MID.

Partiti



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

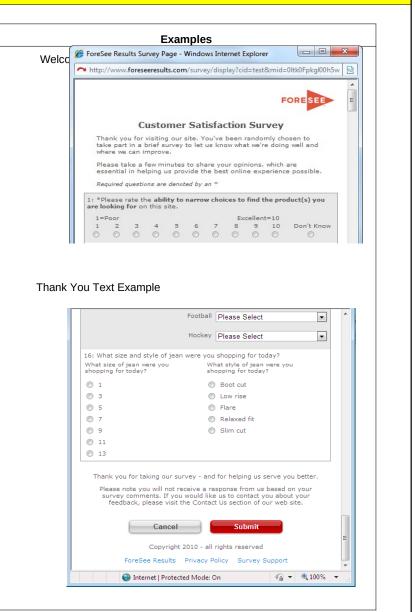
Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.



Err:508 SSA My Social Security v2 Err:508 R9JQtMNl09w1VJ Partitioned Yes 1/11/2018

QID HAR0069569	Skip Logic Label
CAS0045395	
RUS0280247	C1
RUS0280248	C2

RUS0280250	C4
CAS0045407	А
CAS0045409	В
CAS0045396	ВВ
CAS0045397	Z
RUS0172647	М
RUS0172648	MM
TAR0201664	Q

TAR0201665	Q1
BUC0233611	R
TAR0201666	Q2
TAR0201667	Q
TAR0201668	Q
TAR0202213	Q
TAR0201669	Q
BUC0233612	Q
BUC0233613	Q
TAR0201672	Q3
BUC0233614	Q5

TAR0201673	Q
TAR0201674	Q4
CAS0045398	
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CAS0045399	Α
CAS0045410	С
CAS0045401	CC
CA C004E412	
CAS0045413	
CAS0045414	Α
CAS0045424	
CAS0045425	Α

CAS0045422	
TAR0239304	
TAR0239305	А
TAR0239306	В
TAR0239307	С

TAR0239324	D
TAR0248887	D
TAR0248888	D
TAR0239325	E
STE0093222	
STE0125910	
STE0125912	В
STE0123762	
JIB0147139	
CAS0045416	
CAS0045417	

AZFxsVYQ4C

Question Text How often do you access (or plan to access) your my Social Security account? What is your reason for visiting my Social Security today? (Check all that apply) CAS0045395A001 CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A006 CAS0045395A009 CAS0045395A017 CAS0045395A010 CAS0045395A000 CAS0045395A000 CAS0045395A010 CAS0045395A010		
(Check all that apply) CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A009 CAS0045395A017 CAS0045395A017 CAS0045395A010 CAS0045395A011 How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online? RUS0280247A001 RUS0280247A002 RUS0280247A004 RUS0280247A005 How much do you agree or disagree with the following RUS0280248A001	How often do you access (or plan to access) your <i>my</i>	AnswerIDs (DOT)
(Check all that apply) CAS0045395A002 CAS0045395A003 CAS0045395A004 CAS0045395A005 CAS0045395A006 CAS0045395A009 CAS0045395A017 CAS0045395A017 CAS0045395A010 CAS0045395A011 How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online? RUS0280247A001 RUS0280247A002 RUS0280247A004 RUS0280247A005 How much do you agree or disagree with the following RUS0280248A001		
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RUS0280247A005 How much do you agree or disagree with the following RUS0280248A001		RUS0280247A003
How much do you agree or disagree with the following RUS0280248A001		RUS0280247A004
		RUS0280248A001
RUS0280248A002		RUS0280248A002

1	
	RUS0280248A003
	RUS0280248A004
	RUS0280248A005
Do you have any suggestions for improving our online notices?	
How often do you review your online Social Security Statement?	CAS0045407A001
	CAS0045407A003
	CAS0045407A004
	CAS0045407A005
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	CAS0045409A001
	CAS0045409A002
	CAS0045409A003
	CAS0045409A004
	CAS0045409A005
	CAS0045409A006
	CAS0045409A007
	CAS0045409A008
	CAS0045409A009
Which "other" agency or program requested your Benefit Verification information?	
Please tell us what your primary reason was for visiting today:	
For which purpose or program do you need a replacement SSN Card? (Check all that apply)	
Please explain for which purpose or program you need a replacement SSN card.	
Who are you reporting wages for?	

