
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To
JAC0123745		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?		To start a new application	B
				To return to a saved application	A,B
				To check the status of my application	
				To research / learn about Extra Help For Medicare Prescription Plans	
JAC0123772	A	Were you able to access your saved application with the Reentry number?		Yes	
				No	A1
JAC0123791	A1	If you were not able to access your saved application, did you create a new application?		Yes	
				No	
VAN0208024		Did you print your application today?		Yes No Don't know	AA
VAN0208025	AA	Did you have any issues printing the application?		Yes	BB
				No	
VAN0208026	BB	Please describe your issues with printing.			
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001	Myself	
			ENSAC4058A003	My Spouse	
			ENSAC4058A002	Myself and my spouse	
			ENSAC4058A004	My parent/parents	
			ENSAC4058A006	Another relative	
			ENSAC4058A007	A friend	
			ENSAC4058A005	My client	
ENSTE0076882		Was the Extra Help with Medicare Prescription Drug Plan Costs online application easy to find?		Yes	
				No	A
ENSTE0076883	A	Please tell us why you had difficulty finding the application page.			

Model Instance Name:
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To
RCH4678Q037		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 3 4 5=Strongly Agree	
RCH4678Q038		This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree 2 3 4 5=Strongly Agree	
RCH4678Q039		My need was addressed.	1=Strongly Disagree 2 3 4 5=Strongly Agree	
RCH4678Q040		It was easy to complete what I needed to do.	1=Strongly Disagree 2 3 4 5=Strongly Agree	
RCH4678Q041		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree 2 3 4 5=Strongly Agree	
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	The official Social Security website (www.ssa.gov) The Medicare website On another website A Social Security employee told me about it A Social Security publication A Medicare publication A letter from Social Security From my doctor or another professional	

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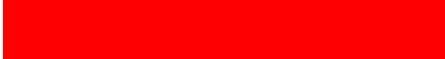
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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To
			At the Pharmacy	A
			From my insurance company	
			At my Senior/Community Center	
			A newspaper, magazine, television or other media source	
			Used a search engine (Google, Bing, etc.)	
			Social media (e.g., Facebook, Twitter, blog, etc.)	
			Word-of-mouth	
			Other	
JAC0123777	A	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?		
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.	The official SSA.gov Website	
			Medicare.gov website	
			AARP	
			Other	A
JAC0123794	A	Please tell us what other website you used.		
TAR0229645		What is your age?	Under 18	
			18 - 29	
			30 - 39	
			40 - 49	
			50 - 59	
			60 - 69	
			70 or older	
			Prefer not to answer	
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).		



Type	Required Y/N
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y -
Radio button, one-up vertical	Y
Text area - no char limit	N
Dropdown (select one)	Y
Radio button one-up vertical	Y
text area - no character limit	N



Type	Required Y/N
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, Scale, No don't know	Y
radio button one-up vertical	Y



Type	Required Y/N
Text area, no char limit	N
Radio button, one-up vertical	Y
Text area, no char limit	N
Radio Button One Up Vertical	Y
text area - no character limit	N

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To
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				To return to a saved application	A,B
				To check the status of my application	
				To research / learn about Extra Help For Medicare Prescription Plans	
JAC0123772	A	Were you able to access your saved application with the Reentry number?		Yes	
				No	A1
JAC0123791	A1	If you were not able to access your saved application, did you create a new application?		Yes	
				No	
VAN0208024		Did you print your application today?		Yes	AA
				No	
				Don't know	
VAN0208025	AA	Did you have any issues printing the application?		Yes	BB
				No	
VAN0208026	BB	Please describe your issues with printing.			
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001	Myself	
			ENSAC4058A003	My Spouse	
			ENSAC4058A002	Myself and my spouse	
			ENSAC4058A004	My parent/parents	
			ENSAC4058A006	Another relative	
			ENSAC4058A007	A friend	
			ENSAC4058A005	My client	
ENSTE0076882		Was the Extra Help with Medicare Prescription Drug Plan Costs online application easy to find?		Yes	
				No	
ENSTE0076883	A	Please tell us why you had difficulty finding the application page.			

