Model Name	SSA iClaim V4	Red & Strike Through: Delete	
Model ID		<u>Underlined &amp; Italicized</u> : Re-ord	der
Partitioned	Yes - 2 MQ	Pink: Addition	
Date	8/19/2019	Blue: Reword	

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

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Partitioned No FPI Included(Y/N)?





	7/19/2013				<u> </u>	
	 Model auestions	utilize the ACS	SSA iClaim v3  SI methodology to determine scores and imp	oacts		
	**************************************		,			
	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION			FUTURE BEHAVIORS
	NOTE: All questions under each element are required. Element questions are partitioned among surveys.					
	REQUIRED ELEMENTS (common to all websites)					
MQ Label		MQ Label		М	Q Label	
	Información del sitio de Internet (1=Mala, 10=Excelente, No sé)		Satisfacción			Recomendar (1=Muy improbablemente, 10=Muy probablemente)
Site Information - Thoroughness	Por favor califique lo <b>exhaustivo de la información</b> presentada en este programa de computadora.	Satisfaction - Overall	¿Cómo calificaría su <b>satisfacción en general</b> de este programa de computadora? (1=Totalmente	Rec	ommend	¿Cuáles son las posibilidades de que le recomiende a otra persona e que use este programa de computadora ?
SiteInformation - Understandable	Por favor califique lo comprensible de la información presentada en este programa de computadora.	Satisfaction - Expectations	¿Con cuánta exactitud este programa de computadora satisfizo sus expectativas? (1=No llenó mis			Uso de otros servicios del Seguro Social por Internet (1=Muy improbablemente, 10=Muy probablemente)
SiteInformation - Answers	Por favor califique lo adecuado de las respuestas que presenta este programa de computadora.	Satisfaction -	¿Cómo se compara este programa de computadora con lo que se imaginaría que sería su programa de	Use Onl	Other	¿Cuáles son las posibilidades de que use otros programas del Segui Social de computadora por Internet ?
	Rendimiento del sitio de Internet (1=Malo, 10=Excelente, No sé)					
Site Performance - Consistency	Por favor califique la <b>rapidez con que suben las páginas</b> en este programa de computadora.					
Site Performance - Errors	Por favor califique la consistencia de la rapidez para moverse de una página a la otra en este programa de computadora.					
	Por favor califique la capacidad para subir las páginas sin que reciba un error en este programa de computadora.					
	Navegación (1=Mala, 10=Excelente, No sé)					
Navigation - Organized	Por favor califique la organización de este programa de computadora.					
Navigation - Options	Por favor califique las <b>opciones disponibles para navegar</b> este programa de computadora.					
Navigation - Layout	Por favor califique cómo el <b>diseño</b> de este programa de computadora <b>le ayuda a</b> encontrar lo que busca.					
Navigation - Clicks	Por favor califique el número de clics que tuvo que hacer para encontrar lo que buscaba en este programa de computadora.					
	Simpleza del vocabulario (1=Malo, 10=Excelente, No sé)		'			
Plain Language - Clear	Por favor califique la <b>claridad de las palabras usadas</b> este programa de computadora.					
Plain Language - Understandable	Por favor califique <b>su comprensión de las palabras usadas</b> este programa de computadora.					
Plain Language - Concise	Por favor califique este programa de computadora basado en el <b>uso de oraciones cortas y claras</b> de este programa de computadora.					
	1					1

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pink: ADDITION

			SSA iClaim v3 CUSTOM QU	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself	-	Radio button, one-up vertical	Y	skip logic group	Applying for
			Helping a Spouse/Relative/Friend					
			Professional Helping a Client					
			Other					
AS0045243		How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov)		check box one up vertical	Y	Skip Logic Group	Learn about App
			Social Media (Blog, Facebook, Twitter, etc.)					
			A general web search (e.g. Google, Bing, etc.)					
			An online ad (Banner/Image)					
			An online video					
			Radio					
			Television					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			An email from Social Security					
			My Social Security statement					
			A Social Security employee	Α				
			A relative or friend					
			A community group or association					
			A billboard or other printed ad					
			Other, please specify	В				
AS0045244	A	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y	Skip Logic	SSA Employee Contact
			Called a local Social Security office					
			Visited a local Social Security office					
			At a Social Security sponsored event					
			Other, please specify	AA				
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact
CAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit	N	Skip Logic	OPS Learn about App
AS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	Α	check box one up vertical	Y	Skip Logic	Prepare for App
			Reviewed the Social Security statement that was mailed to me					
			I used the Retirement Estimator or other tools on the Social Security website	В				
			I watched the instructional video	С				
			I used other information on the Social Security website to prepare	D				
			I used another resource to prepare to apply online	E				
			I used the Retirement/Medicare Checklist	F				
			I did not use any resources to prepare to apply online				Mutually Exclusive	
AS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Y	Skip Logic	Rate Statement
			Somewhat helpful					
			Not at all helpful					
AS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Y	Skip Logic	Rate RE Tools
			Somewhat helpful					
			Not at all helpful					
AS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Y	Skip Logic	Rate Video
			Somewhat helpful					
			Not at all helpful					
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Y	Skip Logic	Rate Other Info on Website
		,	Somewhat helpful Not at all helpful					
			rvot at all Helpiul					

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pink: ADDITION

			SSA iClaim v3 CUSTOM QU	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
RUS0268228	F	How helpful did you find the Retirement/Medicare Checklist?	Very helpful		Drop down select one	Y	Skip Logic	Checklist helpful
			Somewhat helpful					
			Not at all helpful					
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N	Skip Logic	OPS Prepare for App
RUS0268209		How did you determine when to start receiving your benefits? (Select all that apply.)	Online Statement		check box one up vertical	Y		How determine
			Picked one of the dates that was listed in the application					
			Retirement Estimator					
			Financial Planner					
			SSA Publications					
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Drop down select one	Y	Skip Logic	App Status
			Returned to work on a saved application	R1				
STE0123836	R1		Yes, I was able to use the Reentry number that was provided to me	R0	Drop down select one	Y	Skip Logic	Access Saved App
			No, I was not able to use the Reentry number that was provided to me	R2				
			No, I did not have my Reentry number	R2, R3				
RUS0268229	R0	Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?	Yes		Drop down select one	Y	Skip logic group	Aware find reentry
			No					
RUS0268230	R3	Do you have a mySSA account?	Yes		Drop down select one	Y	Skip logic group	Have mySSA account
			No		·		, , ,	
			Don't know					
STE0123837	R2	If you were not able to access your saved application, did you create a new application?	Yes		Drop down select one	Y	Skip Logic	Create New App
			No					
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y	Skip Logic	Why Online
			I learned about applying online while visiting Social Security's website (www.ssa.gov)					
			A Social Security employee recommended that I apply online					
			I can't get to my local Social Security Office	В				
			A friend or relative recommended that I apply online					
			I knew that if I had a question or problem applying online, I could still get help from Social Security					
			I did not want to go to a local Social Security office					
			I did not want to apply over the phone					
			I saw the link while I was checking my online statements					
			Other, please specify	Α				
CAS0045287	A	Please specify why you choose to apply online:			Text field, no char limit	N	Skip Logic Group	OPS Why Online
STE0123838	В	What is the reason that you cannot get to your local office?			Text field, no char limit	N	Skip Logic Group	OPS Why Local Office
RCH4676Q080		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		Radio Button, Scale, No don't know	Y		A11-Satisfied

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			4 5=Strongly Agree					
CH4676Q081		This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Trust
			2 3					
			4 5=Strongly Agree					
CH4676Q082		My need was addressed.	1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Quality
			2					
			4 5=Strongly Agree					
CH4676Q083		It was easy to complete what I needed to do.	1=Strongly Disagree		Radio Button, Scale, No don't know			A11-Ease
			2					
			4					
CH4676Q084		It took a reasonable amount of time to do what I needed to do.	5=Strongly Agree 1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Speed
			2					
			4 5=Strongly Agree					
AS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N		OE_Improvemen

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			SSA iClaim v3 CUSTOM QU					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
BJL2231		What type of benefits were you applying for?	Retirement		Radio button, one-up vertical	¥		Type of Benefits
			Medicare only					
			<del>Disability</del>					
			Both Retirement and Disability					
			Spouse's					
			Other					
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself	A	Radio button, one-up vertical	Y	skip logic group	Applying for
			Helping a Spouse/Relative/Friend					
			Professional Helping a Client					
			Other					
RUS0268207		Were you able to create or log in to your mySSA account?	Yes		Radio button, one-up vertical	¥	Skip logic group	Log in
			No	В				
			Don't know					
RUS0268208	В	Why were you not able to create or log in to	Did not have required information to create account		Radio button, one-up vertical	¥	Skip logic group	Why not log in
		your mySSA account?	Could not remember my password					and the second second
			<del>Other</del>	BB				
			Don't know					
RUS0268227	BB	Why were you not able to create or log in to your mySSA account?			Text area, no char limit	И	Skip logic group	OE_Why not log in
STE0123830		How did you connect to SSA today?	Desktop		Radio button, one-up vertical	¥		How Connected with SSA
			Laptop					
			Smartphone					
			<del>Tablet</del>					
STE0123831		From where did you connect to SSA today?	At home		Radio button, one-up vertical	¥	Skip Logic Group	From Where Connected with
					•			SSA
			In office/place of employment					
			A friend or relative's place					
			Public library	A				
			Social Security Office	1				
			Social Security Kiosk	В				
			Other agency	1 -				
			Other, please specify	e				
STE0123832	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	¥	Skip Logic Group	Use SSA Icon
		ucantop:	No	AA				
STE0123835	AA	How did you link to the SSA website?	<del>NO</del>	AA	Tout area no shor limit	H	Chin Logie Croup	OE How Linked to SSA (library)
					Text area, no char limit		Skip Logic Group	
STE0123833	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123834	E	Please tell us how and from where you connected with SSA during your visit today:			<del>Text area, no char limit</del>	N N	Skip Logic Group	OPS_How Connected with SSA
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov)		check box one up vertical	Y	Skip Logic Group	Learn about App
			Social Media (Blog, Facebook, Twitter, etc.)					
			A general web search (e.g. Google, Bing, etc.)					
			An online ad (Banner/Image)					
			An online video					
			Radio					
			Television					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			An email from Social Security					

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			SSA iClaim v3 CUSTOM QU	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			My Social Security statement					
			A Social Security employee	Α				
			A relative or friend					
			A community group or association					
			A billboard or other printed ad					
			Other, please specify	В				
CAS0045244	A	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y	Skip Logic	SSA Employee Contact
			Called a local Social Security office					
			Visited a local Social Security office					
			At a Social Security sponsored event					
			Other, please specify	AA				
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact
CAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit	N	Skip Logic	OPS Learn about App
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	Α	check box one up vertical	Y	Skip Logic	Prepare for App
			Reviewed the Social Security statement that was mailed to me					
			I used the Retirement Estimator or other tools on the Social Security website	В				
			I watched the instructional video	С				
			I used other information on the Social Security website to prepare	D				
			I used another resource to prepare to apply online	E				
			I used the Retirement/Medicare Checklist	F				
			I did not use any resources to prepare to apply online				Mutually Exclusive	
CAS0045263	Α	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Y	Skip Logic	Rate Statement
			Somewhat helpful					
			Not at all helpful					
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Y	Skip Logic	Rate RE Tools
			Somewhat helpful					
			Not at all helpful					
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Y	Skip Logic	Rate Video
			Somewhat helpful					
			Not at all helpful					
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Y	Skip Logic	Rate Other Info on Website
			Somewhat helpful					
			Not at all helpful					
RUS0268228	F	How helpful did you find the Retirement/Medicare Checklist?	Very helpful		Drop down select one	Y	Skip Logic	Checklist helpful
			Somewhat helpful					
			Not at all helpful					
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N	Skip Logic	OPS Prepare for App
RUS0268209		How did you determine when to start receiving your benefits? (Select all that apply.)	Online Statement		check box one up vertical	Y		How determine
			Picked one of the dates that was listed in the application					
			Retirement Estimator					
			Financial Planner					
			SSA Publications					
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Drop down select one	Y	Skip Logic	App Status

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Date: 9/10/2018

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pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

SSA iClaim v3 CUSTOM QUESTION LIST Answer Choices CQ Label QID Skip Logic **Question Text** Skip To Type (select from list) Required Special Label (limited to 50 characters) ÝΝ Instructions Returned to work on a saved application R1 STE0123836 Were you able to access your previously saved Yes, I was able to use the Reentry number that was R0 Access Saved App Drop down select one Skip Logic online application with your Reentry number? provided to me No, I was not able to use the Reentry number that was R2 provided to me No, I did not have my Reentry number R2, R3 RUS0268229 Were you aware you could find your re-entry Drop down select one Υ Skip logic group Aware find reentry number in mySSA "Your Benefit Applications"? No RUS0268230 Do you have a mySSA account? Yes Drop down select one Υ Skip logic group Have mySSA account No Don't know STE0123837 Yes Drop down select one Υ Skip Logic Create New App If you were not able to access your saved application, did you create a new application? No Pid you complete and submit your online pplication today? Drop down select one Skip Logic Complete App No, I plan to complete and submit it later В No, I do not plan to complete and submit my online В During your visit today did you look for any additional information for any of the following? edicare coverage check box one up vertical Skip Logic select all that apply.) Other health insurance coverage one of the above CAS0045283 If you did not complete and submit your onlin check box one up vertical Skip Logic Not Complete App tion today, please tell us why. didn't understand what the questions meant or how to wanted to use the Retirement Estimator to reconsider my needed to view my Social Security Statement and/or verify nat my earnings record is correct My disabling condition prevents me from working with a mputer for long periods had a limited amount of time/family demands that kept me m working on it for very long had technical problems, e.g.,an error message or a stake I couldn't fix There are too many questions It takes too long to fill out It's too complicated to complete without help wanted to create mySSA account before filing Other, please specify BA What is your other reason? Text field, no char limit И So far, how long have you worked on this Jp to 15 minutes Drop down select one nline application? 16 minutes - 30 minutes 31 minutes - 1 hour More than 1 hour up to 2 hours More than 2 hours How did you find where to create an application or Retirement, Medicare or Disability? AS0045286 Used the Online Services link on the Social Security Radio Button Arrive at App **Skip Logic** 

MID: xZAAEQw81glo1Vo4Noc1Rw4C Date: 9/10/2018 red <u>& strike-through</u>: DELETE underlined <u>& italicized</u>: RE-ORDER

pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

SSA iClaim v3 CUSTOM QUESTION LIST Question Text Answer Choices Required CQ Label QID Skip Logic Skip To Type (select from list) Special Label (limited to 50 characters) ÝΝ Instructions Followed a link from somewhere else on the Social Security sed Social Security's online search feature sed a search engine (e.g., Google, Bing, etc.) ollowed a link from medicare.gov followed a link from another website (e.g., AARP, an torney's website, etc.) clicked around until I found it had bookmarked the site used the link in the online statement Other, please specify A AS0045251 Text field, no char limit Skip Logic Group OPS Arrive at app AS0045249 low easy was it for you to find the Social ery easy Radio Button Skip Logic Group Find App ecurity online application? omewhat easy mewhat hard ery hard Δ Please tell us why it was hard to locate the claim application. (Select all that apply.) ould not find where to start a new online application Skip Logic Why hard to find check box one up vertical The "Apply for Benefits" was not clear to me Not clear where to go to return to my previously saved t was not clear to me where the links would lead had difficulty using a link on the Social Security website The information did not seem to be organized in a logical used the search feature but the results didn't seem to tried to use the FAQ's, but couldn't find the online pplication link Other, please specify AA Text field, no char limit OPS Hard to Find AS0045285 Please explain the reason why it was hard for N Skip Logic ou to find the online claim application. CAS0045252 Why did you choose to apply online? (Select all I prefer to use online services as much as possible check box one up vertical Skip Logic Why Online that apply.) learned about applying online while visiting Social Security's website (www.ssa.gov) A Social Security employee recommended that I apply can't get to my local Social Security Office В A friend or relative recommended that I apply online knew that if I had a question or problem applying online, I could still get help from Social Security did not want to go to a local Social Security office did not want to apply over the phone I saw the link while I was checking my online statements Other, please specify Α CAS0045287 Please specify why you choose to apply online: Text field, no char limit OPS Why Online N Skip Logic Group STE0123838 What is the reason that you cannot get to your Text field, no char limit N Skip Logic Group OPS Why Local Office local office? STE0123839 lothing, I submitted my claim After your visit today, what do you plan to do Radio button, one-up vertical Skip Logic Group Do Next Y/N ext2 will return to check the status of my application will return to complete my claim rowse the SSA website will call Social Security's 1-800 number

Name: red & strike through: DELETE underlined & italicized: RE-ORDER 81glo1Vo4Noc1Rw4C pink: ADDITION

			SSA iClaim v3 CUSTOM QI	<b>UESTION LIST</b>				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			I will visit my local Social Security Office					
			I do not know what I will do next at this time					
RCH4676Q080		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		Radio Button, Scale, No don't know	Y		A11-Satisfied
			2					
			3					
			5=Strongly Agree	-				
RCH4676Q081		This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Trust
			2					
			4	-				
			5=Strongly Agree	-				
RCH4676Q082		My need was addressed.	1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Quality
			2					
			4					
			5=Strongly Agree					
RCH4676Q083		It was easy to complete what I needed to do.	1=Strongly Disagree		Radio Button, Scale, No don't know			A11-Ease
			2					
			3					
			4 5=Strongly Agree	_				
RCH4676Q084		It took a reasonable amount of time to do what I	5–Strongly Agree		Radio Button, Scale, No don't know	Y		A11-Speed
		needed to do.	1=Strongly Disagree					2,,,,,
			2					
			3	_				
			5=Strongly Agree	-				
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Н	OPS Group	Marital Status
57 1000 10200		Trink is your ourrone market states.	Significant Other/Partner		rtadio sattori, one ap vertical		0. 0 0.0up	mariai status
		1	Separated					
			<del>Divorced</del>					
			Widowed———					
			Never Married/Single					
			Prefer not to answer					
			Other, please specify	A				
CAS0045290	A	Other marital status			Text field, <100 char	N	OPS Group	OPS Marital Status
FAR0229644		What is your age?	Under 18		Radio Button One Up Vertical	¥	-	Age
		-	<del>18 - 29</del>					
			30 - 39					
			40 – 49 50 – 59					
			60 – 69 70 or older					
			Prefer not to answer			_		
CAS0045291		Do you have any suggestions for improving Social Security's online application.	i reier norto aliswei		Text field, no char limit	N		OE_Improvement
		Social Security's online application.						

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pink: ADDITION

			SSA iClaim v3 CUSTOM (	QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
BJL2231		What type of benefits were you applying for?	Retirement		Radio button, one-up vertical	Y		Type of Benefits
			Medicare only					
			Disability  Reth Petirement and Disability					
			Both Retirement and Disability					
			Spouse's Other					
				_				
CAS0045242		Are you applying online for yourself or are you helping someone else?		A	Radio button, one-up vertical	Y	skip logic group	Applying for
			Helping a Spouse/Relative/Friend					
			Professional Helping a Client					
			Other					
RUS0268207		Were you able to create or log in to your mySSA account?	Yes		Radio button, one-up vertical	Y	Skip logic group	Log in
			No	В				
			Don't know					
RUS0268208	В	Why were you not able to create or log in to your mySSA account?	Did not have required information to create account		Radio button, one-up vertical	Y	Skip logic group	Why not log in
		, , , , , , , , , , , , , , , , , , , ,	Could not remember my password					
			Other	BB				
			Don't know		-			
RUS0268227	ВВ	Why were you not able to create or log in to your mySSA account?	BOTT KNOW		Text area, no char limit	N	Skip logic group	OE_Why not log in
STE0123830		How did you connect to SSA today?	Desktop		Radio button, one-up vertical	Y		How Connected with SSA
0.20120000		liter and you connect to contitoday.	Laptop		rtadio battori, one ap vertical	,		Tion Comicoted man Cont
			Smartphone					
			Tablet					
STE0123831		From where did you connect to SSA today?	At home		Radio button, one-up vertical	Y	Skip Logic Group	From Where Connected with SSA
			In office/place of employment	$\dashv$				55A
			A friend or relative's place					
			Public library	Α				
			Social Security Office	<b>⊣ ^</b>				
			Social Security Office Social Security Kiosk	В				
			Other agency	⊣ "				
			Other, please specify	⊢ c				
STE0123832	A	Did you connect through a unique Social	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
3120123032	_ ^	Security icon featured on the computer's desktop?			Radio button, one-up vertical	'	Skip Logic Group	USE SOA ICUIT
			No	AA				
STE0123835	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library
STE0123833	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123834	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov)		check box one up vertical	Y	Skip Logic Group	Learn about App
			Social Media (Blog, Facebook, Twitter, etc.)					
			A general web search (e.g. Google, Bing, etc.)					
			An online ad (Banner/Image)					
			An online video					
			Radio					
			Television					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			An email from Social Security					

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			SSA iClaim v3 CUSTOM QU	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			My Social Security statement					
			A Social Security employee	Α				
			A relative or friend					
			A community group or association					
			A billboard or other printed ad					
			Other, please specify	В				
CAS0045244	A	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y	Skip Logic	SSA Employee Contact
			Called a local Social Security office					
			Visited a local Social Security office					
			At a Social Security sponsored event					
			Other, please specify	AA				
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact
CAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit	N	Skip Logic	OPS Learn about App
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	Α	check box one up vertical	Y	Skip Logic	Prepare for App
			Reviewed the Social Security statement that was mailed to me					
			I used the Retirement Estimator or other tools on the Social Security website	В				
			I watched the instructional video	С				
			I used other information on the Social Security website to prepare	D				
			I used another resource to prepare to apply online	E				
			I used the Retirement/Medicare Checklist	F				
			I did not use any resources to prepare to apply online				Mutually Exclusive	
CAS0045263	Α	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Y	Skip Logic	Rate Statement
			Somewhat helpful					
			Not at all helpful					
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Y	Skip Logic	Rate RE Tools
			Somewhat helpful					
			Not at all helpful					
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Y	Skip Logic	Rate Video
			Somewhat helpful					
			Not at all helpful					
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Y	Skip Logic	Rate Other Info on Website
			Somewhat helpful					
			Not at all helpful					
RUS0268228	F	How helpful did you find the Retirement/Medicare Checklist?	Very helpful		Drop down select one	Y	Skip Logic	Checklist helpful
			Somewhat helpful					
			Not at all helpful					
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N	Skip Logic	OPS Prepare for App
RUS0268209		How did you determine when to start receiving your benefits? (Select all that apply.)	Online Statement		check box one up vertical	Y		How determine
			Picked one of the dates that was listed in the application					
			Retirement Estimator					
			Financial Planner					
			SSA Publications					
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Drop down select one	Y	Skip Logic	App Status