What is your relationship to the individual you are reporting wages for?	
What type of benefits does the person you are reporting for receive?	
Was the person you wanted to report wages for listed?	
Was the employer listed?	
Are you reporting for more than one employer for the same person?	
Are you currently working?	
How long did it take you to submit your wages?	
Before today's visit, what other methods have you used to report wages?	
Do you plan to <u>electronically</u> report additional wages in the future?	
How do you plan to report future wages?	
What method do you prefer to use to report your wages?	

CAS0045398A001
CAS0045398A002
CAS0045398A003
CAS0045398A004
CAS0045399A001
CAS0045399A002
CAS0045399A003
CAS0045413A001
CAS0045413A002
CAS0045413A003
CAS0045424A001
CAS0045424A002

This interaction increased my confidence in the Social Security Administration.	
My need was addressed.	
It was easy to complete what I needed to do.	
It took a reasonable amount of time to do what I needed to do.	
Did the information obtained during your <i>my</i> Social	CAS0045422A001
Security account visit enable you to accomplish what you wanted to do?	
	CAS0045422A002
Did you contact Social Security during your online visit?	
How did you contact Social Security?	
How long was your wait to Chat with a representative online?	
Did the Chat representative answer your question?	

Do you still have to call the 1-800 number or go into a field office?	
How satisfied were you with the Chat Service you received today?	
How satisfied were you with the Chat Representative who assisted you today?	
Please share any other feedback with us regarding your Chat experience today.	
Did you use the "Get Help" button or "Call Back" button during your visit today?	
Did you view the "Message Center" section during your visit today?	
Do you plan to view the "Message Center" in the future?	
Please select the category that includes your age:	
Please enter your 5 digit ZIP Code:	
Do you have any suggestions for improving the <i>my</i> Social Security registration process?	
Do you have any suggestions for improving <i>my</i> Social Security's content and features?	

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

pink: ADDITION

blue + -->: REWORDING

SSA My Social Security v2 CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)

Once a year

Once every six months

Once every three months

Once a month

More than once a month

Not sure

To get a Benefit Verification Letter

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

To view my Benefits and Payment Details

To enroll in or update my direct deposit

To change my address with SSA

To print or view my online Social Security Statement

To make sure my earnings record is correct

To replace my Social Security Card or get a new card

To check the Status of my recently filed application for benefits

To learn about the benefits to which I might be entitled

To apply only for Social Security or Medicare Only benefits

To report my wages

To request a replacement SSA-1099 (or SSA-10425) for tax purposes

To add Extra Security to my online account

Just curious – wanted to see what information was contained in my Social Security account

Other Reason for visiting today

Very difficult

Somewhat difficult

Neither difficult or easy

Somewhat easy

Very easy

Strongly disagree

Somewhat disagree

Neither agree or disagree
Somewhat agree
Strongly agree
This is my first time
At least once a year
Every 6 months
Every 3 months or more frequently
Medicare
Medicaid
State or Local Department of Social Services
HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing
USDA - SNAP (Food Stamps)
Department of Veterans Affairs
IRS
Court
Want a copy for personal use
Bank or financial institution
Education-related
Medical-related
Healthcare signup and/or verification
Requesting a Retirement Visa from another country
Other agency or program
earlor agency or program
Proof of identity
Tax purposes
Education-related
Required for my job
Passport
Bank or financial institution
Income assistance
Other (Please specify)
Myself only
My spouse only
Myself and my spouse
iviyacii and my apouac

Myself and another individual (not spouse)
Other relative only
Other
Disability
Supplemental Security Income (SSI)
Both Disability and SSI
Don't know
Yes
No
Yes
No
Yes
No No
Yes
No
5 minutes or less
6-10 minutes
11-15 minutes
More than 15 minutes
Unsure
Did not submit wages
Field Office
Mail
Fax
Phone
Other
Yes
No
Don't know
Desktop/Laptop
Mobile Device
Don't know
Field Office
Mail
Fax