Model Instance Name:
 SSA Extra Help v3 (English)
 MID: RQFJKpspsRxQlxpY0s1ZQ4C
 Date: 9/15/2011

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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING
 violet (**bold**): SKIP-LOGIC

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To	
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	ENSAC4055A001	The official Social Security website (www.ssa.gov)	A	
				The Medicare website		
				On another website		
				A Social Security employee told me about it		
				A letter from Social Security		
				ENSAC4055A010		Used a search engine (Google, Bing, etc.)
				ENSAC4055A012		Social media (e.g., Facebook, Twitter, blog, etc.)
ENSAC4055A013	Word-of-mouth					
JAC0123777	A	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?				
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.		The official SSA.gov Website	A	
				Medicare.gov website		
				AARP		
				Other		
JAC0123794	A	Please tell us what other website you used.				
		<i>What is your age?</i>		<i>Under 18</i>		
				<i>18 - 29</i>		
				<i>30 - 39</i>		
				<i>40 - 49</i>		
				<i>50 - 59</i>		
				<i>60 - 69</i>		
				<i>70 or older</i>		
				<i>Prefer not to answer</i>		
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).				



Type	Required Y/N
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Radio button, one-up vertical	Y
Text area - no char limit	N
Dropdown (select one)	Y
Radio button one-up vertical	Y
text area - no character limit	N



Type	Required Y/N
radio button one-up vertical	Y
Text area, no char limit	N
Radio button, one-up vertical	Y
Text area, no char limit	N
Radio Button One Up Vertical	Y
text area - no character limit	N

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text	Answer Choices	Skip To	Type
JAC0123766		How did you connect to SSA today?	Desktop Laptop Smartphone Tablet		Radio button, one-up vertical
JAC0123767		From where did you connect to SSA today?	At home In-office / place of employment A friend or relative's place Public library Social Security Office Social Security Kiosk Other agency Other, please specify	A B C	Radio button, one-up vertical
JAC0123770	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical
JAC0123771	AA	How did you link to the SSA website?			Text area, no char limit
JAC0123769	B	Please describe the location.			Text area, no char limit
JAC0123768	C	Please tell us how and from where you connected with SSA during your visit today.			Text area, no char limit
JAC0123745		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?	To start a new application To return to a saved application To check the status of my application To research / learn about Extra Help For Medicare Prescription Plans	B A,B	Radio button, one-up vertical
JAC0123772	A	Were you able to access your saved application with the Reentry number?	Yes No	A1	Radio button, one-up vertical
JAC0123791	A1	If you were not able to access your saved application, did you create a new application?	Yes No		Radio button, one-up vertical

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To	Type
		Did you print your application today?		Yes No Don't know	AA	Radio button, one-up vertical
	AA	Did you have any issues printing the application?		Yes No	BB	Radio button, one-up vertical
	BB	Please describe your issues with printing.				Text area - no char limit
JAC0123748	B	Did you complete and submit your application today?	ENSAC4054A001 ENSAC4054A004 ENSAC4054A006	Yes, I completed and submitted my new application today Not yet, but I plan to finish today No, I did not complete and submit my application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	C,D	radio button one-up vertical
JAC0123793	C	If you have decided to stop working on your application for now, do you plan to return to complete it later?	ENSAC4059A001 ENSAC4059A002	Yes No Not sure	- -	Dropdown (select one)
JAC0123773	D	If you stopped working on your application, please tell us why: (Select all that apply)	ENSAC4060A001 ENSAC4060A005 ENSAC4060A006 ENSAC4060A007 ENSAC4060A013	I'm not applying for Help with Medicare Prescription Plan Drug Costs today My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application I need to locate documents/other information for my application I had a problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it Too complicated/Takes too long/Too many questions to answer without help I received an error message/Kicked off I was working on my application when the site shut down for the night I am not ready to apply for Extra Help for Medicare Prescription Plan Costs Other Reason	E	checkbox one-up vertical

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To	Type
JAC0123774	E	Is there another reason that you stopped working on your application?				Text area, no char limit
JAC0123775		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	ENSAC4058A001 ENSAC4058A003 ENSAC4058A002 ENSAC4058A004 ENSAC4058A006 ENSAC4058A007 ENSAC4058A005	Myself My Spouse Myself and my spouse My parent/parents Another relative A friend My client		Dropdown (select one)
ENSTE0076882		Was the Extra Help with Medicare Prescription Drug Plan Costs online application easy to find?		Yes No		Radio button one-up vertical
ENSTE0076883	A	Please tell us why you had difficulty finding the application page.			A	text area - no character limit
JAC0123776		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	ENSAC4055A001 ENSAC4055A003 ENSAC4055A004 ENSAC4055A005 ENSAC4055A007 ENSAC4055A010 ENSAC4055A012 ENSAC4055A013	The official Social Security website (www.ssa.gov) The Medicare website On another website A Social Security employee told me about it A Social Security publication A Medicare publication A letter from Social Security From my doctor or another professional At the Pharmacy From my insurance company At my Senior/Community Center A newspaper, magazine, television or other media source Used a search engine (Google, Bing, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Word-of-mouth Other		radio button one-up vertical
JAC0123777	A	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?				Text area, no char limit