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Model Instance Name: SSA iClaim v3 MID: xZAAEQw81gIo1Vo4Noc1Rw4C Date: 9/10/2018 blue + -->: REWORDING
violet (bold): SKIP-LOGIC

			SSA iClaim v3 CUSTOM QUI	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Returned to work on a saved application	R1				
STE0123836	R1		Yes, I was able to use the Reentry number that was provided to me	R0	Drop down select one	Y	Skip Logic	Access Saved App
			No, I was not able to use the Reentry number that was provided to me	R2				
			No, I did not have my Reentry number	R2, R3				
RUS0268229	R0	Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?	Yes		Drop down select one	Y	Skip logic group	Aware find reentry
			No					
RUS0268230	R3	Do you have a mySSA account?	Yes		Drop down select one	Υ	Skip logic group	Have mySSA account
			No					
STE0123837	R2	If you were not able to access your saved application, did you create a new application?	Don't know Yes		Drop down select one	Y	Skip Logic	Create New App
			No					
CAS0045282		Did you complete and submit your online application today?	Yes	Α	Drop down select one	Y	Skip Logic	Complete App
			No, I plan to complete and submit it later	В				
			No, I do not plan to complete and submit my online application	В				
RUS0199384	A	During your visit today did you look for any additional information for any of the following? (Select all that apply.)	Medicare coverage		check box one up vertical	Y	Skip Logic	Attempts
			Other health insurance coverage  None of the above					
CAS0045283	В	If you did not complete and submit your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		check box one up vertical	Y	Skip Logic	Not Complete App
			I didn't understand what the questions meant or how to answer					
			I wanted to use the Retirement Estimator to reconsider my retirement options					
			I needed to view my Social Security Statement and/or verify that my earnings record is correct					
			My disabling condition prevents me from working with a computer for long periods					
			I had a limited amount of time/family demands that kept me from working on it for very long					
			I had technical problems, e.g.,an error message or a mistake I couldn't fix					
			There are too many questions It takes too long to fill out					
			It's too complicated to complete without help					
			I wanted to create mySSA account before filing					
			Other, please specify	BA				
CAS0045284	BA	What is your other reason?			Text field, no char limit	N	Skip Logic	OPS Why Not Complete today
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Y		Time Spent
			16 minutes - 30 minutes					
			31 minutes - 1 hour					
			More than 1 hour up to 2 hours					
			More than 2 hours					
CAS0045286		How did you find where to create an application for Retirement, Medicare or Disability?	Used the Online Services link on the Social Security homepage		Radio Button	Y	Skip Logic	Arrive at App

Date:

MID: xZAAEQw81glo1Vo4Noc1Rw4C Date: 9/10/2018

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			SSA iClaim v3 CUSTOM QU	ESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Followed a link from somewhere else on the Social Security website					
			Used Social Security's online search feature					
			Used a search engine (e.g., Google, Bing, etc.)					
			Followed a link from medicare.gov					
			Followed a link from another website (e.g., AARP, an					
			attorney's website, etc.)					
			I clicked around until I found it					
			I had bookmarked the site					
			I used the link in the online statement					
			Other, please specify	Α				
AS0045251	A	Please describe how you arrived at this online claim application today.			Text field, no char limit	N	Skip Logic Group	OPS Arrive at app
AS0045249		How easy was it for you to find the Social Security online application?	Very easy		Radio Button	Y	Skip Logic Group	Find App
			Somewhat easy					
			Somewhat hard	Α				
			Very hard	Α				
AS0045250	A	Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Y	Skip Logic	Why hard to find
			The "Apply for Benefits" was not clear to me					
			Not clear where to go to return to my previously saved					
			application					
			It was not clear to me where the links would lead					
			I had difficulty using a link on the Social Security website					
			The information did not seem to be organized in a logical manner					
			I used the search feature but the results didn't seem to apply					
			I tried to use the FAQ's, but couldn't find the online application link					
			Other, please specify	AA				
AS0045285		Please explain the reason why it was hard for you to find the online claim application.			Text field, no char limit	N	Skip Logic	OPS Hard to Find
\S0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y	Skip Logic	Why Online
			I learned about applying online while visiting Social Security's website (www.ssa.gov)					
			A Social Security employee recommended that I apply online					
			I can't get to my local Social Security Office	В				
			A friend or relative recommended that I apply online					
			I knew that if I had a question or problem applying online, I could still get help from Social Security					
			I did not want to go to a local Social Security					
			I did not want to go to a local Social Security office					
			I saw the link while I was checking my online statements					
			I saw the link while I was checking my utiline statements					
AS0045287	A	Please specify why you shoose to apply coline:	Other, please specify	Α	Text field, no char limit	N	Skin Logic Group	OPS Why Online
		Please specify why you choose to apply online:					Skip Logic Group	
E0123838	В	What is the reason that you cannot get to your local office?			Text field, no char limit	N	Skip Logic Group	OPS Why Local Office
E0123839		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Y	Skip Logic Group	Do Next Y/N
			I will return to check the status of my application					
			I will return to complete my claim					
			Browse the SSA website			+		
	1		I will call Social Security's 1-800 number					

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9/10/2018

015	Claim	Ougsti Tt	SSA iClaim v3 CUSTOM (		Time (aglant from that)	Decrie	Cmasi-1	001-1-1
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			I will visit my local Social Security Office					
			I do not know what I will do next at this time					
H4676Q080		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		Radio Button, Scale, No don't know	Y		A11-Satisfied
			2=Disagree					
			3=Neutral					
			4=Agree					
			5=Strongly Agree					
H4676Q081		This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Trust
			2=Disagree					
			3=Neutral					
			4=Agree					
			5=Strongly Agree					
H4676Q082		My need was addressed.	1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Quality
			2=Disagree					
			3=Neutral					
			4=Agree					
			5=Strongly Agree					
H4676Q083		It was easy to complete what I needed to do.	1=Strongly Disagree		Radio Button, Scale, No don't know			A11-Ease
			2=Disagree					
			3=Neutral					
			4=Agree					
			5=Strongly Agree					
H4676Q084		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree		Radio Button, Scale, No don't know	Y		A11-Speed
			2=Disagree					
			3=Neutral					
			4=Agree					
			5=Strongly Agree					
S0045289		What is your current marital status?	Married		Radio button, one-up vertical	N	OPS Group	Marital Status
			Significant Other/Partner					
			Separated					
			Divorced					
			Widowed					
			Never Married/Single					
			Prefer not to answer					
			Other, please specify	A				
S0045290	A	Other marital status	l l l l l l l l l l l l l l l l l l l		Text field, <100 char	N	OPS Group	OPS Marital Status
R0229644		What is your age?	Under 18		Radio Button One Up Vertical	Y		Age
		Journal of Journal of Street, and the street,	18 - 29		radio Battor. One op verdedi	+ '-		, igc
	1		30 - 39					
	+		40 - 49			+ +		
	+		50 - 59					
	-							
			60 - 69					
			70 or older					
			Prefer not to answer					
AS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N		OE_Improvement

Model Instance Name: SSA iClaim v3 (Spanish)

MID: Q0ExM1x

Q0ExM1xNQRI9JJUR0M0JIA4C

7/15/2011 Date:

Disability or Medicare online? (Select all that apply.)			
CAS0045243  How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)  CAS0045244  A How did you make contact with a Social Security employee?  CAS0045245  AA Please describe how you made contact with a	QID	Logic	Question Tex - English
CAS0045244  A How did you make contact with a Social Security employee?  CAS0045245  AA Please describe how you made contact with a	CAS0045242		Are you applying online for yourself or are you helping someone else?
CAS0045244  A How did you make contact with a Social Security employee?  CAS0045245  AA Please describe how you made contact with a			
CAS0045244  A How did you make contact with a Social Security employee?  CAS0045245  AA Please describe how you made contact with a			
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employee?  CAS0045245 AA Please describe how you made contact with a			
<b>1</b>	CAS0045244	A	How did you make contact with a Social Security employee?
<b>1</b>			
<b>1</b>			
<b>1</b>	CAS0045245	ΛΛ	Place describe how you made contact with a
	CA30043243	AA	

CAS0045246	В	Please specify how you learned about this online application.
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)
CAS0045263	A	How helpful did you find the online Social Security Statement?
CAS0045264	В	How helpful did you find the estimator tools on the website?
CAS0045265	С	How helpful did you find the instructional video?
CAS0045266	D	How helpful did you find the other information on the Social Security website?
RUS0268228	F	How helpful did you find the Retirement/Medicare Checklist?
CAS0045267	E	Please describe what other resource(s) you used
RUS0268209		to prepare to apply online?  How did you determine when to start receiving your benefits? (Select all that apply.)

CAS0045247		Did you start a new online application today or did you return to a previously saved application?
STE0123836	R1	Were you able to access your previously saved online application with your Reentry number?
RUS0268229	R0	Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?
RUS0268230	R3	Do you have a mySSA account?
STE0123837	R2	If you were not able to access your saved application, did you create a new application?
CAS0045252		Why did you choose to apply online? (Select all that apply.)

CAS0045287	Α	Please specify why you choose to apply online:
STE0123838	В	What is the reason that you cannot get to your local office?
RCH4676Q080		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.
RCH4676Q081		This interaction increased my confidence in the Social Security Administration.
RCH4676Q082		My need was addressed.
RCH4676Q083		It was easy to complete what I needed to do.
RCH4676Q084		It took a reasonable amount of time to do what I needed to do.
CAS0045291		Do you have any suggestions for improving Social Security's online application.

Question Tex - SP
¿Está usted haciendo esta solicitud en línea para usted mismo o está ayudando a otra persona con su solicitud?
¿Cómo se enteró de la posibilidad de solicitar en línea beneficios por jubilación, por discapacidad o de Medicare? (Seleccione todas las opciones que correspondan)
¿Cómo estableció contacto con un empleado del Seguro Social?
Describa cómo estableció contacto con un empleado del Seguro Social.

Especifique cómo se enteró de la existencia de esta solicitud en línea.
¿Usó alguno de los siguientes recursos para prepararse para su solicitud en línea? (Seleccione todas las opciones que correspondan)
¿Qué tan útil le pareció el estado de cuenta en línea del Seguro Social?
¿Qué tan útil le pareció la herramienta "Calculadoras" en el sitio web?
¿Qué tan útil le pareció el video instructivo?
¿Qué tan útil le pareció la otra información en el sitio web del Seguro Social?
¿Qué tan útil le pareció la lista de Jubilación/Medicare?
Describa que otro(s) recurso(s) usó para prepararse para su solicitud en línea.
¿Cómo determinó cuándo comenzar a recibir sus beneficios? (Seleccione todas las opciones que correspondan)

egresó a una solicitud que había guardado anteriormente?
Logró acceder a la solicitud que había guardado previamente usando su número de re-ingreso?
Sabía que puede encontrar su número de rengreso en la sección "Solicitudes a sus beneficios" en su cuenta de "my Social Security"?
Tiene una cuenta de "my Social Security"?
Si no pudo acceder a la solicitud guardada, ¿creó ına nueva solicitud?
Por qué eligió completar su solicitud en línea?
Seleccione todas las opciones que correspondan)

Especifique por que eligio completar su solicitud en línea.
¿Por qué motivo no puede ir a la oficina de su zona?
Indíquenos su nivel de acuerdo con las siguientes af
Esta interacción aumentó mi confianza en la Adminis
Mis necesidades fueron atendidas.
Me resultó fácil completar lo que tenía que hacer.
Me llevó un tiempo razonable completar lo que tenía
· · · · · · · · · · · · · · · · · · ·
¿Tiene alguna sugerencia para mejorar la aplicación en línea del Seguro Social?

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

## SSA iClaim v3 (Spanish) CUSTOM Q

Answer Choices (limited to 50 characters)

Myself
--------

Helping a Spouse/Relative/Friend

Professional Helping a Client

## Other

Official Social Security website (www.ssa.gov)

Social Media (Blog, Facebook, Twitter, etc.)

A general web search (e.g. Google, Bing, etc.)

An online ad (Banner/Image)

An online video

Radio

Television

A newspaper or magazine article

A newspaper or magazine ad

An email from Social Security

My Social Security statement

A Social Security employee

A relative or friend

A community group or association

A billboard or other printed ad

Other, please specify

Called the national 800 number

Called a local Social Security office

Visited a local Social Security office

At a Social Security sponsored event

Other, please specify

Reviewed my online Social Security Statement
Reviewed the Social Security statement that
was mailed to me
I used the Retirement Estimator or other tools on the Social Security website
I watched the instructional video
I used other information on the Social Security website to prepare
I used another resource to prepare to apply online
I used the Retirement/Medicare Checklist
I did not use any resources to prepare to apply online
Very helpful
Somewhat helpful
Not at all helpful
Very helpful
Somewhat helpful
Not at all helpful
Very helpful
Somewhat helpful
Not at all helpful Very helpful
Somewhat helpful
Not at all helpful Very helpful
Somewhat helpful
Not at all helpful
Online Statement
Picked one of the dates that was listed in the application
Retirement Estimator
Financial Planner

SSA Publications
Started a new application
Returned to work on a saved application
Yes, I was able to use the Reentry number
that was provided to me
No, I was not able to use the Reentry
number that was provided to me
No, I did not have my Reentry number
Yes
res
No
Yes
No No
Don't know
Yes
No
I prefer to use online services as much as possible
possible
I learned about applying online while visiting
Social Security's website (www.ssa.gov)
A Social Security employee recommended
that I apply online
I can't get to my local Social Security Office
A friend or relative recommended that I apply
online
I knew that if I had a question or problem
applying online, I could still get help from
Social Security
I did not want to go to a local Social Security
office
I did not want to apply over the phone
I saw the link while I was checking my online
statements
Other, please specify
other, picase specify

1=Strongly Disagree
2 3
4
Strongly Agree=5
1=Strongly Disagree
2
2 3 4
Strongly Agree=5
1=Strongly Disagree
2
3
4
Strongly Agree=5
1=Strongly Disagree
2
3
4
Strongly Agree=5
1=Strongly Disagree
2
2 3 4
4
Strongly Agree=5

UESTION LIST	
Answer Choices - SP	Skip To
Para mí	
raia IIII	
Ayudando a un cónyuge / familiar / amigo	
Profesional ayudando a un cliente	
Otro	
En el sitio web oficial del Seguro Social (www.ssa.gov)	
En las redes sociales (Blog, Facebook, Twitter, etc.)	
Usando un motor de búsqueda (por ejemplo, Google,	
Bing, etc.)	
En un anuncio en línea (banner / imagen)	
En un video en línea (banner / imagen)	
Por la radio	
Por la televisión	
En un artículo de periódico o revista	
En un anuncio de periódico o revista	
Mediante un correo electrónico del Seguro Social	
En mi estado de cuenta del Seguro Social	
A través de un empleado del Seguro Social	
A través de un familiar o un amigo	Δ
En un grupo o asociación comunitaria	Α
En una cartelera u otro anuncio impreso	Б
Otra opción (indique cuál)	В
Llamé al número nacional 800	
Llamó a la oficina del Seguro Social de mi zono	
Llamé a la oficina del Seguro Social de mi zona Visité la oficina del Seguro Social de mi zona	
En un evento patrocinado por el Seguro Social	
Otra opción (indique cuál)	AA
ona opoion (maiquo oddi)	7 0 1

Revisé mi estado de cuenta en línea del Seguro Social	Α
Revisé el estado de cuenta que me envió el Seguro	
Social	
Usé el Calculador de beneficios de jubilación u otras herramientas en el sitio web del Seguro Social	В
Vi el video instructivo	С
Usé otra información en el sitio web del Seguro Social para prepararme	D
Usé otro recurso para preparar mi solicitud en línea	Е
Utilicé la lista de Jubilación/Medicare	F
No usé ningún recurso para preparar la solicitud en línea	
Muy útil	
Algo útil	
Para nada útil	
Muy útil	
Algo útil	
Para nada útil	
Muy útil	
Algo útil	
Para nada útil	
Muy útil	
Algo útil	
Para nada útil	
Muy útil	
Algo útil	
Para nada útil	
Estado de cuenta en línea	
Elegí una de las fechas que aparecían en la solicitud	
Calculador de beneficios por jubilación	-
Asesor financiero	1
<b></b>	

Publicaciones de SSA	
Comencé una nueva solicitud	
Regresé a una solicitud guardada	R1
Sí, pude usar el número de re-ingreso que me	R0
facilitaron	
No, no pude usar el número de re-ingreso que me facilitaron	R2
No, no tenía mi número de re-ingreso	R2, R3
Sí	
No	
Sí	
No	
No sé	
Sí	
No	
Prefiero usar servicios en línea tanto como sea posible	
Me enteré de la posibilidad de presentar solicitudes en línea mientras visitaba el sitio web del Seguro Social (www.ssa.gov)	
Un empleado del Seguro Social me recomendó completar la solicitud en línea	
No puedo ir a la oficina del Seguro Social de mi zona	В
Un amigo o familiar me recomendó completar la solicitud en línea	
Sabía que en caso de preguntas o problemas al completar la solicitud en línea, podría recibir ayuda del Seguro Social	
No quería ir a la oficina del Seguro Social de mi zona	
No quería completar la solicitud por teléfono	
Vi el enlace mientras comprobaba el estado de mi cuenta en línea	
Otra opción (indique cuál)	Α

1=Totalmente en desacuerdo	
1-1 otalinente en desacacido	
2	
3	
4	
Totalmente de acuerdo=5	
1=Totalmente en desacuerdo	
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Totalmente de acuerdo=5  1=Totalmente en desacuerdo	
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Totalmente de acuerdo=5	
1=Totalmente en desacuerdo	
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Totalmente de acuerdo=5	
1=Totalmente en desacuerdo	
2	
3	
4	
Totalmente de acuerdo=5	
. Stamonto de dedendo o	

Type (select from list)	Required Y/N	Special Instructions	CQ Label
Dropdown (Select-one)	Y		Applying for
check box one up vertical	Y	Skip Logic Group	Learn about App
check box one up vertical	Y	Skip Logic	SSA Employee Contact
Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact

Text box, no char limit	N	Skip Logic	OPS Learn about App
check box one up vertical	Y	Skip Logic	Prepare for App
Drop down select one	Y	Skip Logic	Rate Statement
Drop down select one	Y	Skip Logic	Rate RE Tools
Drop down select one	Y	Skip Logic	Rate Video
Drop down select one	Y	Skip Logic	Rate Other Info on Website
Drop down select one	Y	Skip Logic	Checklist helpful
Text field, no char limit	N	Skip Logic	OPS Prepare for App
check box one up vertical	Y		How determine

Drop down select one	Y	Skip logic group	App Status
Drop down select one	Y	Skip Logic	Access Saved App
Drop down select one	Y	Skip logic group	Aware find reentry
Drop down select one	Y	Skip logic group	Have mySSA account
Drop down select one	Y	Skip Logic	Create New App
check box one up	Υ	Skip Logic	Why Online
check box one up vertical	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online
	Y	Skip Logic	Why Online

Text field, no char limit	N	Skip Logic	OPS Why Online
Text field, no char limit	N	Skip Logic	OPS Why Local Office
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			A11-Ease
Radio Button, Scale, No don't know	Y		A11-Speed
Text field, no char limit	N		OE_Improvement

MID: xZAAEQw81glo1Vo4Noc1Rw4C Date: 9/10/2018

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pink: ADDITION

	SSA iClaim v3 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N				
BJL2231		What type of benefits were you applying for?	Retirement		Radio button, one-up vertical	Y				
			Medicare only							
			Disability							
			Both Retirement and Disability							
			Spouse's							
			Other							
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself	A	Radio button, one-up vertical	Y				
			Helping a Spouse/Relative/Friend							
			Professional Helping a Client							
			Other							
		Were you able to create or log in to your mySSA account?	Yes		Radio button, one-up vertical	Y				
			No	В						
			Don't know							
	В	Why were you not able to create or log in to your mySSA account?	Did not have required information to create account		Radio button, one-up vertical	Y				
			Could not remember my password							
			Other	BB						
	BB	Why were you not able to create or log in to	Don't know		Text area, no char limit	Y				
	DD	your mySSA account?								
STE0123830		How did you connect to SSA today?	Desktop		Radio button, one-up vertical	Υ				
			Laptop							
			Smartphone							
			Tablet							
STE0123831		From where did you connect to SSA today?	At home		Radio button, one-up vertical	Y				
			In office/place of employment							
			A friend or relative's place							
			Public library	A						
			Social Security Office							
			Social Security Kiosk	В						
			Other agency							
			Other, please specify	С						
STE0123832	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Y				
			No	AA						
STE0123835	AA	How did you link to the SSA website?			Text area, no char limit	N				
STE0123833	В	Please describe the location.			Text area, no char limit	N				

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			SSA iClaim v3 CUSTOM QU	ESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
STE0123834	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov)		check box one up vertical	Y
			Social Media (Blog, Facebook, Twitter, etc.)			
			A general web search (e.g. Google, Bing, etc.)			
			An online ad (Banner/Image)			
			An online video			
			Radio			
			Television			
			A newspaper or magazine article			
			A newspaper or magazine ad			
			An email from Social Security			
			My Social Security statement			
			A Social Security employee	Α		
			A relative or friend			
			A community group or association			
			A billboard or other printed ad			
			Other, please specify	В		
CAS0045244	Α	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y
			Called a local Social Security office			
			Visited a local Social Security office			
			At a Social Security sponsored event			
			Other, please specify	AA		
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N
CAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit	N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	Α	check box one up vertical	Y
			Reviewed the Social Security statement that was mailed to me			
			I used the Retirement Estimator or other tools on the Social Security website	В		
			I watched the instructional video	С		
			I used other information on the Social Security website to prepare	D		
			I used another resource to prepare to apply online	Е		
			I used the Retirement/Medicare Checklist	F		
			I did not use any resources to prepare to apply online			

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			SSA iClaim v3 CUSTOM (	QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
CAS0045263	Α	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Y
		,	Somewhat helpful			
			Not at all helpful			
	F	How helpful did you find the Retirement/Medicare Checklist?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N
		How did you determine when to start receiving your benefits? (Select all that apply.)	Online Statement		check box one up vertical	Y
			Picked one of the dates that was listed in the application			
			Retirement Estimator			
			Financial Planner			
			SSA Publications			
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Drop down select one	Y
			Returned to work on a saved application	R1		
STE0123836	R1	Were you able to access your previously saved online application with your Reentry number?	Yes, I was able to use the Reentry number that was provided to me	R0	Drop down select one	Y
			No, I was not able to use the Reentry number that was provided to me	R2		
			No, I did not have my Reentry number	R2, R3		
	R0	Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?	Yes		Drop down select one	Y
			No			
	R3	Do you have a mySSA account?	Yes		Drop down select one	Y