Registered online on my first attempt Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office Registered using the SSA Express Not sure or don't remember Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more was unsuccessful registering online and was required to do so in-person preferred registering for a my Social Security account in-person at my SSA office Employee offered the option for me to register for a my Social Security account Yes Partially No	Phone
Registered online on my first attempt Registered online after prior unsuccessful attempts Registered with in-person assistance from my local SSA office Registered using the SSA Express Not sure or don't remember Less than 15 minutes More than 15 but less than 30 minutes 30 minutes or more was unsuccessful registering online and was required to do so in-person preferred registering for a my Social Security account in-person at my SSA office Employee offered the option for me to register for a my Social Security account Yes Partially No No Yes	Other
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Employee offered the option for me to register for a my Social Security account Yes Partially No Yes	
Yes Partially No Yes Yes	I preferred registering for a <i>my</i> Social Security account in-person at my SSA office
Partially No No Yes	Employee offered the option for me to register for a <i>my</i> Social Security account
Partially No No Yes	
Partially No No Yes	
No No Yes	Yes
No Yes	Partially
Yes	No
Yes	
	No
L=Strongly Disagree	Yes
L=Strongly Disagree	
L=Strongly Disagree	
	1=Strongly Disagree
2=Disagree	2=Disagree
·	3=Neutral
	4=Agree
·	5=Strongly Agree

1=Strongly Disagree
2=Disagree
3=Neutral
4=Agree
5=Strongly Agree
1=Strongly Disagree
2=Disagree
3=Neutral
4=Agree
5=Strongly Agree
1=Strongly Disagree
2=Disagree
3=Neutral
4=Agree
5=Strongly Agree
1=Strongly Disagree
2=Disagree
3=Neutral
4=Agree
5=Strongly Agree
Yes
No
Yes
No
Requested a Call Back
Email
Chat with an Online representative
About what I expected
Longer than I expected
Yes
Partially

No
Yes
No
Very Satisfied
Satisfied
Not Satisfied
Very Dissatisfied
Very Satisfied
Satisfied
Not Satisfied
Very Dissatisfied
Yes, I used the "Get Help" button only
Yes, I used the "Call Back" button only
Yes, I used both the "Get Help" button and "Call Back" button
No, I used neither
Yes
No
Yes
No
35 and under
36 to 50
51 to 61
62
63
64
65
66
67
68 to 70
71 or older
Prefer not to answer

Skip to	Type (select from list) Radio button, one up vertical	Require d Y/N Y	Special Instructions
B C1, C2,C4,N1,N2, N3,N4,N5	check box one up vertical	Yes	Skip Logic Group
A			
M			
Q			
Z		\	
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group

Į te	ext, no char limit	N	Skip Logic Group
AA c	check box one up vertical	Υ	Skip Logic Group
c	check box vertical one up	Υ	skip logic group
BB			
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Т	Гехt area, no Char limit	N	Skip Logic Group
ľ	okt aroa, no onar mine	. •	Chip Logic Croup
	checkbox vertical, one up	Υ	Skip Logic Group
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	Text area, no Char limit	N	Skip Logic Group
		\	Older Lands O
	li li ii	Υ	Skip Logic Group
	Radio button, one-up vertical		
Q2, R			

Q1,Q2, R			
Q2, R Q1,Q2, R			
	Text area, no Char limit	N	Skip Logic Group
	Radio button, one-up vertical	Y	skip logic group
	Radio button, one-up vertical	Y	skip logic group
	Radio button, one-up vertical	Υ	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	Checkbox, one-up vertical	Y	Skip logic group
Q3	Radio button, one-up vertical	Υ	Skip logic group
Q5			
	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group

	Radio button, one-up vertical	Υ	Skip Logic Group
Q4			
Q4	Text area, no Char limit	N	Skip Logic Group
A	Radio button, one-up vertical	Y	Skip Logic Group
^	iradio buttori, orie-up vertical	'	Skip Logic Group
Α			
A,C			
	Radio button, one-up vertical	Y	Skip Logic Group
CC	Padio button, one un vertical	Υ	Skin Logic Croup
CC	Radio button, one-up vertical	T	Skip Logic Group
CC			
	Text area, no char limit	N	Skip Logic Group
	Radio button, one-up vertical	Υ	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
A	Radio button, one-up vertical	Y	Skip Logic Group
A A			
	Radio button, one-up vertical Text area, no char limit	Y	Skip Logic Group Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
	Text area, no char limit	N	Skip Logic Group
A	Text area, no char limit	N	Skip Logic Group
A	Text area, no char limit Radio Button, One-up Text area, no char limit Radio Button, Scale, No don't	N	Skip Logic Group Skip Logic Group
A	Text area, no char limit Radio Button, One-up Text area, no char limit	N Y	Skip Logic Group Skip Logic Group
A	Text area, no char limit Radio Button, One-up Text area, no char limit Radio Button, Scale, No don't	N Y	Skip Logic Group Skip Logic Group
A	Text area, no char limit Radio Button, One-up Text area, no char limit Radio Button, Scale, No don't	N Y	Skip Logic Group Skip Logic Group
A	Text area, no char limit Radio Button, One-up Text area, no char limit Radio Button, Scale, No don't	N Y	Skip Logic Group Skip Logic Group
A	Text area, no char limit Radio Button, One-up Text area, no char limit Radio Button, Scale, No don't	N Y	Skip Logic Group Skip Logic Group
A	Text area, no char limit Radio Button, One-up Text area, no char limit Radio Button, Scale, No don't	N Y	Skip Logic Group Skip Logic Group