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip From	Question Text		Answer Choices	Skip To	Type
JAC0123779		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost.		The official SSA.gov Website		Radio button, one-up vertical
				Medicare.gov website		
				AARP		
				Other	A	
JAC0123794	A	Please tell us what other website you used.				Text area, no char limit
JAC0123806		After your visit today, what do you plan to do next?		Nothing, I submitted my application	-	Radio button, one-up vertical
				I will return to check the status of my application		
				I will return to complete my application		
				Browse SSA website		
				I will call Social Security's 1-800 number		
				I will visit my local Social Security Office		
JAC0123807	-	Please rate your level of experience using the Internet.	ENSAC4061A001	Very experienced		Radio button one-up vertical
			ENSAC4061A002	Somewhat experienced		
			ENSAC4061A003	Almost no experience		
			ENSAC4061A004	Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		
JAC0123808		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).				text area - no character limit



Required
Y/N

Y

Y

Y

N

N

N

Y

Y

Y

Required Y/N
Y
Y
N
✘
✘
✘



Required Y/N
Y
N
✘
✘
N

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENSAC4054		Did you complete your application today ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENSAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENSAC4058	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENSAC4059	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENSAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields		checkbox one up vertical	Multi	Y

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENSAC4061	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Single	Y
ENSAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:			text area - no character limit		N
ENSAC4063	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

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 SSA Extra Help v2 (Spanish)
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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
SPSAC4054		¿Completó su solicitud hoy?	Todavía no, pero tengo la intención de terminar hoy. Sí, he terminado mi nueva solicitud hoy. Sí, he resumido y completado mi solicitud anterior. No, no he completado mi nueva solicitud. No, no he completado mi solicitud parcial. No estoy solicitando para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.	B-I B-I B-I A, L A, L	Radio	Single	Y
SPSAC4055	B	¿Cómo se enteró de la solicitud por Internet para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Un representante del Seguro Social me dijo sobre este Lo ví en el sitio de Internet del Seguro Social Recibí una carta por correo del Seguro Social Leí sobre esta en una publicación del Seguro Social Leí sobre esta en una publicación de Medicare Lo ví en el sitio de Internet de Medicare Lo ví en un periódico, revista, televisión u otros medios de comunicación Oí hablar de esta en un centro de comunidad para ancianos. Mi médico u otro profesional me dijo sobre este Lo obtuve en un lugar de búsqueda por Internet. Por un enlace en otro sitio de Internet. Lo escuché por otro personas Otro modo		Radio	Single	Y
SPSAC4058	D	¿Para quién esta completando la solicitud por Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados?	Para mi mismo Para mi mismo y mi cónyuge Para mi cónyuge Para mi padre o madre Para mi cliente Para mi pariente Para mi amigo		Dropdown (select one)	Single	Y
SPSAC4059	A	Si ha decidido dejar de trabajar en la solicitud por ahora, ¿espera regresar y completarla mas tarde?	Sí No		Dropdown (select one)	Single	Y
SPSAC4060	L	Si dejo de trabajar en su solicitud, por favor háganos por qué: (Seleccione todos los que aplican)	No estoy solicitando el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy. Necesitaba encontrar documentos/otra información para mi solicitud Muy complicada/Toma mucho tiempo/Demasiadas preguntas que contestar sin ayuda Mi padecimiento médico/físico me impide trabajar en la computadora por periodos largos No tengo las destrezas de computadora necesarias para completar la solicitud Recibí en mensaje de error/El sistema me expulsó Traté de usar my Número de Reingreso para regresar a mi solicitud, pero no funcionó No tenia el Número de Reingreso para regresar a la solicitud		checkbox one up vertical	Multi	Y