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Label  Label  (limited to No Don't know)  STE0123837  R2 If you were not able to access your saved application, did you create a new application?  No  CAS0045282  Did you complete and submit your online application today?  No, I plan to complete and s No, I do not plan to complete application  RUS0199384  A During your visit today did you look for any additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above	
STE0123837  R2 If you were not able to access your saved application, did you create a new application?  No  CAS0045282  Did you complete and submit your online application today?  No, I plan to complete and some interpretation of the following:  RUS0199384  A During your visit today did you look for any additional information for any of the following:  (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B If you did not complete and submit your online I didn't have information I ne	A Drop down select one Y  I submit it later Bete and submit my online B
STE0123837  R2 If you were not able to access your saved application, did you create a new application?  No  CAS0045282  Did you complete and submit your online application today?  No, I plan to complete and s  No, I do not plan to complete application  RUS0199384  A During your visit today did you look for any additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B If you did not complete and submit your online I didn't have information I ne	A Drop down select one Y  I submit it later Bete and submit my online B
application, did you create a new application?  No  CAS0045282  Did you complete and submit your online application today?  No, I plan to complete and s  No, I do not plan to complete application  RUS0199384  A During your visit today did you look for any additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B If you did not complete and submit your online I didn't have information I ne	A Drop down select one Y  I submit it later Bete and submit my online B
CAS0045282  Did you complete and submit your online application today?  No, I plan to complete and s No, I do not plan to complete application  RUS0199384  A During your visit today did you look for any additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B If you did not complete and submit your online I didn't have information I ne	I submit it later B ete and submit my online B
application today?  No, I plan to complete and s No, I do not plan to complete application  RUS0199384  A During your visit today did you look for any additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B If you did not complete and submit your online I didn't have information I ne	I submit it later B ete and submit my online B
RUS0199384  A During your visit today did you look for any additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B If you did not complete and submit your online I didn't have information I ne	ete and submit my online B
RUS0199384  A During your visit today did you look for any additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B If you did not complete and submit your online I didn't have information I ne	
additional information for any of the following? (Select all that apply.)  Other health insurance cove None of the above  CAS0045283  B   If you did not complete and submit your online   I didn't have information I ne	check box one up vertical Y
None of the above  CAS0045283 B If you did not complete and submit your online   I didn't have information I ne	
CAS0045283 B If you did not complete and submit your online I didn't have information I ne	verage
	needed like names, addresses, or check box one up vertical Y
I didn't understand what the answer	ne questions meant or how to
retirement options	ment Estimator to reconsider my
that my earnings record is co	
computer for long periods	
from working on it for very lo	
I had technical problems, e.g mistake I couldn't fix	e.g.,an error message or a
There are too many question	ions
It takes too long to fill out	
It's too complicated to compl	
I wanted to create mySSA a	
CAS0045284 BA What is your other reason?	BA Text field, no char limit N
CAS0045284 BA Writat is your other reason?  CAS0045248 So far, how long have you worked on this Up to 15 minutes	Drop down select one Y
online application?	Drop down select one
16 minutes - 30 minutes 31 minutes - 1 hour	
More than 1 hour up to 2 hou	20Ure
More than 1 nour up to 2 not	IUUIS
CAS0045286 How did you find where to create an application Used the Online Services lin	link on the Social Security Radio Button Y
for Retirement, Medicare or Disability? homepage	

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		SSA iClaim v3 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N					
			Followed a link from somewhere else on the Social Security website								
			Used Social Security's online search feature								
			Used a search engine (e.g., Google, Bing, etc.)								
			Followed a link from medicare.gov								
			Followed a link from another website (e.g., AARP, an attorney's website, etc.)								
			I clicked around until I found it								
			I had bookmarked the site								
			I used the link in the online statement								
			Other, please specify	Α							
CAS0045251	А	Please describe how you arrived at this online claim application today.			Text field, no char limit	N					
CAS0045249		How easy was it for you to find the Social Security online application?	Very easy		Radio Button	Y					
			Somewhat easy								
			Somewhat hard	Α							
			Very hard	Α							
CAS0045250	Α	Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Y					
			The "Apply for Benefits" was not clear to me								
			Not clear where to go to return to my previously saved application								
			It was not clear to me where the links would lead								
			I had difficulty using a link on the Social Security website								
			The information did not seem to be organized in a logical manner								
			I used the search feature but the results didn't seem to apply								
			I tried to use the FAQ's, but couldn't find the online application link								
			Other, please specify	AA							
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			Text field, no char limit	N					
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y					
			I learned about applying online while visiting Social Security's website (www.ssa.gov)								
			A Social Security employee recommended that I apply online								
			I can't get to my local Social Security Office	В							
			A friend or relative recommended that I apply online								
			I knew that if I had a question or problem applying online, I could still get help from Social Security								
			I did not want to go to a local Social Security office								
			I did not want to apply over the phone								

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			SSA iClaim v3 CUSTOM QL	JESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			I saw the link while I was checking my online statements			
			Other, please specify	Α		
CAS0045287	А	Please specify why you choose to apply online:			Text field, no char limit	N
STE0123838	В	What is the reason that you cannot get to your local office?			Text field, no char limit	N
STE0123839		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Y
			I will return to check the status of my application			
			I will return to complete my claim			
			Browse the SSA website			
			I will call Social Security's 1-800 number			
			I will visit my local Social Security Office			
			I do not know what I will do next at this time			
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	N
			Significant Other/Partner			
			Separated			
			Divorced			
			Widowed			
			Never Married/Single			
			Prefer not to answer			
			Other, please specify	A		
CAS0045290	A	Other marital status	, , , , , , , , , , , , , , , , , , ,		Text field, <100 char	N
TAR0229644		What is your age?	Under 18		Radio Button One Up Vertical	Y
		The state of the s	18 - 29			
			30 - 39			
			40 - 49			
			50 - 59			
			60 - 69			
	+		70 or older			
			Prefer not to answer			
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N

Date: 7/15/2011

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Logic Label  Label  What type of benefits were you applying for?  Retirement  Medicare only Disability Both Retirement and Disability Spouse's Other  CAS0045242  Are you applying online for yourself or are you helping someone else?  Helping a Spouse/Relative/Friend Professional Helping a Client  Other  STE0123830  How did you connect to SSA today?  From where did you connect to SSA today?  A thome  Inflict both of the public library Social Security Noise Other approach Social Security Noise Other approach Security icon featured on the computer's desktop?  No  STE0123833  B Please describe the location.  Text area, no ch limit IT ext area,	Ý	Type (select from list)	Required Special Y/N Instructions	CQ Label
Medicare only Disability Both Retirement and Disability Spouse's Other  CAS0045242 Are you applying online for yourself or are you helping someone else? Helping a Spouse/Relative/Friend Professional Helping a Client Other  STE0123830 How did you connect to SSA today?  From where did you connect to SSA today?  From where did you connect to SSA today?  At home  From where did you connect to SSA today?  At home  Radio button, or verticalb  Radio but	-one)			
Disability Both Retirement and Disability Spouse's Other  CAS0045242  Are you applying online for yourself or are you helping someone else? Helping a Spouse/Relative/Friend Professional Helping a Client Other  STE0123830  How did you connect to SSA today?  From where did you connect to SSA today?  From where did you connect to SSA today?  A thome In office/place of employment A friend or relative's place Public library Social Security Office Social Securi		Dropdown (Select-one)	Y	Type of Benefits
Are you applying online for yourself or are you helping someone else?  Helping a Spouse/Relative/Friend  Professional Helping a Client Other  STE0123830  How did you connect to SSA today?  From where did you connect to SSA today?  A thome  In office/place of employment A friend or relative's place Public library Social Security Violsk Other agency Other, please specify  STE0123832  A Did you connect through a unique Social Security icon featured on the computer's desktop?  No  STE0123833  B Please describe the location.  STE0123834  C C connected with SSA during your visit today:  How did you tonnect applying for Redicare online?  Plicial Social Security website (www.ssa.gov)  Myself  Myself  Myself  Myself  Myself  Myself  Helping a Spouse/Relative/Friend  Professional Helping a Client  Other  Professional Helping a Client  Other  Othical Social Security website (www.ssa.gov)  Other				
Helping a Spouse/Relative/Friend Professional Helping a Client Other  STE0123830  How did you connect to SSA today?  From where did you connect to SSA today?  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 Misok Other agency Other, please specify  STE0123832  A low did you link to the SSA website?  STE0123833  B Please describe the location.  Please tell us how and from where you connected with SSA during your visit today:  CAS0045243  How did you learn about applying for Retirement, Disability or Medicare online?  Official Social Security website (www.ssa.gov)  Pofficial Social Security website (www.ssa.gov)	-one) `	Dropdown (Select-one)	Y	Applying for
Professional Helping a Client Other  STE0123830 How did you connect to SSA today?  Laptop Smartphone Tablet  At home  A friend or relative's place Public library Social Security Kiosk Other agency Other, please specify  STE0123832  A B How did you link to the SSA website?  STE0123833 B Please describe the location. STE0123834 C C connected with SSA during your visit today:  Professional Helping a Client Other Desktop Desktop Smartphone Tablet  At home  At home  At home  A friend or relative's place Public library Social Security Kiosk Other agency Other, please specify  Yes  Radio button, or vertical  Yes  Radio button, or vertical  Yes  Radio button, or vertical  Text area, no ch limit  Text area, no ch limit				
STE0123830  How did you connect to SSA today?  Desktop  Laptop Smartphone Tablet  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 Office Social Security Office Social Security Office Social Security Flosk Other agency Other, please specify  STE0123832  A Did you connect through a unique Social Security icon featured on the computer's desktop?  No  STE0123835  AA How did you link to the SSA website?  STE0123833  B Please describe the location.  STE0123834  C C CAS0045243  How did you learn about applying for Retirement, Disability or Medicare online?  Official Social Security website (www.ssa.gov)  Petast area, no ch limit Check box one vertical  Official Social Security website (www.ssa.gov)				
STE0123830  How did you connect to SSA today?    Laptop   Smartphone   Tablet				
Tablet  At home  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 Klosk Other agency Other, please specify  Text area, no che limit  STE0123832  A How did you link to the SSA website?  Tablet  At home  Radio button, or verticalb  A SECURITY Klosk Other agency Other, please specify  No  AA  Text area, no che limit Text are		Radio button, one-up verticalb	Y	How Connected with SSA
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   C				
In office/place of employment A friend or relative's place Public library Social Security Office Social Security (Social Security Office) Social Security Kiosk Other agency Other, please specify  STE0123832 A Did you connect through a unique Social Security icon featured on the computer's desktop? No  AA  Text area, no ch limit Text area, no ch limit  Text area, no ch limit		Radio button, one-up verticalb	Y Skip Logic Gro	From Where Connected with SSA
STE0123832 A B Please describe the location.  STE0123834 C C CAS0045243				
STE0123835 AA How did you link to the SSA website?   limit  STE0123833 B Please describe the location.   Text area, no ch limit  STE0123834 C C connected with SSA during your visit today:   Text area, no ch limit  CAS0045243   How did you learn about applying for Retirement, Disability of Medicare online?   Official Social Security website (www.ssa.gov)   Connected with SSA during your visit today:   Check box one vertical   Connected with SSA during your visit today:   Check box one vertical   Connected with SSA during your visit today:   Check box one vertical   Connected with SSA during your visit today:   Check box one vertical   Connected with SSA during your visit today:   Connected with SSA durin		Radio button, one-up vertical	Y Skip Logic Gro	up Use SSA Icon
STE0123833 B Please describe the location.   limit		Text area, no char limit	N Skip Logic Gro	p OE_How Linked to SSA (library)
STE0123834 C connected with SSA during your visit today:  CAS0045243 How did you learn about applying for Retirement, Disability or Medicare online?  Official Social Security website (www.ssa.gov)  Ilimit  check box one vertical		Text area, no char limit	N Skip Logic Gro	p OE_Location of Kiosk
CAS0045243 How did you learn about applying for Retirement, Disability or Medicare online? Official Social Security website (www.ssa.gov) check box one vertical		Text area, no char	N Skip Logic Gro	IP OPS How Connected with SSA
		check box one up	Y Skip Logic Group	
Social Media (Blog, Facebook, Twitter, etc.)				
A general web search (e.g. Google, Bing, etc.)				
An online ad (Banner/Image)				
An online video				
Radio				
Television A suppose a state of the state of				
A newspaper or magazine article				
A newspaper or magazine ad				
An email from Social Security  My Social Security statement				
A Social Security employee A				

Date: 7/15/2011

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pink: Addition blue + -->: REWORDING violet (bold): SKIP-LOGIC

			SSA iClaim v3 CUSTOM QUESTIO	N LIST				
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			A relative or friend					
			A community group or association					
			A billboard or other printed ad					
			Other, please specify	В				
CAS0045244	A	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y	Skip Logic	SSA Employee Contact
			Called a local Social Security office					
			Visited a local Social Security office					
			At a Social Security sponsored event					
			Other, please specify	AA				
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact
CAS0045246		Please specify how you learned about this online application.			Text box, no char limit		Skip Logic	OPS Learn about App
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	Α	check box one up vertical	Y	Skip Logic	Prepare for App
			Reviewed the Social Security statement that was mailed to me					
			I used the Retirement Estimator or other tools on the Social Security website	В				
			I watched the instructional video	С				
			I used other information on the Social Security website to prepare	D				
			I used another resource to prepare to apply online	E				
			I did not use any resources to prepare to apply online				Mutually Exclusive	
CAS0045263	A	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Y	Skip Logic	Rate Statement
			Somewhat helpful					
			Not at all helpful					
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Y	Skip Logic	Rate RE Tools
			Somewhat helpful					
0.4.000.45005	_	Harris Indiana di	Not at all helpful		Duran davina a da et ana		Older Lands	Data Mida
CAS0045265	С	How helpful did you find the instructional video?	Very helpful Somewhat helpful		Drop down select one	Y	Skip Logic	Rate Video
			Not at all helpful					
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Y	Skip Logic	Rate Other Info on Website
		The state of the s	Somewhat helpful					
			Not at all helpful					
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N	Skip Logic	OPS Prepare for App
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Drop down select one	Y	Skip Logic	App Status
			Returned to work on a saved application	R1				
STE0123836			Yes, I was able to use the Reentry number that was provided to me		Drop down select one	Y	Skip Logic	Access Saved App

Date: 7/15/2011

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	SSA iClaim v3 CUSTOM QUESTION LIST										
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label			
			No, I was not able to use the Reentry number that was provided to me	R2							
			No, I did not have my Reentry number	R2							
STE0123837		If you were not able to access your saved application, did you create a new application?	Yes		Drop down select one	Y	Skip Logic	Create New App			
			No								
CAS0045282		Did you complete and submit your online application today?	Yes		Drop down select one	Y	Skip Logic	Complete App			
			No, I plan to complete and submit it later	Α							
			No, I do not plan to complete and submit my online application	Α							
CAS0045283	A	If you did not complete and submit your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		check box one up vertical	Y	Skip Logic	Not Complete App			
			I didn't understand what the questions meant or how to answer								
			I wanted to use the Retirement Estimator to reconsider my retirement options								
			I needed to view my Social Security Statement and/or verify that my earnings record is correct								
			My disabling condition prevents me from working with a computer for long periods								
			I had a limited amount of time/family demands that kept me from working on it for very long								
			l had technical problems, e.g.,an error message or a mistake I couldn't fix								
	-		There are too many questions								
	_		It takes too long to fill out								
	-		It's too complicated to complete without help Other, please specify	AA							
CAS0045284	AA	What is your other reason?	Onter, piease specify		Text field, no char limit	N	Skip Logic	OPS Why Not Complete today			
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Y		Time Spent			
			16 minutes - 30 minutes								
			31 minutes - 1 hour								
	1		More than 1 hour up to 2 hours								
0.4.000.4.5000			More than 2 hours		D-4:- 5 ::	,,,	Oldin I and				
CAS0045286		How did you find where to create an application for Retirement, Medicare or Disability?	Used the Online Services link on the Social Security homepage		Radio Button	Y	Skip Logic	Arrive at App			
			Followed a link from somewhere else on the Social Security website								
			Used Social Security's online search feature								
			Used a search engine (e.g., Google, Bing, etc.)								
			Followed a link from medicare.gov								
			Followed a link from another website (e.g., AARP, an attorney's website, etc.) I clicked around until I found it								
			I had bookmarked the site								
			Other, please specify	A							
			outer, piedoc specify								

Date: 7/15/2011

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SSA iClaim v3 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label		
CAS0045251	Α	Please describe how you arrived at this online claim application today.			Text field, no char limit	N	Skip Logic Group	OPS Arrive at app		
CAS0045249		How easy was it for you to find the Social Security online application?	Very easy				Skip Logic Group	Find App		
		7 11	Somewhat easy							
			Somewhat hard	Α						
			Very hard	Α						
CAS0045250	Α	Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Y	Skip Logic	Why hard to find		
			The "Apply for Benefits" was not clear to me							
			Not clear where to go to return to my previously saved application							
			It was not clear to me where the links would lead							
			I had difficulty using a link on the Social Security website							
			The information did not seem to be organized in a logical manner							
			I used the search feature but the results didn't seem to apply							
			I tried to use the FAQ's, but couldn't find the online application link							
			Other, please specify	AA						
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			N	N	Skip Logic	OPS Hard to Find		
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y	Skip Logic	Why Online		
			l learned about applying online while visiting Social Security's website (www.ssa.gov)							
			A Social Security employee recommended that I apply online							
			I can't get to my local Social Security Office	В						
			A friend or relative recommended that I apply online							
			l knew that if I had a question or problem applying online, I could still get help from Social Security							
			I did not want to go to a local Social Security office							
			I did not want to apply over the phone							
			Other, please specify	Α						
CAS0045287	Α	Disease angelf culture and the same to the same to			Text field, no char limit	N	Skip Logic Group	OPS Why Online		
STE0123838	В	Please specify why you choose to apply online:			Text field, no char limit	N	Skip Logic Group	OPS Why Local Office		
	В	What is the reason that you cannot get to your local office?			,					
STE0123839		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Y	Skip Logic Group	Do Next Y/N		
			I will return to check the status of my application							
			I will return to complete my claim							
			Browse the SSA website							
			I will call Social Security's 1-800 number							
			I will visit my local Social Security Office							
			I do not know what I will do next at this time							
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	N	OPS Group	Marital Status		

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			SSA iClaim v3 CUSTOM QUESTIO	N LIST				
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N	Special Instructions	CQ Label
			Significant Other/Partner					
			Separated					
			Divorced					
			Widowed					
			Never Married/Single					
			Prefer not to answer					
			Other, please specify	Α				
CAS0045290	Α	Other marital status			Text field, <100 char	N	OPS Group	OPS Marital Status
		What is your age?	Under 18		Radio Button One Up Vertic	Υ		Age
			18 - 29					
			30 - 39					
			40 - 49					
			50 - 59					
			60 - 69					
			70 or older					
			Prefer not to answer					
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N		OE_Improvement

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select from list)	Required	Special	CQ Label
ų.s	Logic Label	Quotien Tox	(limited to 50 characters)	Simp 10	Type (coloct nem not)	Y/N	Instructions	<b>SQ 2</b>
JL2231		What type of benefits were you applying for?	Retirement		Radio button, one up vertical	Y		Type of Benefits
			Medicare only Disability Both Retirement and Disability Spouse's Other					
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Radio button, one up vertical	Y		Applying for
		- P	Helping a Spouse/Relative/Friend					
			Professional Helping a Client					
			Other					
TE0123830		How did you connect to SSA today?	<del>Desktop</del>		Radio button, one-up verticalb	¥		How Connected with SS/
			<del>Laptop</del>					
			Smartphone					
			<del>Tablet</del>					
TE0123831		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	¥	Skip Logic Group	From Where Connected wit SSA
			In office/place of employment					
			A friend or relative's place					
			Public library	A				
			Social Security Office					
			Social Security Kiosk	В				
			Other agency					
			Other, please specify	e				
TE0123832		Did you connect through a unique Social Security icon-featured on the computer's desktop?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Use SSA Icon
			<del>No</del>	AA	Text area, no char limit			
TE0123835	AA	How did you link to the SSA website?			Text area, Tio char iiitiit	H	Skip Logic Group	OE How Linked to SSA (libration
TE0123833		Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE Location of Kiosk
TE0123834		Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS How Connected with S
AS0045243		How did you learn about applying for	Official Social Security website (www.ssa.gov)		check box one up vertical	Y	Skip Logic Group	Learn about App
			Social Media (Blog, Facebook, Twitter, etc.)					
			A general web search (e.g. Google, Bing, etc.)					
			An online ad (Banner/Image)					
			An online video					
			Radio					
			Television					
			A newspaper or magazine article					
			A newspaper or magazine ad					
			An email from Social Security					
			My Social Security statement					
			A Social Security employee	A				
			A relative or friend					

			A billboard or other printed ad					
			Other, please specify	В				
CAS0045244	Α	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Y	Skip Logic	SSA Employee Contact
		occurry comproyees.	Called a local Social Security office					
			Visited a local Social Security office					
			At a Social Security sponsored event					
			Other, please specify	AA				
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N	Skip Logic	OPS SSA Employee Contact
CAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit	N	Skip Logic	OPS Learn about App
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	Α	check box one up vertical	Y	Skip Logic	Prepare for App
			Reviewed the Social Security statement that was mailed to me					
			I used the Retirement Estimator or other tools on the Social Security website	В				
			I watched the instructional video	С				
			I used other information on the Social Security website to prepare	D				
			I used another resource to prepare to apply online	E				
			I did not use any resources to prepare to apply online				Mutually Exclusive	
CAS0045263	Α	How helpful did you find the online Social Security Statement?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Statement
			Somewhat helpful					
			Not at all helpful					
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate RE Tools
			Somewhat helpful					
			Not at all helpful					
CAS0045265	С	How helpful did you find the instructional video?			Radio button, one up vertical	Y	Skip Logic	Rate Video
			Somewhat helpful					
			Not at all helpful					
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Radio button, one up vertical	Y	Skip Logic	Rate Other Info on Website
			Somewhat helpful					
			Not at all helpful					
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N	Skip Logic	OPS Prepare for App
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Radio button, one up vertical	Y	Skip Logic	App Status
			Returned to work on a saved application	R1				
STE0123836	R1	Were you able to access your previously saved online application with your Reentry number?	Yes, I was able to use the Reentry number that was provided to me		Radio button, one up vertical	Y	Skip Logic	Access Saved App
			No, I was not able to use the Reentry number that was provided to me	R2				
			No, I did not have my Reentry number	R2				
STE0123837	R2	If you were not able to access your saved application, did you create a new application?	Yes		Radio button, one up vertical	Y	Skip Logic	Create New App
			No					
CAS0045282		Did you complete and submit your online application today?	Yes	В	Radio button, one up vertical	Y	Skip Logic	Complete App
			No, I plan to complete and submit it later	Α				
			No, I do not plan to complete and submit my online	Α				
			application					