	Radio Button, Scale, No don't know	Υ	
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
	Radio Button, Scale, No don't know	Y	
_	Radio button, one up	Yes	Skip Logic Group
Α	Radio button, one-up vertical	Y	Skip Logic Group
B,C,D,E	Radio button, one-up vertical	Y	Skip Logic Group
5,0,0,1	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group

	Radio button, one-up vertical	Y	Skip Logic Group
	Radio button, one-up vertical	Y	Skip Logic Group
	,		
	Radio button, one-up vertical	Y	Skip Logic Group
	Text area, no Char limit	N	Skip Logic Group
	Radio button, one up vertical	Y	
-	Radio button, one up	Y	Skip Logic Group
В			
_	Radio button, one up	Y	Skip Logic Group
	Radio button, one up	N	
	Tout area 100 shor limit	N.I.	
	Text area, 100 char limit Text area, no char limit	N N	
	Text area, no char limit	N	

CQ Label
Access Frequency - NEW
7 todoso i requerity TVEVV
Primary Reason
,
Ease of access COLA
Lase of access COLA
Comfortable COLA online

Improve Online notices
miprovo orimno moneco
Freq View Statement
req view Statement
Agency Need
OPS_Other Agency
OPS_Primary Reason
or o_r rimary reason
Purpose for SSN Card
l dipose foi 3514 Card
OPS_Purpose Other
Reporting For
reporting roll

OE_Report For
Benefit Type Reporting
OE_Relationship
Employer listed
Reporting multiple employers
Currently working
Time Submit Wage
Other reporting methods
Plan report electronically
How Report Again
Preferred method reporting

Instructions Helpful
OE_Improve Instructions
How Registered
Reg Time
Reg In person
OE_In-person Experience
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OE_Instructions
Security Concerns
Security Concerns
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OE_Security Concern
OE_Security Concern

A11-Trust
A11-Quality
A11-Ease
A11-Speed
Ability to Accomplish
Contacted SSA
How contacted SSA
Click to chat wait
Click to chat answer

Click to chat Call
Click to chat Call
Click to chat service
Click to chat representative
Chat Feedback
Get Help Button or Call Back
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Message Center
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OE_Improve Contents