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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			La solicitud no aceptó campos en blanco Tuve problemas ingresando información en alguna de las páginas Cometí un error en una de las pantallas y no pude corregirlo Estaba trabajando en mi solicitud cuando apagaron el sitio de Internet por la noche. Otra razón				
SPSAC4061	G	Por favor evalúe su nivel de experiencia usando la Internet.	Muy experimentado Algo de experiencia Inexperto Solicitando el Beneficio Adicional con los gastos de medicamentos recetados es la primera vez que uso el Internet.		Radio	Single	Y
SPSAC4062	H	Si contestó que escuchó acerca de la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados en otro sitio de Internet o lugar de búsqueda, por favor háganos saber el nombre del sitio:			text area - no character limit		N
SPSAC4063	I	¿Tiene algún problema con, o sugerencias específicas para mejorar esta solicitud de Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare? (Por favor no incluya ninguna información personal en sus respuestas.)			text area - no character limit		N

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENSAC4054		Did you complete your application today ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENSAC4055	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Word-of-mouth Other		radio button one-up vertical	Single	Y
ENSAC4056	G	Did you use the Find Out If You Qualify option before you entered the on-line Help with Medicare Prescription Drug Plan Costs application?	Yes No I don't know what that is	M	Dropdown (select one)	Single	Y
ENSAC4057	M	Was the Find Out If You Qualify option helpful in making your decision to apply for help?	Yes, it was helpful in making my decision No, I thought it was not helpful I did not use the Find Out If You Qualify option		Dropdown (select one)	Single	N
ENSAC4058	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENSAC4059	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENSAC4060	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help		checkbox one up vertical	Multi	Y

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application Application wouldn't accept empty fields I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENSAC4061	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Single	Y
ENSAC4062	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:			text area - no character limit		N
ENSAC4063	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
SPSAC4054		¿Completó su solicitud hoy?	Todavía no, pero tengo la intención de terminar hoy. Sí, he terminado mi nueva solicitud hoy. Sí, he resumido y completado mi solicitud anterior. changed to radio No, no he completado mi nueva solicitud. No, no he completado mi solicitud parcial. No estoy solicitando para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy.	B-I B-I B-I A, L A, L	Dropdown (select one)	Single	Y
SPSAC4055	B	¿Cómo se enteró de la solicitud por Internet para recibir el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Un representante del Seguro Social me dijo sobre este Lo ví en el sitio de Internet del Seguro Social Recibí una carta por correo del Seguro Social Leí sobre esta en una publicación del Seguro Social Leí sobre esta en una publicación de Medicare Lo ví en el sitio de Internet de Medicare changed to radio Lo ví en un periódico, revista, televisión u otros medios de comunicación Oí hablar de esta en un centro de comunidad para ancianos. Mi médico u otro profesional me dijo sobre este Lo obtuve en un lugar de búsqueda por Internet. Por un enlace en otro sitio de Internet. Lo escuché por otro personas Otro modo		Dropdown (select one)	Single	Y
SPSAC4056	G	¿Utilizó la opción Averiguar si usted tiene derecho antes de entrar a la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare?	Sí No No sé lo que es	M	Dropdown (select one)	Single	Y
SPSAC4057	M	¿Fue útil la opción de Averiguar si usted tiene derecho en su decisión de solicitar la ayuda?	Sí, fue útil en tomar mi decisión- No, pensé que no fue útil No use la opción de Averiguar si usted califica-		Dropdown (select one)	Single	N
SPSAC4058	D	¿Para quién esta completando la solicitud por Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados?	Para mi mismo Para mi mismo y mi cónyuge Para mi cónyuge Para mi padre o madre Para mi cliente Para mi pariente Para mi amigo		Dropdown (select one)	Single	Y
SPSAC4059	A	Si ha decidido dejar de trabajar en la solicitud por ahora, ¿espera regresar y completarla mas tarde?	Sí No		Dropdown (select one)	Single	Y
SPSAC4060	L	Si dejo de trabajar en su solicitud, por favor háganos por qué: (Seleccione todos los que aplican)	No estoy solicitando el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare hoy. Necesitaba encontrar documentos/otra información para mi solicitud		checkbox one up vertical	Multi	Y