	В	During your visit today did you look for any additional information for any of the following? (Select all that apply.)	Medicare coverage	D	check box one up vertical	Y	Skip Logic	Other Benefit Info
			Other health insurance coverage	D				
			None of the above				Mutually exclusive	
	D	Was the information clear?	Yes		Radio button, one up vertical	Υ	Skip Logic	Benefit info clear
			No	E				
			Did not find needed information					
	Е	Please describe what was not clear.			Text box, no character limit	N	Skip Logic	How improve benefit info
CAS0045283	Α	If you did not complete and submit your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		check box one up vertical	Υ	Skip Logic	Not Complete App
		application today, please tell us wify.	l didn't understand what the questions meant or how to answer					
			I wanted to use the Retirement Estimator to reconsider my retirement options					
			I needed to view my Social Security Statement and/or verify that my earnings record is correct					
			My disabling condition prevents me from working with a computer for long periods					
			I had a limited amount of time/family demands that kept me from working on it for very long					
			had technical problems, e.g.,an error message or a mistake I couldn't fix					
			There are too many questions					
			It takes too long to fill out					
			It's too complicated to complete without help					
			Other, please specify	AA				
CAS0045284	AA	What is your other reason?			Text field, no char limit	N	Skip Logic	OPS Why Not Complete today
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Υ		Time Spent
			16 minutes - 30 minutes					
			31 minutes - 1 hour					
			More than 1 hour up to 2 hours					
			More than 2 hours					
CAS0045286		How did you find where to create an application for Retirement, Medicare or Disability?	Used the Online Services link on the Social Security homepage		Radio Button	Y	Skip Logic	Arrive at App
			Followed a link from somewhere else on the Social Security website					
			Used Social Security's online search feature					
			Used a search engine (e.g., Google, Bing, etc.)					
			Followed a link from medicare.gov					
			Followed a link from another website (e.g., AARP, an attorney's website, etc.)					
			I clicked around until I found it					
			I had bookmarked the site					
CAC004E3E1	_		Other, please specify	A	Tout field, no shor light	N.	Ckin Logio Cra	ODC Arrive et en
CAS0045251	A	Please describe how you arrived at this online claim application today.			Text field, no char limit	N	Skip Logic Group	OPS Arrive at app
CAS0045249		How easy was it for you to find the Social Security online application?	Very easy				Skip Logic Group	Find App
			Somewhat easy					
			Somewhat hard	Α				
CAS0045250	Α	Discount of the state of the st	Very hard	Α	check box one up vertical	Y	Ckin Logic	Why hard to find
CA30043230	A	Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Ť	Skip Logic	vviiy naru to iinu
			The "Apply for Benefits" was not clear to me					
			Not clear where to go to return to my previously saved application					
			It was not clear to me where the links would lead					
			I had difficulty using a link on the Social Security website					

			The information did not seem to be organized in a logical					
			manner					
			I used the search feature but the results didn't seem to apply					
			I tried to use the FAQ's, but couldn't find the online application link					
			Other, please specify	AA				
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			N	N	Skip Logic	OPS Hard to Find
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y	Skip Logic	Why Online
			l learned about applying online while visiting Social Security's website (www.ssa.gov)					
			A Social Security employee recommended that I apply online					
			I can't get to my local Social Security Office	В				
			A friend or relative recommended that I apply online					
			I knew that if I had a question or problem applying online, I could still get help from Social Security					
			I did not want to go to a local Social Security office					
			I did not want to apply over the phone					
			Other, please specify	Α				
CAS0045287	Α	Please specify why you choose to apply online:			Text field, no char limit	N	Skip Logic Group	OPS Why Online
STE0123838	В	What is the reason that you cannot get to your local office?			Text field, no char limit	N	Skip Logic Group	OPS Why Local Office
STE0123839		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Y	Skip Logic Group	Do Next Y/N
			I will return to check the status of my application					
			I will return to complete my claim					
			Browse the SSA website					
			l will call Social Security's 1-800 number					
			I will visit my local Social Security Office					
			I do not know what I will do next at this time					
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	N	OPS Group	Marital Status
			Significant Other/Partner					
			Separated					
			Divorced					
			Widowed					
			Never Married/Single					
			Prefer not to answer					
			Other, please specify	A				
CAS0045290	Α	Other marital status			Text field, <100 char	N	OPS Group	OPS Marital Status
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit	N		OE_Improvement

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Date: 7/15/2011

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pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Y
			Medicare only Disability Both Retirement and Disability			
			Spouse's Other	-		
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Y
			Helping a Spouse/Relative/Friend			
			Professional Helping a Client			
14.00076262		Please tell us how and from where you	Other  Desktop computer/laptop from my home		Radio button, one-up	V
JAC0076363		connected with SSA during your visit today?	Desktop computer/laptop from a friend or relative's home	_	vertical	¥
			Desktop computer/laptop from my place of employment Public computer workstation in a library	<b>A</b>		
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)			
			Public computer workstation made available at my local Social Security office			
			SSA Express kiosk located in a public space or governmental office	<del>B</del>		
			Other (please specify)	e		
JAC0076364		Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	¥
	''		<del>No</del>	AA		·
JAC0076365	AA	How did you link to the SSA website?			<del>Text area, no char</del> <del>limit</del>	N
JAC0076366	В	Please describe the location.			<del>Text area, no char</del> <del>limit</del>	N

MID: xZAAEQw81glo1Vo4Noc1Rw4C

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
JAC0076367	e	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	N
		How did you connect to SSA today?	Desktop		Radio button, one-up verticalb	Υ
			Laptop Smart Phone			
			Tablet			
		From where did you connect to SSA today?	At home		Radio button, one-up verticalb	Υ
			In office / place of employment A friend or relative's place			
			Public library Social Security Office	A		
			Social Security Kiosk	В		
			Other agency Other, please specify	С		
	А	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Y
			No	AA		
	AA	How did you link to the SSA website?			Text area, no char limit	N
	В	Please describe the location.			Text area, no char limit	N
	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N
CAS0045243		How did you learn about applying for Retirement, Disability or Medicare online? this online application? (Select all that apply.)	Official Social Security website (www.ssa.gov)		check box one up vertical	Y
		(2000)	Social Media (Blog, Facebook, Twitter, etc.)			
			A general web search (e.g. Google, Bing, etc.)			
			An online ad (Banner/Image)			
			An online video  The radio Radio			
			The television Television			

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			A newspaper or magazine article			
			A newspaper or magazine ad			
			An email from Social Security			
			My Social Security statement			
			A Social Security employee	Α		
			Friend, spouse, relative, neighbor or acquaintance A relative or friend			
			A community group or association			
			A billboard or other printed ad			
			Other, please specify	В		
CAS0045244	Α	How did you make contact with a Social Security employee?	Called the national 800 number		check box one up vertical	Υ
			Called a local Social Security office			
			Visited a local Social Security office			
			At a Social Security sponsored event			
			Other, please specify	AA		
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit	N
CAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit	N
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	Α	check box one up vertical	Υ
			Reviewed the Social Security statement that was mailed to me			
			I used the Retirement Estimator or other tools on the Social Security website	В		
			I watched the instructional video	С		
			I used other information on the Social Security website to prepare	D		
			I used another resource to prepare to apply online	E		
			I did not use any resources to prepare to apply online			
CAS0045263	Α	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Υ
			Somewhat helpful			
			Not at all helpful			

MID: xZAAEQw81glo1Vo4Noc1Rw4C

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pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
CAS0045264		How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045266		How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Y
			Somewhat helpful			
			Not at all helpful			
CAS0045267		Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit	N
CAS0045247		Did you start a new online application today or did you return to a previously saved application?	Started a new application		Drop down select one	Y
			Returned to work on a saved application	R1		
	R1	Were you able to access your previously saved online application with your Reentry number?	Yes, I was able to use the Reentry number that was provided to me		Drop down select one	Y
			No, I was not able to use the Reentry number that was provided to me	R2		
			No, I did not have my Reentry number	R2		
	R2	If you were not able to access your saved application, did you create a new application?	Yes		Drop down select one	Y
			No			
CAS0045282		Did you complete and submit this your online application today?	Yes		Drop down select one	Y
			No, I plan to complete and submit it later	Α		
			No, I do not plan to complete and submit the my online application	Α		
CAS0045283		If you did not complete and submit this your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates		check box one up vertical	Y

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip	Question Text	Answer Choices	Skip To	Type (select from list)	Required
•	Logic		(limited to 50 characters)	•	, ,	Ý/N
	Label					
			I didn't understand what the questions meant or how to			
			<u>answer</u>			
			I wanted to use the Retirement Estimator to reconsider my retirement options			
			I needed to view my Social Security Statement and/or verify that my earnings record is correct			
			My disabling condition prevents me from working with a			
			computer for long periods			
			I had a limited amount of time/family demands that kept me from working on it for very long			
			I had technical problems, e.g., like an error message or a mistake I couldn't fix			
			There are too many questions			
			It takes too long to fill out			
			It's too complicated to use complete without help			
			Other, please specify	AA		
CAS0045284	AA	Please tell us why you did not complete and submit this application today. What is your other reason?			Text field, no char limit	N
CAS0045248		So far, how long have you worked on this online application?	Lip to 15 minutes		Drop down select one	Y
	-	ornine application:	Up to 15 minutes 16 minutes - 30 minutes			
			31 minutes - 1 hour			
			More than 1 hour up to 2 hours			
			More than 2 hours			
CAS0045286		How did you arrive at this online application	More than 2 hours		Radio Button	Υ
071000 10200		today? How did you find where to create an			radio Batton	<u>-</u>
		application for Retirement, Medicare or	Used the Online Services link on the Social Security			
		Disability?	homepage			
			Followed a link from somewhere else on the Social Security website			
			Used the search feature on the Social Security website Used Social Security's online search feature			
			Used an outside search engine (i.e. Google, Bing, yahooete.) Used a search engine (e.g., Google, Bing, etc.)			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			Collayed a link from madianta gay			
			Followed a link from medicare.gov Followed a link from another website (e.g., AARP, an			
			attorney's website, etc.)			
			I clicked around until I found it			
			Site was bookmarked I had bookmarked the site			
			Other, please specify	<u>A</u>		
CAS0045251		Please describe how you arrived at this online claim application today			Text field, no char limit	N
CAS0045249		How easy was it for you to find this the Social Security online application?	Very easy			
			Somewhat easy			
			Somewhat hard	Α		
			Very hard	Α		
CAS0045250	A	Please tell us why it was hard to find locate the enline claim application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Y
			The "Apply for Benefits" was not clear to me			
			Not clear where to go to return to a previously saved application—Not clear where to go to return to my previously saved application			
			It was not clear to me where the links would lead			
			I had difficulty using a link on the Social Security website			
			The information did not seem to be organized in a logical manner			
			I used the search feature but the results didn't seem to apply.			
			I tried to use the FAQ's, but couldn't find the online application link			
			Other reason (please describe) Other, please specify	AA		
CAS0045285	AA	Please explain the reason why it was hard for you to find the online claim application.			N	N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible		check box one up vertical	Y
			I learned about applying online while visiting Social Security's website (www.ssa.gov)			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select from list)	Required Y/N
			A Social Security employee recommended that I apply online			
			I can't get to my local Social Security Office	В		
			A friend or relative recommended that I apply online			
			I knew that if I had a question or problem applying online, I could still get help from Social Security			
			l am filing on behalf of another person			
			I did not want to go to a local Social Security office			
			I did not want to apply over the phone			
			Other, please specify	Α		
CAS0045287	Α	Please specify why you choose to apply online:			Text field, no char limit	N
	В	What is the reason that you cannot get to your local office?			Text field, no char limit	N
		After your visit today, what do you plan to do next?	Nothing, I submitted my claim		Radio button, one-up vertical	Υ
			I will return to check the status of my application			
			I will return to complete my claim			
			Browse the SSA website			
			l will call Social Security's 1-800 number			
			I will visit my local Social Security Office			
			I do not know what I will do next at this time			
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	N
			Significant Other/Partner			
			Separated			
			Divorced			
			Widowed			
			Never married			
			Never Married/Single			
			Prefer not to answer	^		
CAS0045290	_	Other marital status	Other, please specify	A	Text field, <100 char	N.I
CAS0045290 CAS0045291	Α				Text field, <100 char limit	N N
CA30045291		Do you have any suggestions for improving Social Security's online application.			rext lielu, no char ilmit	IN

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
			Other				
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	Δ			
			Community Group or Association				
			Other, please specify	R			
ENCAS0045244	A		Visited a local Social Security office	В	check box one up vertical	Multi	Y
		How did you make contact with a Social Security employee?	Called a lead Casial Casswitz office				
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	А	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
ENCAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	Α			
ENCAS0045283	A	If you did not complete and submit this online application today please tell us why.	Too many questions		check box one up vertical	Multi	Y

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr	Single or	Required
•	Logic Label	•	(limited to 50 characters)	·		Multi	Ý/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			I needed to view my Social Security Statement and/or verify that my earnings record is correct				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Υ
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
ENCAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other reason (please describe)	AA			
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)			check box one up vertical	Multi	Y
			I did not want to go to a local Social Security office				
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	А			
ENCAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
ENCAS0045290	А	Other marital status			Text field, <100 char		N
ENSTE0059662		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y
			No	Α			
ENSTE0061423	A	What is the <u>main reason</u> you have not registered for a <i>my</i> Social Security account?	I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Y
			I just learned what a <i>my</i> Social Security account is and plan to register.				
			I just learned what a <i>my</i> Social Security account is, but have not yet decided when or if I will register.				
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.				
			I am currently in the process of registering for a <i>my</i> Social Security account.				
			I do not want a <i>my</i> Social Security account.				
			Other (please specify):	AA			
ENSTE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's Other				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home		Radio button, one-up vertical	Single	Y
		Son during your visit today:	Desktop computer/laptop from a friend or relative's home	_		Sirigic	,
			Desktop computer/laptop from my place of employment				
			Public computer workstation in a library	Α			
			Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)				
			Public computer workstation made available at my local Social Security office				
			SSA Express kiosk located in a public space or governmental office	В			
			Other (please specify)	С			
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes		Radio button, one-up vertical	Single	Y
			No	AA			
	AA How did you link to the SSA website?			Text area, no char limit	Open	N	
	В	Please describe the location.			Text area, no char limit	Open	N
	С	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	Α			
			Community Group or Association				
			Other, please specify	В			
CAS0045244	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N
CAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit		N
CAS0045262			Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	Е			

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QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label						
			I did not use any resources to prepare to apply online				
CAS0045263	Α	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
		otatement:	Somewhat helpful		Sciect one		
			Not at all helpful				
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	Α			
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			I needed to view my Social Security Statement and/or verify that my earnings record is correct				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Υ
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
CAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	Α			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	Α			
CAS0045287	A	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	Α			
CAS0045290	А	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a my Social Security account?	Yes		Radio button, one-up vertical	Single	¥
			No	A			
STE0061423	A	What is the main reason you have not registered for a my Social Security account?	l-am unaware of what a my Social Security account is.		Radio button, one-up vertical	Single	¥
			I just learned what a <i>my</i> Social Security account is and plan to register.				
			l just learned what a <i>my</i> -Social Security account is, but have not yet decided when or if I will register.				
			I-tried to register for a <i>my</i> -Social Security account, but was unsuccessful.				
			l am currently in the process of registering for a my Social Security account.				
			l do not want a my Social Security account.				
			Other (please specify):	AA			
TE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación		Dropdown (Select-one)	Single	Y
			Solo Medicare		(20000)		
			Por incapacidad				
			Tanto Jubilación y Discapacidad				
			Coomo cónyuge				
			Otro				
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo		Dropdown (Select-one)	Single	Y
			Cómo ayudar a un cónyuge / pariente / amigo				
			Profesional Ayudar a un cliente				
			Otro				
		Por favor, cómo y de decirle donde conectó con la SSA durante su visita de hoy?	Computadora de escritorio / laptop de mi casa		Radio button, one-up vertical	Single	Y
		,	Ordenador / portátil de un amigo o en el hogar de un pariente de escritorio			- <b>3</b> -	
			Computadora de escritorio / laptop de mi lugar de trabajo				
			Estación de trabajo público en una biblioteca	Α			
			Estación de trabajo público de alguna otra agencia / organización social (por ejemplo, los servicios sociales, Administración de Vehículos Automotores, la agencia de vivienda, hospital, etc.)				
			Estación de trabajo Equipo público disponible en mi oficina local del Seguro Social				
			SSA expreso kiosco ubicado en un espacio público u oficina gubernamental	В			
			Otros (especificar)	С			
	A	¿Ha conectado a través de un icono único de la Seguridad Social aparece en el escritorio del A ordenador?	Sí		Radio button, one-up vertical	Single	Y
	. Ordentator.	No	AA		, and the second		
	AA	¿Cómo usted se conecta a la página web de la SSA?			Text area, no char limit	Open	N
	В	Por favor, describa la ubicación.			Text area, no char limit	Open	N
		Por favor, cómo y de decirle donde conectó con la SSA durante su visita de hoy?			Text area, no char limit	Open	N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social		check box one up vertical	Multi	Y
			Una búsqueda web general (por ejemplo, Google, Bing, etc)				
			La radio				
			La televisión				
			Un correo electrónico de la Seguridad Social				
			Un periódico o la revista				
			Un anuncio en línea (Banner / Imagen)				
			Un video en línea				
			Un periódico o una revista de anuncios				
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
			Empleado del Seguro Social	Α			
			Grupo de la comunidad o de la Asociación				
			Otro, especificar	В			
SPCAS0045244	А	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar	AA			
SPCAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
SPCAS0045246	В	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	А	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	В			
			Vi el video de instrucciones	С			
			Usé otra información en la página web de la Seguridad Social para preparar	D			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Utilicé otro recurso que se preparen para aplicar en línea	Е			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	А	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	В	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	С	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267	Е	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y
			No, tengo la intención de completar y enviar más tarde	А			
			No, no tengo planes para completar y enviar la solicitud en línea	А			
SPCAS0045283	А	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Que quería utilizar el estimador de jubilación reconsiderar mis opciones				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Que tenía que ver mi Declaración del Seguro Social y / o comprobar que mi registro de ganancias es el correcto				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284		Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				
			Más de 1 hora hasta 2 horas				-
			Más de 2 horas				
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	Α			
			Muy difícil	Α			
SPCAS0045250		Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	Α			
SPCAS0045251	А	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)	Yo no quería ir a una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplico en línea				
			Un amigo o familiar recomendaron que aplico en línea				
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				
			Estoy presentando en nombre de otra persona				
			Otro, especificar	А			
SPCAS0045287	А	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?			Radio button, one-up vertical	Single	N

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QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label		,				
			apartado				
			divorciado				
			viudo				
		`	Nunca se ha casado				
			Prefiero no responder				
			Otro, especificar	Α			
SPCAS0045290	Α	Otro estado civil			Text field, <100 char		N
SPSTE0059662					Radio button, one-up vertical	Single	¥
		¿Ya se registró para una cuenta de mi Seguro Social?	<del>Sí</del>				
			<del>No</del>	A			
SPSTE0061423	A	¿Cuál es la razón principal por la que no se haya registrado para una cuenta de mi Seguro Social?	No tengo conocimiento de lo que una cuenta de mi Seguro Social es:		Radio button, one-up vertical	Single	¥
			Acabo de enterarme de lo que una cuenta de mi Seguro Social es y planea registrarse. Acabo de enterarme de lo que es un mi cuenta de la				
			Acabo de enterarme de lo que es un mi cuenta de la Seguridad Social está, pero todavía no han decidido cuándo o si voy a registrar				
			Traté de registrar una cuenta de mi Seguro Social, pero no tuvo éxito.				
			Actualmente estoy en el proceso de registrarse para una cuenta de mi Seguro-Social.				
			Yo no quiero una cuenta de mi Seguro Social.				
			Otro (especificar):	AA			
SPSTE0061395	AA	Por favor, díganos-por qué usted no está registrado-para obtener una cuenta de mi Seguridad Social.			Text field, no char limit	Single	N
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Υ
			Medicare only Disability				
			Both Retirement and Disability Spouse's Other				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Other Official Social Security website		check box one up vertical	Multi	Y
		TTP 7	A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	В			
CAS0045244	А	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
		The second secon	Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.	The state of the s		Text box, no char limit		N

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OID.	OI :	Constitut Tool	Augusta Oliveiros	01: T	<b>T</b> (a) ( f	0:1	D
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	В				Text box, no char limit		N
		Please specify how you learned about this online application.		<u> </u>	51.50		
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
CAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	Α			

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QID	Skip	Ouestion Text	Answer Choices	Skip To	Type (select fr	Single or	Required
QID	Logic Label	Question Text	(limited to 50 characters)	Skip 10	Type (Select II	Multi	Y/N
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			I needed to view my Social Security Statement and/or verify that my earnings record is correct				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
CAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	Α			
CAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
	+	-	Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
CAS0045290	А	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y
		inate year registered for a my coolar coolarly accounts	No	Α			
STE0061423	А	What is the <u>main reason</u> you have not registered for a my Social Security account?	I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Y
			I just learned what a <i>my</i> Social Security account is and plan to register.				
			I just learned what a <i>my</i> Social Security account is, but have not yet decided when or if I will register.				
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.				
			I am currently in the process of registering for a <i>my</i> Social Security account.				
			I do not want a <i>my</i> Social Security account.				
OTF000400F			Other (please specify):	AA	To defend to	O'mala	
STE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Υ
			Medicare only Disability				
			Both Retirement and Disability Spouse's Other				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Other Official Social Security website		check box one up vertical	Multi	Y
		TTP 7	A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	В			
CAS0045244	А	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
		The second secon	Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.	The state of the s		Text box, no char limit		N