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

Answer(Do) Co Labe From where did you connect to SSA today? Answer(Do) Co At home Answer(Do) Co A		Skip								
		Logic						Required		
Part Part Amendment Part Pa		Label		AnswerIDs (DOT)		Skip to			Instructions	
Part Process Proceedings Process Pro	3120123737		From where did you connect to 33A today?		Athone		radio buttori, orie-up vertical	'		SSA SINGUE CONNECTED WITH
PARK UNITY PARK UNITY PARK of the least PARK UNITY PARK					In office / place of employment					
Part						-				
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Control (Control (C					Other Agency					
Company Comp	CACODAESON		How did you loarn about my Coolal Coouring (Cheek all that apply)	CACODAESODADSS			shook boy, one up	V	Ckin Logio Croup	Loorn shout
CASSINGUED CAS	CA30043300		Trow did you learn about my Social Security? (Check all that apply.)	CAS0045388A023	Browsing SSA.gov's informational webnages		Check box, one up	'		Leam about
Controlled Con										
CASCASSING)		-		CAS0045388A024	The "Manage Your Benefits with a <i>my</i> Social Security account" page					
CASSINGUESTICE CASS										
Community of the process of the pr										
Company Comp				CAS0045388A015	Social media (e.g., Facebook, Twitter, blog, etc.)					
Commonweight Comm				CAS0045388A016	Friend, spouse, relative, neighbor, or acquaintance					
CASSMERSHOOD CASS										
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Case and the second process of more in the second process of more		В			0			N	Skip Logic Group	
Occor any fine months Not since Not since since Not	HAR0069569		How oπen go you access (or plan to access) your my Social Security account?		Once a year		κασιο button, one up vertical	Y		Access Frequency - NEW
Occor any fine months Not since Not since since Not					Once every six months					
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Rel 1506 An you cannot presenting cash benefits V Skip Logic Group Cash Planeths V Skip Logic Group Cash Planeth										
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RUSSISSISSIS A What type of benefits are you receiving? (Check all that apply) September Security programs Check box, one up vertical N Skip Logic Group Benefit Type Check box one up vertical N Skip Logic Group Benefit Type Check box one up vertical N Skip Logic Group Benefit Type Check box one up vertical N Skip Logic Group Primary Reason Check box one up vertical N Skip Logic Group Primary Reason Check box one up vertical N Skip Logic Group Primary Reason Check box one up vertical N Skip Logic Group Primary Reason Check box one up vertical N Skip Logic Group Primary Reason Check box one up vertical N Skip Logic Group Primary Reason N					No, I am taking Medicare Only					
Rissitionists A What you or benefits are you receiving? (Check all that apply) CASOM-SPINOT CASOM-										
Disability Dis	DUIC0100001	-	Milestane of here fits and control of the control o	BJL1506A06			ObI-b	N.	Chia Lasia Casua	Danaft Tura
Spinores Survivos Survivos Survivos Supplemental Security Insuranno Survivos Survivos Supplemental Security Insuranno Survivos Surv	RUS0166831	A	what type of benefits are you receiving? (Check all that apply)			-	Check box, one up vertical	N N	Skip Logic Group	Benefit Type
Survivors CASOM-5995 What is your reason for visiting my Social Security today? (Check all that apply) CASOM-5995A007 CASOM					Spouses	-				
CASOM-5986-001 To year mason for visiting my Social Security today? (Check all that apply) CASOM-5986-001 To year my Benefits and Payment Details						1				
CASOM-5595A002 To view my Benefits and Payment Details CASOM-5595A002 CASOM-5595A00										
CASO0459954002 To entrol in or update my direct deposit Caso045954003 To change my address with SSA	CAS0045395		What is your reason for visiting my Social Security today? (Check all that apply)	CAS0045395A001		<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
CASO45395A003 To change my address with SSA				CVCUVESOEVUUS						
To print or view my online Social Security Statement										
CAS004599A000 To make sure my earmings record is correct				0/1000/10000/1000		A				
CASO045985006 To check the Status of my recently fleet application for benefits CASO045985006 To apply only for Social Security or Medicare Only benefits CASO045985006 To apply only for Social Security or Medicare Only benefits CASO04598500 To apply only for Social Security or Medicare Only benefits CASO045995001 CASO045905001 CASO0459050001				CAS0045395A004	To make sure my earnings record is correct					
CAS004395A009 To learn about the benefits to which I might be nefitled CAS004395A009 To learn about the benefits to which I might be nefitled CAS004395A001 To request a replacement SSA-1099 (or SSA-10425) for tax purposes K				CAS0045395A005		X,M,N				
CAS004595A009 To apply only for Social Security or Medicare Only benefits CAS004595A009 To reguest a representer SSA-1096 (or SSA-10426) for fax purposes K				CA C00 4F20F A 00C						
To request a replacement SSA-1099 (or SSA-10425) for tax purposes K										
To add Extra Security to my online account					To request a replacement SSA-1099 (or SSA-10425) for tax purposes	<u>K</u>				
Security account					To add Extra Security to my online account					
CASO045407				CAS0045395A010	Just curious – wanted to see what information was contained in my Social					
CAS0045407 A How often do you review your online Social Security Statement?				CAS0045395A011	Other Reason for visiting today	7				
CAS0045407A003	CAS0045407	A	How often do you review your online Social Security Statement?				check box one up vertical	Y	Skip Logic Group	Freg View Statement
CAS0045407A004 Every 6 months CAS0045407A005 Every 3 months or more frequently CAS0045409A001 CAS0045409A002 Medicare Check box vertical one up Y Skip logic group Agency Need CAS0045409A002 Medicare CAS0045409A002 Medicare CAS0045409A003 Medicare CAS0045409A004 Medicare CAS0045409A004 Medicare CAS0045409A005 CAS0045409A004 Medicare CAS0045409A005 CAS0045409A006 CAS0			, , , , , , , , , , , , , , , , , , , ,	CAS0045407A003	At least once a year				,	
CAS0045409 B For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) CAS0045409A001 Medicare CAS0045409A002 Medicare CAS0045409A003 Medicare CAS0045409A003 Medicare CAS0045409A003 HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing CAS0045409A005 CAS004				CAS0045407A004	Every 6 months					
CAS0045409A002 Medicaid State or Local Department of Social Services State or Local Department of Social Servic	CAS0045400	В	For which Agency or program do you need a Popolit Verification Letter? (Cheek all that apply)	CAS0045407A005	Every 3 months or more frequently		chack hav vartical one	V	skip logic group	Agancy Nood