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SSA Extra Help v2 (Spanish) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			Muy complicada/Toma mucho tiempo/Demasiadas preguntas que contestar sin ayuda Mi padecimiento médico/físico me impide trabajar en la computadora por períodos largos No tengo las destrezas de computadora necesarias para completar la solicitud Recibí en mensaje de error/El sistema me expulsó Traté de usar my Número de Reingreso para regresar a mi solicitud, pero no funcionó No tenia el Número de Reingreso para regresar a la solicitud La solicitud no aceptó campos en blanco Tuve problemas ingresando información en alguna de las páginas Cometí un error en una de las pantallas y no pude corregirlo Estaba trabajando en mi solicitud cuando apagaron el sitio de Internet por la noche. Otra razón				
SPSAC4061	G	Por favor evalúe su nivel de experiencia usando la Internet.	Muy experimentado Algo de experiencia Inexperto		Dropdown (select one)	Single	Y
		changed to radio	Solicitando el Beneficio Adicional con los gastos de medicamentos recetados es la primera vez que uso el Internet.				
SPSAC4062	H	Si contestó que escuchó acerca de la solicitud para el Beneficio Adicional con los gastos del plan de medicamentos recetados en otro sitio de Internet o lugar de búsqueda, por favor háganos saber el nombre del sitio:			text area - no character limit		N
SPSAC4063	I	¿Tiene algún problema con, o sugerencias específicas para mejorar esta solicitud de Internet para el Beneficio Adicional con los gastos del plan de medicamentos recetados de Medicare? (Por favor no incluya ninguna información personal en sus respuestas.)			text area - no character limit		N

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underlined & italicized: RE-ORDER
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 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Required Y/N
		How did you connect to SSA today?	Desktop Laptop Smart Phone Tablet		Radio button, one-up verticalb	Y
		From where did you connect to SSA today?	At home In office / place of employment A friend or relative's place Public library Social Security Office Social Security Kiosk Other agency Other, please specify	A B C	Radio button, one-up verticalb	Y
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y
	AA	How did you link to the SSA website?			Text area, no char limit	N
	B	Please describe the location.			Text area, no char limit	N
	C	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N
		What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?	To start a new application To return to a saved application To check the status of my application To research /learn about Extra Help For Medicare Prescription Plans	B A,B	Radio button, one-up vertical	Y

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Required Y/N
	A	Were you able to access your saved application with the Reentry number?	Yes		Radio button, one-up vertical	Y
			No	A1		
	A1	If you were not able to access your saved application, did you create a new application?	Yes		Radio button, one-up vertical	Y
			No			
	B	Did you complete and submit your application today?	Yes, I completed and submitted my new application today		radio button one-up vertical	Y
			Not yet, but I plan to finish today			
			No, I did not complete and submit my application	C,D		
			I'm not applying for Help with Medicare Prescription Plan Drug Costs today			
	C	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes		Dropdown (select one)	Y
			No			
			Not sure			
	D	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today		checkbox one up vertical	Y
			My medical/physical condition prevents me from working on the computer for long periods			
			I don't have the necessary computer skills to complete the application			
			I need to locate documents/other information for my application			
			I had a problem(s) entering information in some of the pages			
			I made a mistake on one of the screens, but couldn't correct it			
			Too complicated/Takes too long/Too many questions to answer without help			
			I received an error message/Kicked off			

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Required Y/N
			I was working on my application when the site shut down for the night I am not ready to apply for Extra Help for Medicare Prescription Plan Costs Other Reason	E		
	E	Is there another reason that you stopped working on your application?			Text area, no char limit	N
		Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	Myself My Spouse Myself and my spouse My parent/parents Another relative A friend My client		Dropdown (select one)	Y
ENSTE0076882		Was the application page for Extra Help with Medicare Prescription Drug Plan Costs <u>online application</u> easy to find?	Yes No		Radio button one-up vertical	Y
ENSTE0076883	A	Please tell us why you had difficulty finding the <u>application page</u> .		A	text area - no character limit	N
		How did you first hear about the online Application for Help with the Medicare Prescription Plan Drug Costs?	The official Social Security website (www.ssa.gov) The Medicare website On another website A Social Security employee told me about it A Social Security publication A Medicare publication		radio button one-up	Y

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Required Y/N
			<p>A letter from Social Security</p> <p>From my doctor or another professional</p> <p>At the Pharmacy</p> <p>From my insurance company</p> <p>At my Senior/Community Center</p> <p>A newspaper, magazine, television or other media source</p> <p>Used a search engine (Google, Bing, etc.)</p> <p>Social media (e.g., Facebook, Twitter, blog, etc.)</p> <p>Word-of-mouth</p> <p>Other</p>	A		
	A	What other way did you learn about the online Extra Help for Medicare Prescription Plans cost application?			Text area, no char limit	N
		Please tell us what website you used to get to online Extra Help with Medicare Prescription Plans cost?	<p>The official SSA.gov Website</p> <p>Medicare.gov website</p> <p>AARP</p> <p>Other</p>	A	Radio button, one-up vertical	Y
	A	Please tell us what other website you used.			Text area, no char limit	N
		After your visit today, what do you plan to do next?	<p>Nothing, I submitted my application</p> <p>I will return to check the status of my application</p> <p>I will return to complete my application</p> <p>Browse SSA website</p> <p>I will call Social Security's 1-800 number</p> <p>I will visit my local Social Security Office</p> <p>I do not know what I will do next at this time</p>		Radio button, one-up vertical	Y