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

OID.	OI :	Constitut Tool	Augusta Oliveiros	01: T	<b>T</b> (a) ( f	0:1	D
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	В				Text box, no char limit		N
		Please specify how you learned about this online application.		<u> </u>	51.50		
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
CAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	А			

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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violet (bold): SKIP-LOGIC

QID	Skip	Ouestion Text	Answer Choices	Skip To	Type (select fr	Single or	Required
QID	Logic Label	Question Text	(limited to 50 characters)	Skip 10	Type (Select II	Multi	Y/N
CAS0045283	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			I needed to view my Social Security Statement and/or verify that my earnings record is correct				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
CAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				

**Model Instance Name:** SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				

Model Instance Name: SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	Α			
CAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
		-	Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
CAS0045290	А	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y
			No	Α			
STE0061423	A	What is the <u>main reason</u> you have not registered for a my Social Security account?	I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Y
			I just learned what a <i>my</i> Social Security account is and plan to register.				
			I just learned what a <i>my</i> Social Security account is, but have not yet decided when or if I will register.				
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.				
			I am currently trying in the process of registering for a my Social Security account.				
			I do not want a <i>my</i> Social Security account.				
CTE006420E		Disease tell us ubu you have not remistered for a	Other (please specify):	AA	Tout field in	Cincila	N.I
STE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C Date: 7/15/2011 red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
			Other				
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	Δ			
			Community Group or Association				
			Other, please specify	R			
ENCAS0045244	A		Visited a local Social Security office	В	check box one up vertical	Multi	Y
		How did you make contact with a Social Security employee?	Called a lead Casial Casswitz office				
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

SSA iClaim v3

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	А	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
ENCAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	Α			
ENCAS0045283	A	If you did not complete and submit this online application today please tell us why.	Too many questions		check box one up vertical	Multi	Y

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C Date: 7/15/2011 red & strike-through: DELETE
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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr	Single or	Required
•	Logic Label	•	(limited to 50 characters)	·		Multi	Ý/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			I needed to view my Social Security Statement and/or verify that my earnings record is correct				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Υ
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
ENCAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C Date: 7/15/2011 red & strike-through: DELETE

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other reason (please describe)	AA			
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)			check box one up vertical	Multi	Y
			I did not want to go to a local Social Security office				
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	А			
ENCAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C Date: 7/15/2011 red & strike-through: DELETE underlined & italicized: RE-ORDER

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr	Single or	Required
ДID	Logic Label	Question rext	(limited to 50 characters)	Skip 10	Type (select ii	Multi	Y/N
ENCAS0045289		What is your current marital status?			Radio button,	Single	N
			Married		one-up vertical		
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
ENCAS0045290	А	Other marital status			Text field, <100 char		N
ENSTE0059662		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y
		Trave you registered for a my Social Security account:	No No	Α			
ENSTE0061423	А	What is the <u>main reason</u> you have not registered for a my Social Security account?	I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Y
			I just learned what a <i>my</i> Social Security account is and plan to register.				
			I just learned what a <i>my</i> Social Security account is, but have not yet decided when or if I will register.				
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.				
			I am currently trying in the process of registering for a my Social Security account.				
			I do not want a <i>my</i> Social Security account.				
			Other (please specify):	AA			
ENSTE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Multi	Required Y/N
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación		Dropdown (Select-one)	Single	Y
			Solo Medicare				
			Por incapacidad				
			Tanto Jubilación y Discapacidad				
			Coomo cónyuge				
			Otro				
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo		Dropdown (Select-one)	Single	Y
			Cómo ayudar a un cónyuge / pariente / amigo				
			Profesional Ayudar a un cliente				
			Otro				
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social		check box one up vertical	Multi	Y
			Una búsqueda web general (por ejemplo, Google, Bing, etc)				
			La radio				
			La televisión				
			Un correo electrónico de la Seguridad Social				
			Un periódico o la revista				
			Un anuncio en línea (Banner / Imagen)				
			Un video en línea				
			Un periódico o una revista de anuncios				
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
			Empleado del Seguro Social	A			
			Grupo de la comunidad o de la Asociación				
			Otro, especificar	В			
SPCAS0045244	А	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
		Coolar.	Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar	AA			
SPCAS0045245	AA		One, especifical	^~	Text box, no		N
C. C. (00040240	, , ,	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			char limit		

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045246	В	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	А	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	В			
			Vi el video de instrucciones	С			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	А	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	В	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	С	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y
			No, tengo la intención de completar y enviar más tarde	А			
			No, no tengo planes para completar y enviar la solicitud en línea	Α			

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045283	А	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Que quería utilizar el estimador de jubilación reconsiderar mis opciones				
			Que tenía que ver mi Declaración del Seguro Social y / o comprobar que mi registro de ganancias es el correcto				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				
			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	Α			
			Muy difícil	Α			
SPCAS0045250	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label		, ,				
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	Α			
SPCAS0045251	А	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas			check box one	Multi	Υ
		las que apliquen.)			up vertical		
			Yo no quería ir a una oficina local del Seguro Social				
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplico en línea				
			Un amigo o familiar recomendaron que aplico en línea				
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				

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Date: 7/15/2011

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blue + -->: REWORDING violet (bold): SKIP-LOGIC

QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label						
			Estoy presentando en nombre de otra persona				
			Otro, especificar	Α			
SPCAS0045287	A	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?	casado		Radio button, one-up vertical	Single	N
			apartado				
			divorciado				
			viudo				
			Nunca se ha casado				
			Prefiero no responder				
			Otro, especificar	Α			
SPCAS0045290	А	Otro estado civil	,		Text field, <100 char		N
SPSTE0059662		¿Ya se registró para una cuenta de mi Seguro Social?	Sí		Radio button, one-up vertical	Single	Y
		<u> </u>	No	Α			
SPSTE0061423		¿Cuál es la razón principal por la que no se haya registrado para una cuenta de mi Seguro Social?	No tengo conocimiento de lo que una cuenta de mi Seguro Social es.		Radio button, one-up vertical	Single	Y
			Acabo de enterarme de lo que una cuenta de mi Seguro Social es y planea registrarse.				
			Acabo de enterarme de lo que es un mi cuenta de la Seguridad Social está, pero todavía no han decidido cuándo o si voy a registrar.				
			Traté de registrar una cuenta de mi Seguro Social, pero no tuvo éxito.				
			Actualmente estoy <del>tratando de registrar</del> en el proceso de registrarse para una cuenta de mi Seguro Social.				
			Yo no quiero una cuenta de mi Seguro Social.				
000750004065			Otro (especificar):	AA	T . C . I .	0: 1	
SPSTE0061395	AA	Por favor, díganos por qué usted no está registrado para obtener una cuenta de mi Seguridad Social.			Text field, no char limit	Single	N
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Υ
			Medicare only Disability				
			Both Retirement and Disability Spouse's Other				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Other Official Social Security website		check box one up vertical	Multi	Y
		TTP 7	A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	В			
CAS0045244	А	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
		The second secon	Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.	The state of the s		Text box, no char limit		N

SSA iClaim v3

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Date: 7/15/2011

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violet (bold): SKIP-LOGIC

OID.	OI :	Constitut Tool	Augusta Oliveiros	01: T	<b>T</b> (a) ( f	0:1	D
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	В				Text box, no char limit		N
		Please specify how you learned about this online application.		<u> </u>	51.50		
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
CAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	А			

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr		Required
	Logic Label		(limited to 50 characters)			Multi	Y/N
CAS0045283	А	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			I wanted to use the Retirement Estimator to reconsider my retirement options				
			I needed to view my Social Security Statement and/or verify that my earnings record is correct				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
CAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				

**Model Instance Name:** SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				

SSA iClaim v3

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violet (bold): SKIP-LOGIC

QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label		(illinea to so characters)			Wata	1//
			Other, please specify	А			
CAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N
CAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
CAS0045290	A	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y
		Thave you registered for a my coolar security account.	No	Α			
STE0061423	A	What is the <u>main reason</u> you have not registered for a my Social Security account?	I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Y
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.				
			I am currently trying to register for a <i>my</i> Social Security account.				
			I do not want a <i>my</i> Social Security account.				
			Other (please specify):	AA			
STE0061395	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Υ
			Medicare only Disability				
			Both Retirement and Disability Spouse's Other				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Other Official Social Security website		check box one up vertical	Multi	Y
		TTP 7	A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	В			
CAS0045244	А	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
		The second secon	Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.	The state of the s		Text box, no char limit		N

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

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OID.	OI :	Constitut Tool	Augusta Oliveiros	01: T	<b>T</b> (a) ( f	0:1	D
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	В				Text box, no char limit		N
		Please specify how you learned about this online application.		<u> </u>	51.50		
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
CAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	А			

SSA iClaim v3

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violet (bold): SKIP-LOGIC

QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr		Required
	Logic Label		(limited to 50 characters)			Multi	Y/N
CAS0045283	А	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
CAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				

SSA iClaim v3

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Labor		Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.	Care reason (prease accombo)	700	N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	А			
CAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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	,						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045289		What is your current marital status?			Radio button, one-up vertical	Single	N
			Married				
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
CAS0045290	А	Other marital status			Text field, <100 char		N
STE0059662		Have you registered for a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y
			No	Α			
	Α	What is the <u>main reason</u> you have not registered for a my Social Security account?	I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Υ
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.				
			l am currently trying to register for a <i>my</i> Social Security account.				
			I do not want a <i>my</i> Social Security account.				
			Other (please specify):	AA			
	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C Date: 7/15/2011 red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
			Other				
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	Δ			
			Community Group or Association				
			Other, please specify	R			
ENCAS0045244	A		Visited a local Social Security office	В	check box one up vertical	Multi	Y
		How did you make contact with a Social Security employee?	Called a lead Casial Casswitz office				
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C Date: 7/15/2011 red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	А	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
ENCAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	Α			
ENCAS0045283	A	If you did not complete and submit this online application today please tell us why.	Too many questions		check box one up vertical	Multi	Y

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
ENCAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Υ
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N

SSA iClaim v3

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	Α			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	А			
ENCAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N
ENCAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				

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			,				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
ENCAS0045290	A	Other marital status			Text field, <100 char		N
ENSTE0059662					Radio button, one-up vertical	Single	Y
		Have you registered for a <i>my</i> Social Security account?	Yes				
			No	Α			
	A	What is the <u>main reason</u> you have not registered for a my Social Security account?	I am unaware of what a <i>my</i> Social Security account is.		Radio button, one-up vertical	Single	Y
			I tried to register for a <i>my</i> Social Security account, but was unsuccessful.				
			l am currently trying to register for a <i>my</i> Social Security account.				
			I do not want a <i>my</i> Social Security account.				
			Other (please specify):	AA			
	AA	Please tell us why you have not registered for a <i>my</i> Social Security account.			Text field, no char limit	Single	N
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación		Dropdown (Select-one)	Single	Y
			Solo Medicare		(		
			Por incapacidad				
			Tanto Jubilación y Discapacidad				
			Coomo cónyuge				
			Otro				
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo		Dropdown (Select-one)	Single	Y
			Cómo ayudar a un cónyuge / pariente / amigo				
			Profesional Ayudar a un cliente				
			Otro				
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social		check box one up vertical	Multi	Y
			Una búsqueda web general (por ejemplo, Google, Bing, etc)				
			La radio				
			La televisión				
			Un correo electrónico de la Seguridad Social				
			Un periódico o la revista				
			Un anuncio en línea (Banner / Imagen)				
			Un video en línea				
			Un periódico o una revista de anuncios				
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
			Empleado del Seguro Social	A			
			Grupo de la comunidad o de la Asociación				
			Otro, especificar	В			
SPCAS0045244	A	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar	AA			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
SPCAS0045246	В	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	Α	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	В			
			Vi el video de instrucciones	С			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	А	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	В	¿Qué tan útil encontraste las herramientas estimador en el sitio web?			Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	С	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266		¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267		Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			No, tengo la intención de completar y enviar más tarde	А			
			No, no tengo planes para completar y enviar la solicitud en línea	Α			
SPCAS0045283	A	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				
			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	Α			
			Muy difícil	Α			
SPCAS0045250	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	Α			
SPCAS0045251	А	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)	Yo no quería ir a una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea				
			posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplico en línea				
			Un amigo o familiar recomendaron que aplico en línea				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				
			Estoy presentando en nombre de otra persona				
			Otro, especificar	А			
SPCAS0045287	А	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?	casado		Radio button, one-up vertical	Single	N
			apartado				
			divorciado				
			viudo				
			Nunca se ha casado				
			Prefiero no responder				
			Otro, especificar	Α			
SPCAS0045290	А	Otro estado civil			Text field, <100 char		N
ENSTE0059662		¿Ya se registró para una cuenta de mi Seguro Social?	Sí		Radio button, one-up vertical	Single	Y
			No	Α			
	Α	¿Cuál es la razón principal por la que no se haya registrado para una cuenta de mi Seguro Social?	No tengo conocimiento de lo que una cuenta de mi Seguro Social es.		Radio button, one-up vertical	Single	Υ
			Traté de registrar una cuenta de mi Seguro Social, pero no tuvo éxito.				
			Actualmente estoy tratando de registrar una cuenta de mi Seguro Social.				
			Yo no quiero una cuenta de mi Seguro Social.	0.0			
	AA	Por favor, díganos por qué usted no está registrado para	Otro (especificar):	AA	Text field, no	Single	N
	AA	obtener una cuenta de mi Seguridad Social.			char limit	Sirigie	IN
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only Disability Both Retirement and Disability				
			Spouse's Other				
CAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
CAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			Other, please specify	В			
CAS0045244	А	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
		i low and you make contact with a Social Security employee?	Called a local Social Security office				
			Called the national 800 number				
				ΔΔ			
CAS0045245	AA	Please describe how you made contact with a Social Security employee.	Other, please specify	AA	Text box, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045246	В				Text box, no char limit		N
		Please specify how you learned about this online application.		<u> </u>	51.00		
CAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
CAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
CAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
CAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
CAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	А			

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr		Required
	Logic Label		(limited to 50 characters)			Multi	Y/N
CAS0045283	А	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
CAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
CAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
CAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
CAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other reason (please describe)	AA			
CAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N
CAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
CAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
CAS0045252		Why did you choose to apply online? (Select all that apply.)			check box one up vertical	Multi	Y
			I did not want to go to a local Social Security office				
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	А			
CAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N

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MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
CAS0045289		What is your current marital status?			Radio button, one-up vertical	Single	N
			Married				
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
CAS0045290	А	Other marital status			Text field, <100 char		N
		Do you presently have an active my Social Security account established?	Yes		Radio button, one-up vertical	Single	Y
			No				
CAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C Date: 7/15/2011 red & strike-through: DELETE

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2231		What type of benefits were you applying for?	Retirement		Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability				
			Both Retirement and Disability				
			Spouse's				
			Other				
ENCAS0045242		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
ENCAS0045243		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	A			
			Community Group or Association				
			, ' '	D			
ENCAS0045244	A		Other, please specify	В	check box one	Multi	Y
ENCA30043244		How did you make contact with a Social Security employee?	Visited a local Social Security office		up vertical	Multi	Ť
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
ENCAS0045245	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045246	В	Please specify how you learned about this online application.			Text box, no char limit		N
ENCAS0045262		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	А	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
ENCAS0045263	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				
ENCAS0045264	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045265	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045266	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
ENCAS0045267	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
ENCAS0045247		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Y
			Returned to work on a saved application				
ENCAS0045282		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Υ
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	Α			
ENCAS0045283	A	If you did not complete and submit this online application today please tell us why.	Too many questions		check box one up vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
ENCAS0045284	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
ENCAS0045248		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
			More than 2 hours				
ENCAS0045249		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
ENCAS0045250	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Υ
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
ENCAS0045285	AA	Please explain the reason why it was hard for you to find the online application.			N		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENCAS0045286		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	А			
ENCAS0045251	A	Please describe how you arrived at this online application today			Text field, no char limit		N
ENCAS0045252		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Security office		check box one up vertical	Multi	Y
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	А			
ENCAS0045287	А	Please specify why you choose to apply online			Text field, no char limit		N
ENCAS0045289		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
ENCAS0045290	A	Other marital status			Text field, <100 char		N
		Do you presently have an active <i>my</i> Social Security account established?	Yes		Radio button, one-up vertical	Single	Y
			No				
ENCAS0045291		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación		Dropdown (Select-one)	Single	Y
			Solo Medicare	-	(00,000,0110)		
			Por incapacidad				
			Tanto Jubilación y Discapacidad				
			Coomo cónyuge	1			
			Otro				
SPCAS0045242		¿Es esta solicitud en línea para sí mismo o estás ayudando a alguien más?	Yo mismo		Dropdown (Select-one)	Single	Y
			Cómo ayudar a un cónyuge / pariente / amigo				
			Profesional Ayudar a un cliente				
			Otro				
SPCAS0045243		¿Cómo se enteró acerca de esta solicitud en línea? (Seleccione todas las que apliquen.)	Sitio web oficial de la Seguridad Social		check box one up vertical	Multi	Y
			Una búsqueda web general (por ejemplo, Google, Bing, etc)				
			La radio				
			La televisión				
			Un correo electrónico de la Seguridad Social				
			Un periódico o la revista				
			Un anuncio en línea (Banner / Imagen)				
			Un video en línea				
			Un periódico o una revista de anuncios				
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
			Empleado del Seguro Social	Α			
			Grupo de la comunidad o de la Asociación				
			Otro, especificar	В			
SPCAS0045244	A	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar	AA			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SPCAS0045245	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
SPCAS0045246	В	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
SPCAS0045262		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	А	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	В			
			Vi el video de instrucciones	С			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	E			
			No hice uso de los recursos para prepararse para aplicar en línea				
SPCAS0045263	А	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045264	В	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045265	С	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045266	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
SPCAS0045267	E	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
SPCAS0045247		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
SPCAS0045282		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			No, tengo la intención de completar y enviar más tarde	А			
			No, no tengo planes para completar y enviar la solicitud en línea	Α			
SPCAS0045283	А	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
SPCAS0045284	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
SPCAS0045248		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				
			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
SPCAS0045249		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	Α			
			Muy difícil	Α			
SPCAS0045250	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr	Single or	Required
	Logic Label	•	(limited to 50 characters)		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Multi	Y/N
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
SPCAS0045285	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
SPCAS0045286		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	Α			
SPCAS0045251	А	Por favor describa cómo llegó a esta solicitud en línea hoy			Text field, no char limit		N
SPCAS0045252		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)			check box one up vertical	Multi	Y
			Yo no quería ir a una oficina local del Seguro Social				
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplico en línea				
			Un amigo o familiar recomendaron que aplico en línea				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				
			Estoy presentando en nombre de otra persona				
			Otro, especificar	А			
SPCAS0045287	А	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
SPCAS0045289		¿Cuál es su estado civil actual?	casado apartado		Radio button, one-up vertical	Single	N
			divorciado				
			viudo				
		`	Nunca se ha casado				
			Prefiero no responder				
			Otro, especificar	Α			
SPCAS0045290	А	Otro estado civil			Text field, <100 char		N
		¿Tiene actualmente una cuenta activa de <i>my</i> Social Security establecido?	Sí		Radio button, one-up vertical	Single	Y
00010001505			No				
SPCAS0045291		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2230		Please rate your impression of the level of security in completing tasks on this application.	<del>1 = Poor</del>		Radio Button Scale Has Don't Know	Single	¥
			2				
			4				
			5				
			6	_			
			<u>+</u>	_			
			9				
			10 = Excellent				
			<del>Don't know</del>				
BJL2231		What type of benefits were you applying for?	Retirement	M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
			Medicare only				
			Disability	M, Q, R, X, Y, Z, U, E, G, W			
			Both Retirement and Disability				
			Spouse's	M, Q, R, X, Y, Z, U, E, W			
			Other	M, Q, R, X, Y, Z, U, E, W			
			I am not applying today				
		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				

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#### SSA iClaim v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	Α			
			Community Group or Association				
			Other, please specify	В			
	А	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N
	В	Please specify how you learned about this online application.			Text box, no char limit		N
		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	A	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	E			
			I did not use any resources to prepare to apply online				
	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				
	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Υ

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Somewhat helpful				
			Not at all helpful				
	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Y
			Somewhat helpful				
			Not at all helpful				
	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Υ
			Returned to work on a saved application				
		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	Α			
			No, I do not plan to complete and submit the online application	Α			
	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				
			More than 1 hour up to 2 hours				
<del></del>			More than 2 hours				

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
	AA	Please explain the reason why it was hard for you to find the online application.			N		N
		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	Α			
	A	Please describe how you arrived at this online application today			Text field, no char limit		N
		Why did you choose to apply online? (Select all that apply.)	I did not want to go to a local Social Society office		check box one up vertical	Multi	Υ
			I did not want to go to a local Social Security office				
			I did not want to apply over the phone				

SSA iClaim v3

MID: xZAAEQw81glo1Vo4Noc1Rw4C

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	1						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	Α			
	A	Please specify why you choose to apply online			Text field, no char limit		N
		What is your current marital status?	Mandad		Radio button, one-up vertical	Single	N
			Married Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
	А	Other marital status	Carlot, produce opeomy		Text field, <100 char		N
		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N
<del>JL2232</del>	M	How did you learn about the Social Security online application? (Select all that apply.)	Official Social Security website		Checkbox One Up Vertical	Multi	¥
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television An email from Social Security				
			An email from Social Security  A newspaper or magazine article				
			An online ad (Banner/Image)				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	В			
			Community Group or Association				
			Other, please specify	A			
BJL2233	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
BJL2234	В	How did you make contact with a Social Security employee?	Visited a local Social Security office		Radio Button One Up Vertical	Single	¥
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	Đ			
BJL2235	Đ	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
BJL2236	Ą	Did you complete your application today?	Yes, I completed my new application today	e	Radio Button One Up Vertical	Single	¥
			Yes, I restarted and completed my earlier application today	e			
			No, I did not complete my new application, but I plan to complete it later-	е			
			No, I did not complete my re-started earlier application, but I plan to complete it later-	e			
			No, I do not plan to complete my application at all-	e			
			I'm not applying for benefits today				
BJL2237	e	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	¥
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
			Other				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)	l finished my application today		Checkbox One Up Vertical	Multi	¥
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My-medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	<del>ZZ</del>			
BJL2239	<del>22</del>	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
BJL2240	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		<del>Dropdown</del> <del>(Select-one)</del>	Single	¥
			<del>No</del>				
BJL2241	¥	Did you use the SEARCH box on our website to find what you needed?	Yes		<del>Dropdown</del> <del>(Select-one)</del>	Single	¥
			<del>No</del>				
BJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	¥
			I found it somewhat difficult to find the application	<del>Z1</del>			
BJL2243	<del>Z1</del>	I found it somewhat difficult to find the application because: (Select all that apply.)	l did not know where to begin looking		Checkbox One Up Vertical	Multi	¥
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			used the search function but the results didn't seem to apply.				
			Other reason (please describe)	<del>Z2</del>			
BJL2244	<del>Z2</del>	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		Н
BJL2245	U	How did you arrive on the Social Security website today?	Typed-ssa.gov-or-socialsecurity.gov-into-the-browser		<del>Dropdown</del> (Select-one)	Single	¥