State or Local Department of Social Services	CA30043409	В	Prof which Agency of program do you need a benefit verification Letter? (Check all that apply)				check box vertical one up	1	skip logic group	Agency Need
CAS0045409A003				5.1000.10403A00Z						
CAS0045409A004 USDA - SNAP (Food Stamps)				CAS0045409A003	HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
CAS0045409A006 RS				CAS0045409A004	USDA - SNAP (Food Stamps)					
CAS0045409A007 Court										
CAS0045409A008 Want a copy for personal use										
Bank or financial institution										
Medical-related Healthcare signup and/or verification Requesting a Retirement Visa from another country CAS0045409A009 Other agency or program BB BB					Bank or financial institution					
Healthcare signup and/or verification Requesting a Retirement Visa from another country CAS0045409A009 Other agency or program BB										
Requesting a Retirement Visa from another country CAS0045409A009 Other agency or program BB										
CAS0045409A009 Other agency or program BB										
				CAS0045409A009	Other agency or program	ВВ				
	CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?		, ,		Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045397 CAS0076487	K	Please tell us what your primary reason was for visiting today: Please select the response that best reflects the action you took:		Viewed my SSA 1099 (or 1042S)		Text area, no Char limit Radio button, one-up vertical	N Y	Skip Logic Group	OPS_Primary Reason
G/100070101		a leader solect the response that best remote the determ year took.				radio batton, one up vertical	·	Grap Edgio Group	00,1000,1000.
				Viewed and printed my SSA 1099 (or SSA 1042S)					
				Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
				Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.				Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?				Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
	Х	Do you plan to replace your SSN card online through iSSNRC (Internet Social Security Number		Yes		Radio button, one up vertical	Y	Skip Logic Group	Plan to Replace
		Replacement Card)?		No, this service is not yet available in my state					
				No, I prefer to go to a field office					
				Don't know					
	M	For which purpose or program do you need a replacement SSN Card? (Check all that apply)		Proof of identity		checkbox vertical, one up	Y	Skip Logic Group	Purpose for SSN Card
				Tax purposes					
				Education-related Peguired for my job					
				Passport					
				Bank or financial institution					
				Income assistance	MM				
	MM	Please explain for which purpose or program you need a replacement SSN card		Other (Mease specify)	MM	Text area no Char limit	N	Skin Logic Group	OPS Purpose Other
	N	Which best describes why you are applying for a replacement SSN card?		My original card was lost or stolen		Radio button, one up vertical	Y	Skip Logic Group	Why Applying for SSN Card
				My original card was not lost or stolen but someone else (e.g., family member) is					
				holding it					
	+			Other (Please specify)	NN				
	NN	Please explain why you are applying for a replacement SSN card.		Carer (Fredeo Specify)		Text area, no Char limit		Skip Logic Group	OPS_Why Applying
CAS0045398		Did you register for your my Social Security online or in person?		Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B				
			CAS0045398A003	Registered with in-person assistance from my local SSA office Registered using the SSA Express	A,C				
			CAS0045398A004	Not sure or don't remember					
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes					
CAS0045400	B	How many prior unsuccessful online registration attempts did you make?	CAS0045399A003 CAS0045400A001	30 minutes or more One		Radio button, one-up vertical	Y	Skip Logic Group	Pen Attemnts
CA30043400		Tow many prof unsuccessial offline registration attempts and you make:		Two		radio battori, oric up vertical		Skip Łogic Group	reg Attempts
				Three or more					
CAS0045410	С	Why did you decide to register in-person?		I was unsuccessful registering online and was required to do so in-person	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
				I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC				
				Employee offered the option for me to register for a my Social Security account	CC				
CAS0045401								01: 1 : 0	05.1
CAS0045401 CAS0045411	CC	Please describe your in-person registration experience. Did you request to add Extra Security to your account?	CAS0045411A001	Yes		Text area, no char limit Radio button, one-up vertical	N Y	Skip Logic Group	OE_In-person Experience Xtra Security Reg
C/130043411		Did you request to dad Exita Security to your account:		No No		readio battori, oric up vertical			Auta Security Reg
			CAS0045411A003	I tried but was unsuccessful					
			CAS0045411A004	I don't know					
KAU0126773		Was it easy to create a <i>my</i> Social Security account?		Yes		Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
				No	Α				
KAU0126790	Α	Please tell us why it was not easy to create a my Social Security account.				Text area, no char limit	N		OE_Easy Create Account
CAS0045413		Did you find the instructions for creating a username, password and registering a second factor to be clear?	CAS0045413A001	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			CAS0045413A002	Partially	Α				
				No No	A				
CAS0045414	Α	Please explain what was not clear about any of the instructions.				Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social Security's security policies or features?		Yes		Radio button, one-up vertical	Y		Security Policies
010001515			CAS0045415A002	No .				01: 1 : 0	
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			CAS0045424A002	Yes	Α				
CAS0045425	Α	Please describe your security concerns.				Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791		Was it easy to sign in to your my Social Security account?		Yes	^	Radio button, one up	Y	Skip Logic Group	Easy Sign In
KAU0126792	Δ	What did you find difficult about signing in to your my Social Security account?		No .	A	Text area, no char limit	N	Skip Logic Group	OF Fasy Sign In
CAS0045422		Did the information obtained during your my Social Security account visit enable you to accomplish what	CAS0045422A001	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
		you wanted to do?							
CAE0045426		Mhet angifiaelly ware you taking to accomplish?	CAS0045422A002	No	A,B	Tout area as sheet limit	A1	Ckin Logi-	OF Trying to operate to
CAS0045426 CAS0045427	A B	What specifically were you trying to accomplish? Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	CAS0045427A001	Return online and try again		Text area, no char limit Check box vertical	N Y	Skip Logic Skip Logic	OE_Trying to accomplish Do Next
5,100040421		select all that apply)				CHOCK DOX VEHICUI			
				Send an e-mail to Social Security					
			CAS0045427A003	Call Social Security's 800 number					