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Required Y/N
		Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Y
		Please tell us in what way we can improve the application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer).			text area - no character limit	N
ENBJL2281		Did you complete your application today?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Y
ENBJL2282	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Social media (e.g., Facebook, Twitter, blog, etc.) Word of mouth Other		radio button one-up vertical	Y
ENBJL2283	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative		Dropdown (select one)	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Required Y/N
ENBJL2286	G	Please rate your level of experience using the Internet.	My friend Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio-button one-up-vertical	Y
ENBJL2287	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine, please tell us which one:-			text area—no character limit	N
ENBJL2288	I	Do you have any problems with, or specific suggestions to improve, this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)-			text area—no character limit	N

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SSA Extra Help v2 (English) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENBJL2281		Did you complete your application today ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENBJL2282	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Social media (e.g., Facebook, Twitter, blog, etc.) Word-of-mouth Other		radio button one-up vertical	Single	Y
ENBJL2283	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENBJL2284	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENBJL2285	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application		checkbox one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			Application wouldn't accept empty fields I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENBJL2286	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Single	Y
ENBJL2287	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:			text area - no character limit		N
ENBJL2288	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
ENBJL2281		Did you complete your application today ?	Not yet, but I plan to finish today Yes, I completed my new application today Yes, I resumed and completed my earlier application No, I did not complete my new application No, I did not complete my partial application I'm not applying for Help with Medicare Prescription Plan Drug Costs today	B-I B-I B-I A, L A, L	radio button one-up vertical	Single	Y
ENBJL2282	B	How did you first hear about the on-line Application for Help with the Medicare Prescription Plan Drug Costs?	A Social Security Representative told me about it Saw it on the Social Security Website Received a letter about it in the mail from SSA Read about it in a Social Security publication Read about it in a Medicare publication Saw it on the Medicare website Saw it in a newspaper, magazine, television or other media source Heard about it at my Senior/Community Center My doctor, or another professional, told me about it Got it from a Search Engine Linked from another website Social media (e.g., Facebook, Twitter, blog, etc.) Word-of-mouth Other		radio button one-up vertical	Single	Y
ENBJL2283	D	For whom are you completing the on-line Help with Medicare Prescription Drug Plan Costs application?	Myself Myself and my spouse My Spouse My parent My client My relative My friend		Dropdown (select one)	Single	Y
ENBJL2284	A	If you have decided to stop working on your application for now, do you plan to return to complete it later?	Yes No		Dropdown (select one)	Single	Y
ENBJL2285	L	If you stopped working on your application, please tell us why: (Select all that apply)	I'm not applying for Help with Medicare Prescription Plan Drug Costs today Needed to find documents/other information for my application Too complicated/Takes too long/Too many questions to answer without help My medical/physical condition prevents me from working on the computer for long periods I don't have the necessary computer skills to complete the application Received an error message/Kicked off Tried to use my Reentry Number to resume my application, but it wouldn't work Didn't have the Reentry Number needed to resume application		checkbox one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to:	Type	Single or Multi	Required Y/N
			Application wouldn't accept empty fields I had problem(s) entering information in some of the pages I made a mistake on one of the screens, but couldn't correct it I was working on my application when the site shut down for the night Other Reason				
ENBJL2286	G	Please rate your level of experience using the Internet.	Very experienced Somewhat experienced Almost no experience Filing for Extra Help for Prescription Costs online is the first I've used the Internet.		Radio button one-up vertical	Single	Y
ENBJL2287	H	If you answered you heard about the on-line Application for Help with Medicare Prescription Plan Drug Costs from another website or a search engine , please tell us which one:			text area - no character limit		N
ENBJL2288	I	Do you have any problems with, or specific suggestions to improve , this on-line Application for Help with Medicare Prescription Plan Drug Costs? (Please do not include any personal information in your answer.)			text area - no character limit		N