SSA iClaim v3

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
BJL2246	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	¥
			2	F			
			3	F			
			4	F			
			5	F			
			<del>6</del>				
			7				
			8				
			9				
			<del>10 = Very Clear</del>				
			<del>Don't know</del>				
BJL2247	F	What part of the instructions was not clear?-			Text area, no char limit		N
BJL2248	e	Did you complete the Online Disability Report today?	<del>Yes</del>		Radio Button One Up Vertical	Single	¥
			<del>No</del>				
			<del>Don't recall</del>				
BJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2230		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor		Radio Button Scale Has Don't Know	Single	¥
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Excellent				
			<del>Don't know</del>				
ENBJL2231		What type of benefits were you applying for?	Retirement	M <del>, Q, R, X, Y, Z,</del> <del>U, E, W</del>	Dropdown (Select-one)	Single	Y
			Medicare only				
			<u>Disability</u>	M, Q, R, X, Y, Z, U, E, G, W			
			Both Retirement and Disability				
			Spouse's	M, Q, R, X, Y, Z, U, E, W			
			Other	M, Q, R, X, Y, Z, U, E, W			
			<del>I am not applying today</del>				
		Are you applying online for yourself or are you helping someone else?	Myself		Dropdown (Select-one)	Single	Y
			Helping a Spouse/Relative/Friend				
			Professional Helping a Client				
			Other				
		How did you learn about this online application? (Select all that apply.)	Official Social Security website		check box one up vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				

SSA iClaim v3

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	Α			
			Community Group or Association				
			Other, please specify	В			
	A	How did you make contact with a Social Security employee?	Visited a local Social Security office		check box one up vertical	Multi	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	AA			
	AA	Please describe how you made contact with a Social Security employee.			Text box, no char limit		N
	В	Please specify how you learned about this online application.			Text box, no char limit		N
		Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement	А	check box one up vertical	Multi	Y
			I used the Retirement Estimator or other tools on the Social Security website	В			
			I watched the instructional video	С			
			I used other information on the Social Security website to prepare	D			
			I used another resource to prepare to apply online	Е			
			I did not use any resources to prepare to apply online				
	А	How helpful did you find the online Social Security Statement?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				
	В	How helpful did you find the estimator tools on the website?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				

Model Instance Name: SSA iClaim v3

MID: VgpBBYx9l8JxlFgJlY1lkg4C

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	С	How helpful did you find the instructional video?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				
	D	How helpful did you find the other information on the Social Security website?	Very helpful		Drop down select one	Single	Υ
			Somewhat helpful				
			Not at all helpful				
	E	Please describe what other resource(s) you used to prepare to apply online?			Text field, no char limit		N
		Did you start a new online application today or did you return to a saved application?	Started a new application		Drop down select one	Single	Υ
			Returned to work on a saved application				
		Did you complete and submit this online application today?	Yes		Drop down select one	Single	Y
			No, I plan to complete and submit later	А			
			No, I do not plan to complete and submit the online application	Α			
	A	If you did not complete and submit this online application today, please tell us why.	Too many questions		check box one up vertical	Multi	Y
			Takes too long to fill out				
			Too complicated to use without help				
			Didn't have information I needed like names, addresses, or dates				
			Didn't understand what questions meant/how to answer				
			My disabling condition prevents me from working with a computer for long periods				
			I had a limited amount of time/family demands that kept me from working on it for very long				
			I had technical problems like an error message or a mistake I couldn't fix				
			Other, please specify	AA			
	AA	Please tell us why you did not complete and submit this application today.			Text field, no char limit		N
		So far, how long have you worked on this online application?	Up to 15 minutes		Drop down select one	Single	Y
			16 minutes - 30 minutes				
			31 minutes - 1 hour				

Model Instance Name: SSA iClaim v3

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			More than 1 hour up to 2 hours				
			More than 2 hours				
		How easy was it for you to find this online application?	Very easy				
			Somewhat easy				
			Somewhat hard	Α			
			Very hard	Α			
	A	Please tell us why it was hard to find the online application. (Select all that apply.)	Could not find where to start a new online application		check box one up vertical	Multi	Y
			Not clear where to go to return to a previously saved application				
			It was not clear to me where the links would lead				
			Difficulty using a link on the Social Security website				
			The information did not seem to be organized in a logical manner				
			I used the search feature but the results didn't seem to apply.				
			I tried to use the FAQ's, but couldn't find the online application				
			Other reason (please describe)	AA			
	AA	Please explain the reason why it was hard for you to find the online application.			N		N
		How did you arrive at this online application today?	Used the Online Services link on the Social Security homepage		Radio Button	Single	Y
			Followed a link from somewhere else on the Social Security website				
			Used the search feature on the Social Security website				
			Used an outside search engine (i.e. Google, Bing, yahoo etc.)				
			Followed a link from medicare.gov				
			Followed a link from another website				
			Site was bookmarked				
			Other, please specify	Α			
	А	Please describe how you arrived at this online application today	,,,		Text field, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
		Why did you choose to apply online? (Select all that			check box one	Multi	Υ
		apply.)	I did not want to go to a local Social Security office		up vertical		
			I did not want to apply over the phone				
			I did not want to apply over the phone				
			I prefer to use online services as much as possible				
			I learned about applying online while visiting Social Security's website				
			A Social Security employee recommended that I apply online				
			A friend or relative recommended that I apply online				
			I knew that if I had a question or problem applying online, I could still get help from Social Security				
			I am filing on behalf of another person				
			Other, please specify	А			
	Α	Please specify why you choose to apply online			Text field, no char limit		N
		What is your current marital status?	Married		Radio button, one-up vertical	Single	N
			Separated				
			Divorced				
			Widowed				
			Never married				
			Prefer not to answer				
			Other, please specify	Α			
	Α	Other marital status			Text field, <100 char		N
		Do you have any suggestions for improving Social Security's online application.			Text field, no char limit		N
ENBJL2232	M	How did you learn about the Social Security online application? (Select all that apply.)	Official Social Security website		Checkbox One Up Vertical	Multi	¥
			A general web search (e.g. Google, Bing, etc.)				
			The radio				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Require Y/N
			The television				
			An email from Social Security				
			A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security statement				
			Social Security employee	В			
			Community Group or Association				
			Other, please specify	A			
NBJL2233	A	Please specify how you learned of Social Security online.			Text area, no char limit		N
NBJL2234	B	How did you make contact with a Social Security employee?	Visited a local Social Security office		Radio Button One Up Vertical	Single	¥
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	Ð			
NBJL2235	Đ	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
NBJL2236	Ą	Did you complete your application today?	Yes, I completed my new application today	e	Radio Button One Up Vertical	Single	¥
			Yes, I restarted and completed my earlier application today	e			
			No, I did not complete my new application, but I plan to complete it later	e			
			No, I did not complete my re-started earlier application, but I plan to complete it later	e			
			No, I do not plan to complete my application at all-	e			
			I'm not applying for benefits today				
NBJL2237	e	For whom are you filing this online application for Social Security benefits?			Radio Button One Up Vertical	Single	¥
			My spouse				
			My parent				
			Another relative				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			My friend				
			My client				
			<del>Other</del>				
ENBJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	¥
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	22			
ENBJL2239	<del>22</del>	Please tell us the other reason you stopped working on your application.			<del>Text area, no char limit</del>		N
ENBJL2240	X	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		<del>Dropdown</del> (Select-one)	Single	¥
			No				
ENBJL2241	¥	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		<del>Dropdown</del> (Select-one)	Single	¥
			No				
ENBJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	¥
			I found it somewhat difficult to find the application	<del>Z1</del>			
ENBJL2243	<del>Z1</del>	I found it somewhat difficult to find the application because: (Select all that apply.)	<del>I did not know where to begin looking</del>		<del>Checkbox</del> <del>One Up</del> <del>Vertical</del>	Multi	¥
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	<del>Z2</del>			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2244		Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENBJL2245	Ð	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		<del>Dropdown</del> ( <del>Select-one)</del>	Single	¥
			<del>Did a search (i.e. Google, Bing, Yahoo)</del>				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENBJL2246	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	¥
			2	F			
			3	F			
			4	F			
			5	F			
			6				
			7				
			8				
			9				
			<del>10 = Very Clear</del>				
			<del>Don't know</del>				
ENBJL2247	F	What part of the instructions was not clear?			Text area, no char limit		N
ENBJL2248	e	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	¥
			No No				
			Don't recall				
ENBJL2249	₩	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			<del>Text area, no char limit</del>		N

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

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pink: ADDITION

blue + -->: REWORDING violet (bold): SKIP-LOGIC

#### SSA iClaim v3 (Spanish) CUSTOM QUESTION LIST QID **Answer Choices** Skip To Skip **Question Text** Type (select fr Single or Required (limited to 50 characters) Multi ÝΝ Logic Label Por favor califique su impresión del nivel de seguridad al 1 = DecificenteSPBJL2230 Radio Button **Single** ¥ completar las tareas en esta solicitud. Scale Has Don't Know Excelente = 10 <del>No sé</del> M, Q, R, X, Y, Z, Dropdown SPBJL2231 Por jubilación ¿Qué tipo de beneficios estaba solicitando? Single U, E, W (Select-one) M, Q, R, X, Y, Z, Solo Medicare U, E, W Por incapacidad M, Q, R, X, Y, Z, U, E, G, W Tanto Jubilación v Discapacidad M, Q, R, X, Y, Z, Coomo cónyuge U, E, W No estov solicitando hov Dropdown Single Es esta solicitud en línea para sí mismo o estás Yo mismo (Select-one) yudando a alguien más? Cómo ayudar a un cónyuge / pariente / amigo rofesional Ayudar a un cliente Multi check box one up vertical Sitio web oficial de la Seguridad Social Cómo se enteró acerca de esta solicitud en línea? Seleccione todas las que apliquen.) Jna búsqueda web general (por ejemplo, Google, Bing, etc) a radio a televisión In correo electrónico de la Seguridad Social In periódico o la revista In anuncio en línea (Banner / Imagen) Jn video en línea In periódico o una revista de anuncios

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Un anuncio impreso cartelera u otro				
			Medios de Comunicación Social (Blog, Facebook, Twitter, etc)				
			Amigo, cónyuge, pariente, vecino o conocido				
			Declaración del Seguro Social				
			Empleado del Seguro Social	A			
			Grupo de la comunidad o de la Asociación				
			Otro, especificar	В			
	А	¿Cómo se hace el contacto con un empleado del Seguro Social?	Visitado una oficina local del Seguro Social		check box one up vertical	Multi	Y
			Llamado a la oficina local del Seguro Social				
			Llamado el número nacional 800				
			Otro, especificar	AA			
	AA	Por favor describa cómo se hizo contacto con un empleado del Seguro Social.			Text box, no char limit		N
	В	Por favor, especifique cómo se enteró de esta aplicación en línea.			Text box, no char limit		N
		¿Ha usado alguna de las siguientes acciones para prepararse para aplicar en línea? (Seleccione todas las que apliquen.)	Comentado mi Declaración del Seguro Social en línea	А	check box one up vertical	Multi	Y
			He utilizado el Retirement Estimator u otras herramientas en el sitio web de la Seguridad Social	В			
			Vi el video de instrucciones	С			
			Usé otra información en la página web de la Seguridad Social para preparar	D			
			Utilicé otro recurso que se preparen para aplicar en línea	Е			
			No hice uso de los recursos para prepararse para aplicar en línea				
	А	¿Qué tan útil ha encontrado el Declaración del Seguro Social en línea?	Muy útil		Drop down select one	Single	Υ
			algo útil				
			Para nada útil				
	В	¿Qué tan útil encontraste las herramientas estimador en el sitio web?	Muy útil		Drop down select one	Single	Υ
			algo útil				4

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QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label	. Out to putil la page and a side a instruction of	8 a		Duan days	Cinanta	
	С	¿Qué tan útil le parecen la video instructivo?	Muy útil		Drop down select one	Single	Y
			algo útil				
			Para nada útil				
	D	¿Qué tan útil le parecen la otra información en el sitio web de la Seguridad Social?	Muy útil		Drop down select one	Single	Υ
			algo útil				
			Para nada útil				
	Е	Por favor describa lo otro recurso (s) que utilizó para prepararse para aplicar en línea.			Text field, no char limit		N
		¿Comenzó una nueva aplicación en línea hoy mismo o que te vuelva a una solicitud guardada?	Comenzó una nueva aplicación		Drop down select one	Single	Y
			Volvió a trabajar en una solicitud guardada				
		¿Sabía usted completar y presentar esta solicitud en línea hoy en día?	Sí		Drop down select one	Single	Y
			No, tengo la intención de completar y enviar más tarde	А			
			No, no tengo planes para completar y enviar la solicitud en línea	А			
	А	Si no logró completar y presentar esta solicitud en línea hoy, por favor díganos por qué.	Demasiadas preguntas		check box one up vertical	Multi	Y
			Toma demasiado tiempo para llenar				
			Demasiado complicado de usar sin ayuda				
			No tenía la información que necesitaba como nombres, direcciones o fechas				
			No entendía lo que significaba preguntas / cómo responder				
			Mi condición de discapacidad me impide trabajar con una computadora por largos periodos				
			Yo tenía una cantidad limitada de demandas de tiempo / de la familia que me impedía trabajar en ella por mucho tiempo				
			Tuve problemas técnicos, como un mensaje de error o un error que no podía fijar				
			Otro, especificar	AA			
	AA	Haznos saber por qué no se ha completado y se somete esta solicitud hoy.			Text field, no char limit		N
		Hasta el momento, ¿cuánto tiempo ha trabajado en esta solicitud en línea?	Hasta 15 minutos		Drop down select one	Single	Y
			16 minutos - 30 minutos				
			31 minutos - 1 hora				

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			Más de 1 hora hasta 2 horas				
			Más de 2 horas				
		¿Fue fácil para usted para encontrar esta aplicación en	Muy fácil				
			algo fácil				
			algo duro	Α			
			Muy difícil	Α			
	A	Haznos saber por qué era difícil encontrar la aplicación en línea. (Seleccione todas las que apliquen.)	No se pudo encontrar por dónde empezar una nueva aplicación en línea		check box one up vertical	Multi	Y
			Donde no está claro que vaya a volver a una solicitud previamente guardada				
			No estaba claro para mí cuando los vínculos conducirían				
			Dificultad para utilizar un enlace en la página web de la Seguridad Social				
			La información no parecía estar organizados de una manera lógica				
			Usé la función de búsqueda, pero los resultados no parecen aplicarse.				
			Traté de usar el FAQ, pero no pude encontrar la solicitud en línea				
			Otro, especificar	AA			
	AA	Por favor, explique la razón por la que era difícil para usted para encontrar la solicitud en línea.			N		N
		¿Cómo llegaste a esta solicitud en línea hoy en día?	Se utiliza el enlace de los servicios en línea en la página web de la Seguridad Social		Radio Button	Single	Y
			Seguido de un enlace de algún otro lugar en el sitio web de la Seguridad Social				
			Se utiliza la función de búsqueda en la página web de la Seguridad Social				
			Se utiliza un motor de búsqueda fuera (es decir, Google, Bing, Yahoo, etc)				
			Seguido de un enlace desde medicare.gov				
			Seguido un enlace desde otro sitio web				
			Este sitio fue bookmarked				
			Otro, especificar	А			
	А	Por favor describa cómo llegó a esta solicitud en línea			Text field, no char limit		N

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr		Required
	Logic Label	-	(limited to 50 characters)			Multi	Ϋ́/N
		¿Por qué eligió para aplicar en línea? (Seleccione todas las que apliquen.)			check box one up vertical	Multi	Υ
		ias que apriquerry	Yo no quería ir a una oficina local del Seguro Social		up vertical		
			Yo no quería que la solicitud por teléfono				
			Yo prefiero usar los servicios en línea tanto como sea posible				
			Aprendí acerca de la aplicación en línea durante su visita a la página web de la Seguridad Social				
			Un empleado del Seguro Social recomienda que aplico en línea				
			Un amigo o familiar recomendaron que aplico en línea				
			Yo sabía que si tenía alguna pregunta o problema la aplicación en línea, todavía podía recibir ayuda de la Seguridad Social				
			Estoy presentando en nombre de otra persona				
			Otro, especificar	Α			
	Α	Por favor, especifique qué decide aplicar en línea			Text field, no char limit		N
		¿Cuál es su estado civil actual?			Radio button, one-up vertical	Single	N
			casado				
			apartado				
			divorciado viudo				
		<u>,                                      </u>	Nunca se ha casado				
			Prefiero no responder				
			Otro, especificar	Α			
	Α	Otro estado civil	Otto, especifical		Text field, <100 char		N
		¿Tiene alguna sugerencia para mejorar la aplicación en línea de la Seguridad Social?			Text field, no char limit		N
SPBJL2232	M	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	El sitio de Internet del Seguro Social		Checkbox One Up Vertical	Multi	¥
			<del>Una búsqueda por Internet (usando Google, Bing, etc.)</del>				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			<del>Una promoción en la radio</del>				
			<del>Una promoción en la televisión</del>				
			Un e-mail del Seguro Social				
			Un artículo en un diario o una revista				
			Una promoción por Internet (anuncio web/imagen)				
			Un video en la Internet				
			Una promoción en un diario o una revista				
			Una pancarta u otro tipo de promoción impresa				
			En las redes sociales (un blog, en Facebook, Twitter,				
			etc.)				
			Un amigo, mi cónyuge, un familiar, un vecino o un conocido				
			<del>La Declaración del Seguro Social</del>				
			<del>Un agente del Seguro Social</del>	В			
			<del>Una asociación o un grupo comunitario</del>				
			Otro modo, por favor especifique el modo	A			
PBJL2233	A	Por favor especifique cómo se enteró del sitio de Internet del Seguro-Social.			<del>Text area, no</del> <del>char limit</del>		N
PBJL2234	В	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Secial		Radio Button One Up Vertical	Single	¥
			Llamando la oficina local del Seguro Social				
			Llamando el número 800 nacional				
			Otro modo, por favor especifique	Đ			
PBJL2235		Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPBJL2236	Ą	¿Completó la solicitud hoy?	<del>Sí, llené mi solicitud hoy mismo.</del>	e	Radio Button One Up Vertical	Single	¥
			Sí, reanudé y llené la solicitud que ya había comenzado:	е			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	е			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	e			
			No, no tengo intención de terminar la solicitud.	e			
			No voy a solicitar los beneficios hoy.				
PBJL2237	е	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro-Social?	<del>Para mi mismo.</del>		Radio Button One Up Vertical	Single	¥
			Para mi cónyuge.				
			Para mis padres.				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			<del>Para un familiar.</del>				
			<del>Para un amigo.</del>				
			Para un cliente.				
			Para otra persona				
PBJL2238	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	<del>Terminé de llenar mi solicitud hoy.</del>		<del>Checkbox</del> <del>One Up</del> <del>Vertical</del>	Multi	¥
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			<del>Demasiadas preguntas</del>				
			Me demoró mucho.				
			La solicitud es muy compllicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensage haciendo saber que había sido «expulsado» de la solicitud.				
			Tuve problemas ingresando fechas y otra información en algunas de las páginas.				
			Por otras razones	<del>22</del>			
SPBJL2239	22	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		H
PBJL2240	×	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	<del>Sí</del>		<del>Dropdown</del> <del>(Select-one)</del>	Single	¥
			<del>No</del>				
SPBJL2241	¥	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí		<del>Dropdown</del> <del>(Select-one)</del>	Single	¥
			<del>No</del>				
SPBJL2242	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dificultad para ingresar a la solicitud-		Radio Button One Up Vertical	Single	¥
			Se me hizo un poco dificultoso el encontrar la solicitud.	<del>Z1</del>			
PBJL2243	<del>Z1</del>	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar.		Checkbox One Up Vertical	Multi	¥
			No estaba claro a dónde me llevarían los enlaces.				
			No me pareción que la información estaba organizada en una manera lógica.				
			Usé la herramienta de búsqueda pero los resultados				
			no parodian dei reievantes.				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Por otras razones (por favor explique)	<del>Z2</del>			
SPBJL2244	<del>Z2</del>	Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPBJL2245	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.  Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en otro sitio de Internet.		Dropdown (Select-one)	Single	¥
SPBJL2246	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social:	1 = No lo entiendo  Muy claro = 10  No sé	F F F	Radio Button Scale Has Don't Know	<del>Single</del>	¥
SPBJL2247	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPBJL2248	G	¿Llenó el informe de incapacidad por Internet hoy?	No. No me acuerdo.		Radio-Button One-Up Vertical	Single	¥
SPBJL2249	₩	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
BJL2230		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor		Radio Button Scale Has Don't Know	Single	Y
			3				
			5	-			
			7 8	-			
			9				
			10 = Excellent	-			
D. II. 0004			Don't know			0: 1	
BJL2231		What type of benefits were you applying for?	Retirement	M, Q, R, X, Y, Z, U, E, W	(Select-one)	Single	Y
			Disability	M, Q, R, X, Y, Z, U, E, G, W			
			Spouse's	M, Q, R, X, Y, Z, U, E, W			
			Medicare only	M, Q, R, X, Y, Z, U, E, W			
			I am not applying today				
BJL2232	М	How did you learn about the Social Security online application? (Select all that apply.)	+>Official Social Security website		Checkbox One Up Vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television	_			
			An email from Social Security				
			A newspaper or magazine article An online ad (Banner/Image)	-			
			An online video	=			
			A newspaper or magazine ad	_			
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)	В			
			Social Security statement				
			Social Security employee				
			Community Group or Association				
			Another website or search engine	-			
			News (TV, radio, newspaper or Internet)				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Advertisement				
			Other, please specify	Α			
3JL2233	Α	Please specify how you learned of Social Security online.			Text area, no char limit		N
3JL2234	В	How did you make contact with a Social Security employee?	Visited a local Social Security office		Radio Button One Up Vertical	Single	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	D			
3JL2235		Please describe the way you made contact with a social security employee.			Text field, <100 char		N
3JL2236	Q	Did you complete your application today?	Yes, I completed my new application today	С	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	С			
			No, I did not complete my new application, but I plan to complete it later	С			
			No, I did not complete my re-started earlier application, but I plan to complete it later	С			
			No, I do not plan to complete my application at all	С			
			I'm not applying for benefits today				
3JL2237	С	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
			Other				
3JL2238		If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Υ
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr	Single or	Require
	Logic Label		(limited to 50 characters)			Multi	Y/N
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	ZZ			
3JL2239	ZZ	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
BJL2240	Х	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
BJL2241		Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
3JL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	<b>Z1</b>			
3JL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
3JL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
3JL2245	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
3JL2246		Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			3	F			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			4 5 6 7 8 9 10 = Very Clear Don't know	F F			
BJL2247	F	What part of the instructions was not clear?			Text area, no char limit		N
BJL2248	G	Did you complete the Online Disability Report today?	No Don't recall		Radio Button One Up Vertical	Single	Y
BJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2230		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor		Radio Button Scale Has Don't Know	Single	Y
			2		Bont Know		
			3				
			4				
			5				
			6				
			7				
			8				
			9 10 – Everyllent				
			10 = Excellent Don't know				
ENBJL2231		What type of benefits were you applying for?	Retirement	M, Q, R, X, Y, Z, U, E, W	Dropdown	Single	Υ
		The type of Bottomo Word you applying for:		, &,,,,,,,	(Select-one)	Omgio	
			Disability	M, Q, R, X, Y, Z, U, E, G, W	The state of the s		
			Spouse's	M, Q, R, X, Y, Z, U, E, W			
			Medicare only	M, Q, R, X, Y, Z, U, E, W			
			I am not applying today				
ENBJL2232	М	How did you learn about the Social Security online application? (Select all that apply.)	+>Official Social Security website		Checkbox One Up Vertical	Multi	Y
			A general web search (e.g. Google, Bing, etc.)				
			The radio				
			The television				
			An email from Social Security A newspaper or magazine article				
			An online ad (Banner/Image)				
			An online video				
			A newspaper or magazine ad				
			A billboard or other printed ad				
			Social Media (Blog, Facebook, Twitter, etc.)				
			Social Security statement	_			
			Social Security employee	В			
			Community Group or Association Another website or search engine				
			News (TV, radio, newspaper or Internet)				
			Advertisement				
			Other, please specify	Α			
ENBJL2233	Α	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENBJL2234	В	How did you make contact with a Social Security employee?	Visited a local Social Security office		Radio Button One Up Vertical	Single	Y
			Called a local Social Security office				
			Called the national 800 number				