Err:508 SSA My Social Security v2 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C Partitioned Yes 2/8/2012

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
		,		Call a local Social Security office		, ,			-
			CAS0045427A005	Visit a local Social Security office					
			CAS0045427A006	Take no action					
			CAS0045427A008	Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.				Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			CAS0045373A002	No	Α				
CAS0045374	Α	Please tell us what information or instructions were not clear				Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?		Yes, I used the "Get Help" button only		Radio button, one up vertical	Y		Get Help Button or Call Back
				Yes, I used the "Call Back" button only					
				Yes, I used both the "Get Help" button and "Call Back" button					
				No, I used neither					

Err:508
SSA My Social Security v2
Err:508 R9JQtMNI09w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

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blue + -->: REWORDING

QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop Smartphone Tablet	Skip to	Type (select from list) Radio button, one up vertical	Required Y/N ¥	Special Instructions	CQ Label How Connected with SSA
STE0123737 STE0123757	A	From where did you connect to SSA today? Did you connect through a unique Social Security	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other Yes	A B G	Radio button, one up verticalb	Y	Skip Logic Group	From Where Connected with SSA Use SSA Icon
		icon featured on the computer's desktop?	N o	AA				
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	B	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	€	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages				Randomize	
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В			Anchor answer choice	
CAS0045390	В	How did you learn about my Social Security?			Text area, no char limit	N		OPS Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) recently applied		Radio button, one-up vertical	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I-recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			l-am eligible to receive monthly benefits or Medicare at this time but am not receiving each benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			, and a second of moderate at the time					

Err:508
SSA My Social Security v2
Err:508 R9JQtMNI09w1VJAZFxsVYQ4C
Partitioned Yes 2/8/2012