SSA iClaim v3

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Date: 7/15/2011

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SSA iClaim v3 CUSTOM QUESTION LIST
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Other, please specify	D			
ENBJL2235	D	Please describe the way you made contact with a social	Other, piease specify		Text field,		N
LINDOLLEGO		security employee.			<100 char		
ENBJL2236	Q	Did you complete your application today?	Yes, I completed my new application today	С	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	С			
			No, I did not complete my new application, but I plan to complete it later	С			
			No, I did not complete my re-started earlier application, but I plan to complete it later	С			
			No, I do not plan to complete my application at all	С			
END 11 0007		Frankright Control of Control	I'm not applying for benefits today		Darlie Datter	0:1-	
ENBJL2237	С	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client Other				
ENBJL2238	R	If you stopped working on your application, please tell us why. (Select all that apply.)			Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	ZZ			
ENBJL2239	ZZ	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N
ENBJL2240	Х	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
END II 00 CC		Did	No		Davidson	0:	
ENBJL2241	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				

SSA iClaim v3

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Date: 7/15/2011

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SSA iClaim v3 CUSTOM QUESTI	ON	I LIST
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENBJL2242	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	<b>Z1</b>			
ENBJL2243	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
ENBJL2244	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENBJL2245	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Υ
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENBJL2246	Е	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			4	F			
			5	F			
			6	·			
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				
ENBJL2247	F	What part of the instructions was not clear?			Text area, no char limit		N
ENBJL2248	G	Did you complete the Online Disability Report today?	Yes		Radio Button One Up Vertical	Single	Y
			No Don't recall				
ENBJL2249	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

Model Instance Name:

SSA iClaim v3 (Spanish)

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

Date: 7/15/2011

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	SSA iClaim v3	(Spanish	) CUSTOM (	DUESTION LIST
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			,					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)		Skip To	Type (select fr	Single or Multi	Required Y/N
SPBJL2230	Luber	Por favor califique su impresión del nivel de seguridad al completar las tareas en esta solicitud.	1 = Decificente			Radio Button Scale Has Don't Know	Single	Y
			Excelente = 10					
			No sé					
SPBJL2231		¿Qué tipo de beneficios estaba solicitando?	Por jubilación		M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
			Por incapacidad  Coomo cónyuge		M, Q, R, X, Y, Z, U, E, G, W M, Q, R, X, Y, Z,			
			Solo Medicare		U, E, W M, Q, R, X, Y, Z,			
					U, E, W			
CDD 11 2222		Cómo on anterá de la coligitud per Internet del Cogura	No estoy solicitando hoy	El sitio de Internet del Comure Cosial		Chaalthay	N.Al+i	V
SPBJL2232	М	¿Cómo se enteró de la solicitud por Internet del Seguro Social? (Seleccione todo lo que aplique.)	•	El sitio de Internet del Seguro Social		Checkbox One Up Vertical	Multi	Y
			Por un amigo, mi cónyuge, un familiar, un vecino o un conocido	etc.)				
			Agente del Seguro Social Por medio de otro sitio de Internet o un buscador de	Una promoción en la radio Una promoción en la televisión	В			
			internet					
			Las noticias (TV, radio, diario o Internet) Promoción	Un e-mail del Seguro Social Un artículo en un diario o una revista				
			La Declaración del Seguro Social	Una promoción por Internet (anuncio web/imagen)				
			Grupo o asociación comunitaria	Un video en la Internet				
			Otro modo, por favor especifique	Una promoción en un diario o una revista	Α			
				Una pancarta u otro tipo de promoción impresa En las redes sociales (un blog, en Facebook, Twitter,				
				etc.) Un amigo, mi cónyuge, un familiar, un vecino o un conocido				
				La Declaración del Seguro Social Un agente del Seguro Social				
				Una asociación o un grupo comunitario				
SPBJL2233	Α	Por favor especifique cómo se enteró del sitio de Internet del Seguro Social.		Otro modo, por favor especifique el modo		Text area, no char limit		N
SPBJL2234	В	¿Cómo se comunicó con un empleado del Seguro Social?	Visitando una de las oficinas locales del Seguro Social			Radio Button One Up Vertical	Single	Y
			Llamando la oficina local del Seguro Social					
			Llamando el número 800 nacional					
CDD II CCCC		Des favor describe la second	Otro modo, por favor especifique		D	T		Α:
SPBJL2235	D	Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.				Text field, <100 char		N

Model Instance Name:

SSA iClaim v3 (Spanish)

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

Date: 7/15/2011

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SSA iClaim v3 (	'S	nanish	CUSTOM C	DUESTION LIST
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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr		Required
	Logic Label		(limited to 50 characters)			Multi	Y/N
SPBJL2236	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	С	Radio Button One Up	Single	Y
					Vertical		
			Sí, reanudé y llené la solicitud que ya había	С	l ortioa.		
			comenzado.	C			
			No, no terminé de llenar la solicitud pero la terminaré	С			
			más adelante.	· ·			
			No, no terminé de llenar la solicitud que ya había	С			
			comenzado pero la terminaré más adelante.				
			No, no tengo intención de terminar la solicitud.	С			
			No voy a solicitar los beneficios hoy.				
SPBJL2237	С	¿Para quién está llenando esta solicitud por Internet	Para mi mismo.		Radio Button	Single	Y
		para beneficios de Seguro Social?			One Up		
					Vertical		
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente. Para otra persona				
SPBJL2238	R	Si dejó de llenar su solicitud, por favor díganos por qué.	Terminé de llenar mi solicitud hoy.		Checkbox	Multi	V
SPBJLZZ30	K	(Seleccione todo lo que aplique)	l'emine de henar mi solicitud noy.		One Up	iviuiti	'
		(Coloosiono todo lo que aplique)			Vertical		
			Necesitaba conseguir algunos documentos u otra				
			información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy compllicada sin la ayuda de				
			alguien.				
			Mi impedimento físico/médico me impide trabajar con				
			una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensage haciendo saber que había sido				
			«expulsado» de la solicitud.				
			Tuve problemas ingresando fechas y otra información				
			en algunas de las páginas.				
			Por otras razones	zz			
SPBJL2239	ZZ	Por favor díganos la razón por la que dejó de llenar su			Text area, no		N
		solicitud.			char limit		
SPBJL2240	Х	¿Visitó la página principal del Seguro Social	Sí		Dropdown	Single	Y
		(www.segurosocial.gov) hoy?			(Select-one)		
CDD II 00 ff	V	Wet all areas illede de BUCCAR are avest.	No C		Durandania	Cinala	
SPBJL2241	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí		Dropdown (Select-one)	Single	Υ
		internet para encontrar lo que necesitaba?	No		(Select-one)		
SPBJL2242	Z	Por favor díganos que tan fácil fue para que encontrara	Tuve un poco de dificultad para ingresar a la solicitud.		Radio Button	Single	V
JF DJLZZ4Z		la solicitud para beneficios.	Trave an poco de dificultad para frigresar a la solicitud.		One Up	Sirigie	,
					Vertical		
			Se me hizo un poco dificultoso el encontrar la	Z1			
			solicitud.				
SPBJL2243	Z1	Encontré que fue un poco difícil encontrar la solicitud	No sabía por dónde comenzar a buscar.		Checkbox	Multi	Υ
		debido a que: (Seleccione todo lo que aplique.)			One Up		
					Vertical		
			No estaba claro a dónde me llevarían los enlaces.				

Model Instance Name:

SSA iClaim v3 (Spanish)

MID: Q0ExM1xNQRI9JJUR0M0JIA4C

Date: 7/15/2011

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SSA iClaim v3	(Spanis	h) CUSTOM	QUESTION LIST
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Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)		Skip To	Type (select fr	Single or Multi	Required Y/N
		No me pareción que la información estaba organizada en una manera lógica.					
		Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes.					
		Por otras razones (por favor explique)		Z2			
	solicitud fue un poco difícil de encontrar.				char limit		N
U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.			Dropdown (Select-one)	Single	Y
		Oprimí en un enlace que encontré en medicare.gov					
		Oprimí en un enlace que encontré en otro sitio de Internet.					
E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo		F	Radio Button Scale Has Don't Know	Single	Y
				F F			
				F			
				-			
		Musy clore = 10	-				
F	¿Qué parte de las instrucciones no estaban claras?				Text area, no char limit		N
G	¿Llenó el informe de incapacidad por Internet hoy?	Sí.			Radio Button	Single	Y
					Vertical		
		No.					
		No me acuerdo.					
	del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información				Text area, no char limit		N
	Z2 U  E  F  G	Z2 Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.  U ¿Cómo llegó al sitio de Internet del Seguro Social hoy?  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  F ¿Qué parte de las instrucciones no estaban claras?  G ¿Llenó el informe de incapacidad por Internet hoy?	Logic Label    No me pareción que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecian ser relevantes. Por otras razones (por favor explique)    Z2	Lobel    Cabel   Cabel	Label    Compared to So characters	Label Label  No me pareción que la información estaba organizada en una manera fógica. Usé la herramienta de búsqueda pero los resultados no pareción que la información estaba organizada en una manera fógica. Usé la herramienta de búsqueda pero los resultados no parecian ser nelevantes. Por otras razones (por favor explique)  Z2  Por favor explique la razón por la que encontró que la solicitud fue un poco dificil de encontrar.  U _ Cómo llegó al sitio de Internet del Seguro Social hoy? Cómo llegó al sitio de Internet del Seguro Social hoy? Oprimi en un enlace que encontré en otro sitio de internet. Her una búsqueda fue ano búsqueda fue ano tente en enlace que encontré en otro sitio de internet.  E _ Por favor catifique la ciaridad de las instrucciones provistas para esta solicitud por internet del Seguro Social.  E _ Por favor catifique la ciaridad de las instrucciones provistas para esta solicitud por internet del Seguro Social.  I = No lo entiendo  I = No lo entiendo  F _ Radio Button Social.  F _ F _ F _ F _ F _ F _ F _ F _ F _ F	Label Label  No me pareción que la información estaba organizada en una manera fojicia.  No me pareción que la información estaba organizada en una manera fojicia. Use la herramienta de búsqueda pero los resultados no pareción que la información estaba organizada en una manera fojicia. Use la herramienta de búsqueda pero los resultados no pareción ser relevantes. Por otras razones (por favor explique)  Z2  Por favor explique la razón por la que encontró que la solicidad de encontraz.  U ¿Como llego al sito de internet del Seguro Social hoy? Por favor explique la razón por la que encontró que la solicidad de encontraz.  E ¿Como llego al sito de internet del Seguro Social hoy? Oprimi en un enlace que encontré en medicare que organizata para esta solicitud por Internet del Seguro Social.  E ¿Como llego al sito de internet del Seguro Social hoy? Oprimi en un enlace que encontré en otro sitio de pitiente.  E ¿Cou parte de las instrucciones providata para esta solicitud por Internet del Seguro Social.  Muy claro = 10 No sé  F ¿Cou parte de las instrucciones no estaban claras?  G ¿Llenó el informe de incapacidad por Internet hoy? SI:  Valuenó el informe de incapacidad por Internet hoy?  Altere algin noto problema con la solicitud por Internet hoy? No: No me acuerdo.

SSA iClaim v2 (English Equiv)

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Date: 7/15/2011

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3073		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor		Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5	=			
			6	_			
			0				
			Δ	-			
			10 = Excellent				
			Don't know	-			
SAC3074		What type of benefits were you applying for?	Retirement	M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
			Disability	M, Q, R, X, Y, Z, U, E, G, W			
			Spouse's	M, Q, R, X, Y, Z, U, E, W			
			Medicare only	M, Q, R, X, Y, Z, U, E, W			
			I am not applying today				
SAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website		Checkbox One Up Vertical	Multi	Y
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security employee	В			
			Another website or search engine				
			News (TV, radio, newspaper or Internet)	_			
			Advertisement Social Security statement	-			
			Community Group or Association	-			
			Other, please specify	Α			
SAC3076	Α	Please specify how you learned of Social Security online.	, present opposity		Text area, no char limit		N
SAC3077	В	How did you make contact with a Social Security employee?	Visited a local Social Security office		Radio Button One Up Vertical	Single	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	D			

SSA iClaim v2 (English Equiv)

MID: 98cNE5hU0E5gtFMVR8IFUQ==

Date: 7/15/2011

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pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3078	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
SAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	С	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	С			
			No, I did not complete my new application, but I plan to complete it later	С			
			No, I did not complete my re-started earlier application, but I plan to complete it later	С			
			No, I do not plan to complete my application at all I'm not applying for benefits today	С			
SAC3080	С	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client Other				
SAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)			Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	zz			
SAC3082	ZZ	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

SSA iClaim v2 (English Equiv)

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Date: 7/15/2011

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3083	Х	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3084	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	<b>Z1</b>			
SAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
SAC3087	Z2	Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
SAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
SAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			3	F			
			4	F			
			5	F			
			6				
			7				
			8				
			9				
			10 = Very Clear				
			Don't know				
SAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N

SSA iClaim v2 (English Equiv)

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Date: 7/15/2011

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3091	G	Did you complete the Online Disability Report today?	No Don't recall		Radio Button One Up Vertical	Single	Y
SAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

SSA iClaim v2 (English)

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Date: 7/15/2011

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blue + -->: REWORDING
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212							
QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label		(minited to 50 characters)			wutu	17/19
ENSAC3073		Please rate your impression of the level of security in	1 - Poor		Radio Button	Single	Y
LN3AC3073		completing tasks on this application.	1 - 7 001		Scale Has	Sirigie	'
		compressing tables on the approximation			Don't Know		
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Excellent				
			Don't know			0: 1	
ENSAC3074		What type of benefits were you applying for?	Retirement	M, Q, R, X, Y, Z, U, E, W	(Select-one)	Single	Y
			Disability	-	(Select-offe)		
			Disability	M, Q, R, X, Y, Z, U, E, G, W			
			Spouse's	M, Q, R, X, Y, Z,			
			Madiagna anti-	U, E, W			
			Medicare only	M, Q, R, X, Y, Z, U, E, W			
			I am not applying today				
ENSAC3075	М	How did you learn about the Social Security online	Social Security website		Checkbox	Multi	Υ
		application? (Select all that apply.)			One Up Vertical		
			Friend, spouse, relative, neighbor or acquaintance	-			
			Social Security employee	В			
			Another website or search engine				
			News (TV, radio, newspaper or Internet)				
			Advertisement				
			Social Security statement	=			
			Community Group or Association	_			
ENG 4 00070		Discourse of the control of Control Control	Other, please specify	Α	Tt		N.
ENSAC3076	Α	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENSAC3077	В	How did you make contact with a Social Security	Visited a local Social Security office		Radio Button	Single	Υ
		employee?			One Up Vertical		
			Called a local Social Security office	-	,		
			Called the national 800 number	-			
			Other, please specify	D			
			Other, picase specify	J			

SSA iClaim v2 (English)

MID: ZQh018xMFRBUYs1ZZttthA==

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3078	D	Please describe the way you made contact with a social security employee.			Text field, <100 char		N
ENSAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	С	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	С			
			No, I did not complete my new application, but I plan to complete it later	С			
			No, I did not complete my re-started earlier application, but I plan to complete it later	С			
			No, I do not plan to complete my application at all	С			
			I'm not applying for benefits today				
ENSAC3080	С	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Υ
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
			Other				
ENSAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	ZZ			
ENSAC3082	ZZ	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

SSA iClaim v2 (English)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3083	Х	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3084	Υ	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No Production of the second of		D !! D !!	0: 1	
ENSAC3085		Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	Z1			
ENSAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
ENSAC3087		Please explain the reason you found it somewhat difficult to find the application.			Text area, no char limit		N
ENSAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENSAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	11 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			3	F			
			4	F			
			5	F			
			6				
			/				
			0				
			10 = Very Clear				
			Don't know				
ENSAC3090	F	What part of the instructions was not clear?	Soft Milow		Text area, no char limit		N

SSA iClaim v2 (English)

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3091	G	Did you complete the Online Disability Report today?	Yes No Don't recall		Radio Button One Up Vertical	Single	Y
ENSAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

SSA iClaim v2 (Spanish)

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Date: 7/15/2011

pink: ADDITION

blue + -->: REWORDING violet (bold): SKIP-LOGIC

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212							
QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label		(infinited to 30 characters)			Wata	1714
SPSAC3073		Por favor califique su impresión del nivel de seguridad al	1 = Decificente		Radio Button	Single	Y
OI CACCOTO		completar las tareas en esta solicitud.	I - Bedineerite		Scale Has	Sirigic	
		·			Don't Know		
			Excelente = 10				
			No sé				
SPSAC3074		¿Qué tipo de beneficios estaba solicitando?	Por jubilación	M, Q, R, X, Y, Z,	Dropdown	Single	Υ
				U, E, W	(Select-one)		
			Por incapacidad	M, Q, R, X, Y, Z,			
			0	U, E, G, W			
			Coomo cónyuge	M, Q, R, X, Y, Z, U, E, W			
			Solo Medicare	M, Q, R, X, Y, Z,			
			Solo modisare	U, E, W			
			No estoy solicitando hoy				
SPSAC3075	М	¿Cómo se enteró de la solicitud por Internet del Seguro	El sitio de Internet del Seguro Social		Checkbox	Multi	Υ
		Social? (Seleccione todo lo que aplique.)			One Up		
					Vertical		
			Por un amigo, mi cónyuge, un familiar, un vecino o un conocido				
			Agente del Seguro Social	В			
			Por medio de otro sitio de Internet o un buscador de	В			
			internet				
			Las noticias (TV, radio, diario o Internet)				
			Promoción				
			La Declaración del Seguro Social				
			Grupo o asociación comunitaria				
SPSAC3076	Α	Por favor especifique cómo se enteró del sitio de	Otro modo, por favor especifique	Α	Text area, no		N
SF3AC3070	^	Internet del Seguro Social.			char limit		14
SPSAC3077	В	¿Cómo se comunicó con un empleado del Seguro	Visitando una de las oficinas locales del Seguro		Radio Button	Single	Υ
		Social?	Social		One Up	3 -	
					Vertical		
			Llamando la oficina local del Seguro Social				

SSA iClaim v2 (Spanish)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Llamando el número 800 nacional				
			Otro modo, por favor especifique	D			
SPSAC3078	D	Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPSAC3079 C	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	С	Radio Button One Up Vertical	Single	Y
			Sí, reanudé y llené la solicitud que ya había comenzado.	С			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	С			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	С			
			No, no tengo intención de terminar la solicitud.	С			
			No voy a solicitar los beneficios hoy.				
SPSAC3080	С	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo.		Radio Button One Up Vertical	Single	Y
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente.				
			Para otra persona				
SPSAC3081	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy.		Checkbox One Up Vertical	Multi	Y
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy compllicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensage haciendo saber que había sido «expulsado» de la solicitud.				
			Tuve problemas ingresando fechas y otra información en algunas de las páginas.				

SSA iClaim v2 (Spanish)

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QID	Skip	Question Text	Answer Choices	Skip To	Type (select fr	Single or	Required
	Logic Label		(limited to 50 characters)	•		Multi	Ý/N
			Por otras razones	ZZ			
SPSAC3082	ZZ	Por favor díganos la razón por la que dejó de llenar su solicitud.			Text area, no char limit		N
SPSAC3083	Х	¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?	Sí		Dropdown (Select-one)	Single	Y
			No			O: 1	.,
SPSAC3084	Y	¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?	Sí		Dropdown (Select-one)	Single	Y
SPSAC3085	-	Der fever digenee que ten fécil fue nere que encentrare	No Tuve un poco de dificultad para ingresar a la solicitud.		Radio Button	Cinala	Y
SPSAC3085	Z	Por favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.	Tuve un poco de dilicultad para ingresar a la solicitud.		One Up Vertical	Single	Y
			Se me hizo un poco dificultoso el encontrar la solicitud.	<b>Z1</b>			
SPSAC3086	Z1	Encontré que fue un poco difícil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)	No sabía por dónde comenzar a buscar.		Checkbox One Up Vertical	Multi	Y
			No estaba claro a dónde me llevarían los enlaces.				
			No me pareción que la información estaba organizada en una manera lógica.				
			Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes.				
			Por otras razones (por favor explique)	Z2			
SPSAC3087	Z2	Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.			Text area, no char limit		N
SPSAC3088	U	¿Cómo llegó al sitio de Internet del Seguro Social hoy?	Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.		Dropdown (Select-one)	Single	Y
			Hice una búsqueda (usando Google, Bing, Yahoo)				
			Oprimí en un enlace que encontré en medicare.gov				
			Oprimí en un enlace que encontré en otro sitio de Internet.				
SPSAC3089	E	Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.	1 = No lo entiendo	F	Radio Button Scale Has Don't Know	Single	Y
				F			
				F			
				F			
				F			

SSA iClaim v2 (Spanish)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Muy claro = 10 No sé				
SPSAC3090	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPSAC3091	G	¿Llenó el informe de incapacidad por Internet hoy?	Sí.		Radio Button One Up Vertical	Single	Y
			No. No me acuerdo.				
SPSAC3092	W	¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)			Text area, no char limit		N

SSA iClaim v2 (English Equiv)

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Date: 7/15/2011

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pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3073		Please rate your impression of the level of security in completing tasks on this application.	1 = Poor		Radio Button Scale Has Don't Know	Single	Y
			2				
			3				
			4				
			5	=			
			6	_			
			0				
			Δ	-			
			10 = Excellent				
			Don't know	-			
SAC3074		What type of benefits were you applying for?	Retirement	M, Q, R, X, Y, Z, U, E, W	Dropdown (Select-one)	Single	Y
			Disability	M, Q, R, X, Y, Z, U, E, G, W			
			Spouse's	M, Q, R, X, Y, Z, U, E, W			
			Medicare only	M, Q, R, X, Y, Z, U, E, W			
			I am not applying today				
SAC3075	M	How did you learn about the Social Security online application? (Select all that apply.)	Social Security website		Checkbox One Up Vertical	Multi	Y
			Friend, spouse, relative, neighbor or acquaintance				
			Social Security employee	В			
			Another website or search engine				
			News (TV, radio, newspaper or Internet)	_			
			Advertisement Social Security statement	-			
			Community Group or Association	-			
			Other, please specify	Α			
SAC3076	Α	Please specify how you learned of Social Security online.	, present opposity		Text area, no char limit		N
SAC3077	В	How did you make contact with a Social Security employee?	Visited a local Social Security office		Radio Button One Up Vertical	Single	Y
			Called a local Social Security office				
			Called the national 800 number				
			Other, please specify	D			

SSA iClaim v2 (English Equiv)

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Date: 7/15/2011

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3078	D	Other: +>PLEASE DESCRIBE THE WAY YOU MADE CONTACT WITH A SOCIAL SECURITY EMPLOYEE.			Text field, <100 char		N
SAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	С	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	С			
			No, I did not complete my new application, but I plan to complete it later	С			
			No, I did not complete my re-started earlier application, but I plan to complete it later	С			
			No, I do not plan to complete my application at all	С			
			I'm not applying for benefits today				
SAC3080	С	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client				
SAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)	Other I finished my application today		Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	ZZ			
SAC3082	ZZ	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

SSA iClaim v2 (English Equiv)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3083	Х	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3084	Y	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
			No				
SAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	<b>Z1</b>			
SAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
SAC3087	Z2	Other: +>PLEASE EXPLAIN THE REASON YOU FOUND IT SOMEWHAT DIFFICULT TO FIND THE APPLICATION.			Text area, no char limit		N
SAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
SAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			3	F			
			4	F			
			5	F			
			7				
			Q				
			0				
			10				
			10 = Very Clear				

SSA iClaim v2 (English Equiv)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
SAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N
SAC3091	G	Did you complete the Online Disability Report today?	No Don't recall		Radio Button One Up Vertical	Single	Y
SAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

SSA iClaim v2 (English)

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212							
QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label		(minited to 50 characters)			wutu	17/19
ENSAC3073		Please rate your impression of the level of security in	1 - Poor		Radio Button	Single	Y
LN3AC3073		completing tasks on this application.	1 - 7 001		Scale Has	Sirigie	'
		compressing tables on the approximation			Don't Know		
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10 = Excellent				
			Don't know			0: 1	
ENSAC3074		What type of benefits were you applying for?	Retirement	M, Q, R, X, Y, Z, U, E, W	(Select-one)	Single	Y
			Disability	-	(Select-offe)		
			Disability	M, Q, R, X, Y, Z, U, E, G, W			
			Spouse's	M, Q, R, X, Y, Z,			
			Madiagna anti-	U, E, W			
			Medicare only	M, Q, R, X, Y, Z, U, E, W			
			I am not applying today				
ENSAC3075	М	How did you learn about the Social Security online	Social Security website		Checkbox	Multi	Υ
		application? (Select all that apply.)			One Up Vertical		
			Friend, spouse, relative, neighbor or acquaintance	-			
			Social Security employee	В			
			Another website or search engine				
			News (TV, radio, newspaper or Internet)				
			Advertisement				
			Social Security statement	=			
			Community Group or Association	_			
ENG 4 00070		Discourse of the control of Control Control	Other, please specify	Α	Tt		N.
ENSAC3076	Α	Please specify how you learned of Social Security online.			Text area, no char limit		N
ENSAC3077	В	How did you make contact with a Social Security	Visited a local Social Security office		Radio Button	Single	Υ
		employee?			One Up Vertical		
			Called a local Social Security office	-	,		
			Called the national 800 number	-			
			Other, please specify	D			
			Other, picase specify	J			

SSA iClaim v2 (English)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3078	D	Other: +_>PLEASE DESCRIBE THE WAY YOU MADE CONTACT WITH A SOCIAL SECURITY EMPLOYEE.			Text field, <100 char		N
ENSAC3079	Q	Did you complete your application today?	Yes, I completed my new application today	С	Radio Button One Up Vertical	Single	Y
			Yes, I restarted and completed my earlier application today	С			
			No, I did not complete my new application, but I plan to complete it later	С			
			No, I did not complete my re-started earlier application, but I plan to complete it later	С			
			No, I do not plan to complete my application at all	С			
			I'm not applying for benefits today	· ·			
ENSAC3080	С	For whom are you filing this online application for Social Security benefits?	Myself		Radio Button One Up Vertical	Single	Y
			My spouse				
			My parent				
			Another relative				
			My friend				
			My client Other				
ENSAC3081	R	If you stopped working on your application, please tell us why. (Select all that apply.)			Checkbox One Up Vertical	Multi	Y
			Needed to find documents/other information for my application				
			Too many questions				
			Takes too long				
			Too complicated to use without help				
			My medical/physical condition prevents me from working on the computer for long periods				
			Application wouldn't accept empty/blank fields				
			Received an error message or was "kicked out" of the application				
			I had a problem entering dates or other information in some of the pages				
			Other Reason	ZZ			
ENSAC3082	ZZ	Please tell us the other reason you stopped working on your application.			Text area, no char limit		N

SSA iClaim v2 (English)

MID: ZQh018xMFRBUYs1ZZttthA==

Date: 7/15/2011

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

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3083	Х	Did you visit the Social Security home page (www.socialsecurity.gov) today?	Yes		Dropdown (Select-one)	Single	Y
			No				
ENSAC3084	Υ	Did you use the <b>SEARCH</b> box on our website to find what you needed?	Yes		Dropdown (Select-one)	Single	Y
TNIC A COORE	-	Diagon tell we have a govern for you to find the	No		Dadia Duttara	Cinala	\ <u>'</u>
ENSAC3085	Z	Please tell us how easy it was for you to find the application for benefits.	I had little or no difficulty getting to the application		Radio Button One Up Vertical	Single	Y
			I found it somewhat difficult to find the application	<b>Z1</b>			
ENSAC3086	Z1	I found it somewhat difficult to find the application because: (Select all that apply.)	I did not know where to begin looking		Checkbox One Up Vertical	Multi	Y
			It was not clear to me where the links would lead				
			The information did not seem to be organized in a logical manner				
			I used the search function but the results didn't seem to apply.				
			Other reason (please describe)	Z2			
ENSAC3087	Z2	Other: +>PLEASE EXPLAIN THE REASON YOU FOUND IT SOMEWHAT DIFFICULT TO FIND THE APPLICATION.			Text area, no char limit		N
ENSAC3088	U	How did you arrive on the Social Security website today?	Typed ssa.gov or socialsecurity.gov into the browser		Dropdown (Select-one)	Single	Y
			Did a search (i.e. Google, Bing, Yahoo)				
			Followed a link from medicare.gov				
			Followed a link from another website				
ENSAC3089	E	Please rate the clarity of the instructions provided for this Social Security online application.	1 = Not At All Clear	F	Radio Button Scale Has Don't Know	Single	Y
			2	F			
			3	F			
			4	F -			
			5	F			
			7				
			[ ]				
			Q				
			8				
			8 9 10 = Very Clear				

SSA iClaim v2 (English)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
ENSAC3090	F	What part of the instructions was not clear?			Text area, no char limit		N
ENSAC3091	G	Did you complete the Online Disability Report today?	No Don't recall		Radio Button One Up Vertical	Single	Y
ENSAC3092	W	Do you have any other problems with this Social Security Online application that weren't covered in earlier questions, or any suggestions on how we can improve it? (Please do not include any personal information in your answer.)			Text area, no char limit		N

SSA iClaim v2 (Spanish)

EYItUhhVEB0IApcdNtdFZQ== MID:

Date: 7/15/2011

pink: ADDITION

blue + -->: REWORDING violet (bold): SKIP-LOGIC

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underlined & italicized: RE-ORDER

212							
QID	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
	Label		(infinited to 30 characters)			Wata	1714
SPSAC3073		Por favor califique su impresión del nivel de seguridad al	1 = Decificente		Radio Button	Single	Y
CI CACCOTO		completar las tareas en esta solicitud.	I - Bedineerite		Scale Has	Sirigic	
		·			Don't Know		
			Excelente = 10				
			No sé				
SPSAC3074		¿Qué tipo de beneficios estaba solicitando?	Por jubilación	M, Q, R, X, Y, Z,	Dropdown	Single	Υ
				U, E, W	(Select-one)		
			Por incapacidad	M, Q, R, X, Y, Z,			
			0	U, E, G, W			
			Coomo cónyuge	M, Q, R, X, Y, Z, U, E, W			
			Solo Medicare	M, Q, R, X, Y, Z,			
			Solo modisare	U, E, W			
			No estoy solicitando hoy				
SPSAC3075	М	¿Cómo se enteró de la solicitud por Internet del Seguro	El sitio de Internet del Seguro Social		Checkbox	Multi	Υ
		Social? (Seleccione todo lo que aplique.)			One Up		
					Vertical		
			Por un amigo, mi cónyuge, un familiar, un vecino o un conocido				
			Agente del Seguro Social	В			
			Por medio de otro sitio de Internet o un buscador de	В			
			internet				
			Las noticias (TV, radio, diario o Internet)				
			Promoción				
			La Declaración del Seguro Social				
			Grupo o asociación comunitaria				
SPSAC3076	Α	Por favor especifique cómo se enteró del sitio de	Otro modo, por favor especifique	Α	Text area, no		N
SF3AC3070	^	Internet del Seguro Social.			char limit		14
SPSAC3077	В	¿Cómo se comunicó con un empleado del Seguro	Visitando una de las oficinas locales del Seguro		Radio Button	Single	Υ
		Social?	Social		One Up	3 -	
					Vertical		
			Llamando la oficina local del Seguro Social				

SSA iClaim v2 (Spanish)

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Llamando el número 800 nacional				
			Otro modo, por favor especifique	D			
SPSAC3078	D	Otro:+>Por favor describa la manera en la que se comunicó con un empleado del Seguro Social.			Text field, <100 char		N
SPSAC3079	Q	¿Completó la solicitud hoy?	Sí, llené mi solicitud hoy mismo.	С	Radio Button One Up Vertical	Single	Y
			Sí, reanudé y llené la solicitud que ya había comenzado.	С			
			No, no terminé de llenar la solicitud pero la terminaré más adelante.	С			
			No, no terminé de llenar la solicitud que ya había comenzado pero la terminaré más adelante.	С			
			No, no tengo intención de terminar la solicitud.	С			
			No voy a solicitar los beneficios hoy.				
SPSAC3080	С	¿Para quién está llenando esta solicitud por Internet para beneficios de Seguro Social?	Para mi mismo.		Radio Button One Up Vertical	Single	Y
			Para mi cónyuge.				
			Para mis padres.				
			Para un familiar.				
			Para un amigo.				
			Para un cliente.				
			Para otra persona				
SPSAC3081	R	Si dejó de llenar su solicitud, por favor díganos por qué. (Seleccione todo lo que aplique)	Terminé de llenar mi solicitud hoy.		Checkbox One Up Vertical	Multi	Y
			Necesitaba conseguir algunos documentos u otra información para terminar mi solicitud.				
			Demasiadas preguntas				
			Me demoró mucho.				
			La solicitud es muy compllicada sin la ayuda de alguien.				
			Mi impedimento físico/médico me impide trabajar con una computadora por periodos prolongados.				
			La solicitud no aceptaba que dejara preguntas sin contestar.				
			Recibí un mensage haciendo saber que había sido «expulsado» de la solicitud.				
			Tuve problemas ingresando fechas y otra información en algunas de las páginas.				

SSA iClaim v2 (Spanish)

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Labet   Labet   Por otras razones   22   Fext area, no char limit	or Require	Single or	Type (select fr	Skip To	Answer Choices	Question Text	Skip	QID
SPSAC3082   ZZ   Por favor dignanos la razón por la que dejó de llenar su solicitud.   SPSAC3083   X   ¿Visitó la página principal del Seguro Social (www.segurosocial.gov) hoy?   No   No   No	Y/N		Type (select ii	Зкір то		Question Text	Logic	QID
SPSAC3083 X Vertical pagina principal del Seguro Social (viww.segurosocial.gov) hoy?  SPSAC3084 Y Usó el encasillado de BUSCAR en nuestro sitio de internet para encontrar lo que necestaba?  No  SPSAC3085 Z Por favor diganos que tan fácil fue para que encontrara la solicitud para beneficios.  SPSAC3086 Z1 Encontré que fue un poco difficil encontrar la solicitud.  SPSAC3086 Z1 Encontré que fue un poco difficil encontrar la solicitud.  SPSAC3086 Z1 Encontré que fue un poco difficil encontrar la solicitud.  SPSAC3086 Z1 Encontré que fue un poco difficil encontrar la solicitud.  SPSAC3086 Z1 Encontré que fue un poco difficil encontrar la solicitud.  SPSAC3086 Z1 Encontré que fue un poco difficil encontrar la solicitud.  SPSAC3087 Z2 Otro Por favor explique la razón por la que encontrar la solicitud fue un poco difficil de encontrar.  SPSAC3088 U Cómo llegó al sitio de Internet del Seguro Social hoy?  SPSAC3088 E Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 E Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 I Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 I Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 I Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 I Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 I Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 I Por favor califique la claridad de las instrucciones provistas para esta solicitud por internet del Seguro Social hoy?  SPSAC3089 I Por favor califique la claridad de las instrucciones provistas para e				ZZ	Por otras razones			
SPSAC3084   Y   Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?   No   No   Select-one)   Single	N						ZZ	SPSAC3082
SPSAC3084         Y         ¿Usó el encasillado de BUSCAR en nuestro sitio de Internet para encontrar lo que necesitaba?         Sí         Drop favor díganos que tan fácil fue para que encontrara la solicitud para beneficios.         Sí         Tuve un poco de dificultad para ingresar a la solicitud.         Radio Button One Up Vertical         Single           SPSAC3086         Z1         Encontré que fue un poco dificil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)         No sabia por dónde comenzar a buscar.         Checkbox One Up Vertical         Multi One Up Vertical           No estaba claro a dónde me llevarían los enlaces. No me pareción que la información estaba organizada en una maner a fógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes.         22         Text area, no char limit           SPSAC3087         Z2         Otro: + _ > Por favor explique la razón por la que encontró que la solicitud fue un poco dificil de encontrar.         Ingresé la dirección ssa gov o segurosocial gov en el navegador de Internet.         Text area, no char limit           SPSAC3088         U         ¿Cómo llegó al sitio de Internet del Seguro Social hoy?         Ingresé la dirección ssa gov o segurosocial gov en el navegador de Internet.         Fice una búsqueda (usando Google, Bing, Yahoo)         Oprimi en un enlace que encontré en medicare.gov         Oprimi en un enlace que encontré en medicare.gov         Oprimi en un enlace que encontré en otro sitio de Internet.         Finadio Button Scale Has Dont Know	Y	Single					Х	SPSAC3083
SPSAC3085 Z Por favor diganos que tan fácil fue para que encontrara la solicitud para beneficios.  SPSAC3086 Z1 Encontré que fue un poco difficil encontrar la solicitud debido a que: (Seleccione todo lo que aplique.)  No estaba claro a dónde comenzar a buscar.  No estaba claro a dónde me llevarian los enlaces. No me pareción que la información estaba organizada en una manera lógica.  Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes.  Por otras razones (por favor explique)  SPSAC3087 Z2 Otro: Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.  SPSAC3088 U ¿Cómo llegó al sitio de Internet del Seguro Social hoy?  Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.  Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089 E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  No sabía por dónde comenzar a buscar.  No estaba claro a dónde me llevarian los enlaces.  No me pareción que la información estaba organizada en una manera lógica.  Usé la herramienta de búsqueda pero los resultados no char limit  Tuve un poco difícultos el encontrar la solicitud.  Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.  Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en otro sitio de Internet.  F Radio Button Scale Has Don't Know	Y	Single					Υ	SPSAC3084
SPSAC3086   Z1   Encontré que fue un poco difficil encontrar la solicitud.   No sabía por dónde comenzar a buscar.   Checkbox one Up Vertical			<b>'</b>		No	· ·		
SPSAC3086  Z1 Encontré que fue un poco difícil encontrar la solicitud.  No sabía por dónde comenzar a buscar.  No sabía por dónde comenzar a buscar.  No sestaba claro a dónde me llevarían los enlaces. No me pareción que la información estaba organizada en una manera lógica.  Usé la herramienta de búsqueda pero los resultados no parecian ser relevantes. Por otras razones (por favor explique)  Z2 Otro:+ > Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.  SPSAC3088  U ¿Cómo llegó al sitio de Internet del Seguro Social hoy?  Lice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  Solicitud.  No sabía por dónde comenzar a buscar.  No sabía por dónde comenzar a buscar.  Checkbox Onc Up Vertical  Aulti One Up Vertical  Z2  Text area, no char limit  Dropdown (Select-one)  Single Single SPSAC3089  F Radio Button Scale Has Don't Know	Y	Single	One Up		Tuve un poco de dificultad para ingresar a la solicitud.		Z	SPSAC3085
debido a que: (Seleccione todo lo que aplique.)  No estaba claro a dónde me llevarían los enlaces. No me pareción que la información estaba organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes. Por otras razones (por favor explique)  Z2  SPSAC3087  Z2 Otro:+ >Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.  SPSAC3088  U ¿Cómo llegó al sitio de Internet del Seguro Social hoy? Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet. Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  1 = No lo entiendo  F Radio Button Scale Has Don't Know				<b>Z1</b>				
No me pareción que la información estaba organizada en una manera lógica.	Y	Multi	One Up		No sabía por dónde comenzar a buscar.		Z1	SPSAC3086
organizada en una manera lógica. Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes.  Por otras razones (por favor explique)  Z2  SPSAC3087  Z2  Otro:+>Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.  SPSAC3088  U ¿Cómo llegó al sitio de Internet del Seguro Social hoy? Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.  Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  Text area, no char limit  Dropdown (Select-one)  Single  Text area, no char limit  Dropdown (Select-one)  F Radio Button Scale Has Don't Know								
no parecían ser relevantes.   Por otras razones (por favor explique)   Z2					organizada en una manera lógica.			
SPSAC3087  Z2 Otro:+>Por favor explique la razón por la que encontró que la solicitud fue un poco difícil de encontrar.  SPSAC3088  U ¿Cómo llegó al sitio de Internet del Seguro Social hoy? Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.  Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  1 = No lo entiendo  F Radio Button Scale Has Don't Know					Usé la herramienta de búsqueda pero los resultados no parecían ser relevantes.			
encontró que la solicitud fue un poco difícil de encontrar.  SPSAC3088  U ¿Cómo llegó al sitio de Internet del Seguro Social hoy?  Ingresé la dirección ssa.gov o segurosocial.gov en el navegador de Internet.  Hice una búsqueda (usando Google, Bing, Yahoo)  Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  1 = No lo entiendo  F Radio Button Scale Has Don't Know				Z2	Por otras razones (por favor explique)			
navegador de Internet.  Hice una búsqueda (usando Google, Bing, Yahoo) Oprimí en un enlace que encontré en medicare.gov  Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  1 = No lo entiendo F Radio Button Scale Has Don't Know	N						Z2	SPSAC3087
Oprimí en un enlace que encontré en medicare.gov Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089  E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  1 = No lo entiendo F Radio Button Scale Has Don't Know	Y	Single				¿Cómo llegó al sitio de Internet del Seguro Social hoy?	U	SPSAC3088
Oprimí en un enlace que encontré en otro sitio de Internet.  SPSAC3089 E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  1 = No lo entiendo F Radio Button Scale Has Don't Know					Hice una búsqueda (usando Google, Bing, Yahoo)			
SPSAC3089 E Por favor califique la claridad de las instrucciones provistas para esta solicitud por Internet del Seguro Social.  Internet.  1 = No lo entiendo F Radio Button Scale Has Don't Know					Oprimí en un enlace que encontré en medicare.gov			
provistas para esta solicitud por Internet del Seguro Social.  Scale Has Don't Know								
	Y	Single	Scale Has		1 = No lo entiendo	provistas para esta solicitud por Internet del Seguro	Е	SPSAC3089
				F -				
F F								

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (select fr	Single or Multi	Required Y/N
			Muy claro = 10 No sé				
SPSAC3090	F	¿Qué parte de las instrucciones no estaban claras?			Text area, no char limit		N
SPSAC3091	G	¿Llenó el informe de incapacidad por Internet hoy?	No. No me acuerdo.		Radio Button One Up Vertical	Single	Y
SPSAC3092		¿Tiene algún otro problema con la solicitud por Internet del Seguro Social que no se cubrió en las preguntas anteriores, o alguna sugerencia sobre cómo podemos mejorarla? (Por favor no incluya ninguna información personal en su respuesta.)	The the decide.		Text area, no char limit		N