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	Skip							
OID	Logic	O	Answer Choices	GL: 4-	Towns (solvest from Both	Required	Special	00 1 -1-1
QID	Label	Question Text	(limited to 50 characters) Yes, I recently applied	Skip to	Type (select from list)	Ý/N	Instructions	CQ Label
			No, I am taking Medicare Only coverage – no cash benefits	A				
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
	Α	What type of banefits are you receiving? (Check all	Potizoment		Check how one up vertical	N	Ckin Logio Croup	Ronofit Typo
	A	What type of benefits are you receiving? (Check all that apply)	Retilement		Check box, one up vertical	IN	Skip Logic Group	Benefit Type
		and apply)	Disability	1				
			Snouses	1				
			Sunivers	-				
			Supplemental Security Insurance	-				
CAS0045395		What is your reason for visiting my Social Security	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
C/ 1000-1000		today? (Check all that apply)	To get a Beriott vermoation Eetter	_	cricck box one up vertical	165	On Logic Group	I mary reason
		, , , , , , , , , , , , , , , , , , ,	To view my Benefits and Payment Details					
			To enroll in or update my direct deposit					
			To change my address with SSA					
			To print or view my online Social Security Statement	A,E				
			To make sure my earnings record is correct					
			To replace my Social Security Card					
			To check the Status of my recently filed enline application for benefits					
			To learn about the benefits to which I might be entitled					
			To use SSA's Retirement Estimator	Đ,E				
			To use SSA's other online benefit calculators	F,G				
			To apply only for Social Security or Medicare Only benefits					
			To request a replacement SSA-1099 (or SSA-10425) for tax purposes	К				
			To add Extra Security to my online account					
			Just curious – wanted to see what information was contained in my Social					
			Security account					
			Other Reason for visiting today	Z				
CAS0045407	Α	How often do you review your online Social	This is my first time	AA	check box one up vertical	Υ	Skip Logic Group	Freq View Statement
		Security Statement?			·			·
			At least once a year					
			Every 6 months					
			Every 3 months or more frequently					
			Every 3 months –					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement	Yes		radio button one up vertical		skip logic group	Plan to View State again
		online again?						
			No					
CAS0045409		For which Agency or program do you need a	Medicare		check box vertical one up	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)						
			Medicaid					
			State or Local Department of Social Services HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing					
			USDA - SNAP (Food Stamps)					
			Department of Veterans Affairs IRS					
			Court					
			Want a copy for personal use					
			Bank or financial institution Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country	DD.				
CAS0045396	PD.	Mhigh "other" agangy or program requested	Other agency or program	BB	Tout area no Char limit	NI	Ckin Logie Cray	ODS Other Agency
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397		Please tell us what your primary reason was for			Text area, no Char limit	N	Skin Logic Group	OPS Primary Reason
5.100040001		visiting today:			. o.a area, no ona min		Skip Logic Group	S. S_I IIIIaly Reason

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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
CAS0073009	e	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	#	Radio button, one-up vertical	¥	Skip Logic Group	Use RE
		visiting your my occide occurry account today.	N o	- 4				
CAS0073010	н	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	¥	Skip Logic Group	Difficulty Navigating Between
		Social Security and the Retirement Estimator?						mySSA and RE
0.00070044	<u> </u>		No		- O F 1		01: 1 : 0	05 07 1 1 1
CAS0073011	3	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator:			Text area, no Char limit	H	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	1	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Plan to Use RE
			N o					
CAS0073013	Đ	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one up vertical	¥	Skip Logic Group	Trouble Finding RE
04 0007004 4		Did you was atta find the Detinance to Estimate	No		Dadia buttan ana un contiad		Obia Lasia Ossus	Fire et to Find DE in 1990
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes Ne		Radio button, one up vertical	¥	экір содіє Стоцір	Expect to Find RE in mySSA
CAS0073015	F	Did you have trouble finding the other online	Yes		Radio button, one-up vertical	¥	Skip Logic Group	Trouble Finding Calculators
		benefit calculators?	No No		Table button, one-up vertical		Skip Logic Group	Trouble Finding Galculators
CAS0073016	6	Did you expect to find the other online benefit	Yes		Radio button, one up vertical	¥	Skip Logic Group	Expect to Find Calculators in
C/10071010		calculators within your my Social Security account?			radio sattori, erio ap vortica.		Omp Zogio Group	mySSA
0400070407		Disease and set the second set of the set of	No		Dadia battan ana an antical		Chin I ania Carava	CCA 1000 A -ti
CAS0076487	К	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office Registered using the SSA Express Kiosk	A,C A2, A3, A4				
			Not sure or don't remember	AZ, A3, A4				
CAS0045399	А	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
		, , , , , , , , , , , , , , , , , , , ,	More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
CAS0045410	С	Why did you decide to register in-person?	Three or more I was unsuccessful registering online and was required to do so in-person	СС	Radio button, one-up vertical	Y	Skip Logic Group	Pen In person
CA30043410		winy did you decide to register in-person?	I was unsuccessful registering offinite and was required to do so in-person I preferred registering for a my Social Security account in-person at my SSA office	CC	radio button, one-up vertical		Skip Logic Group	rice in person
			Employee offered the option for me to register for a my Social Security account	СС				
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	¥	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
STE0123761	A3	Did you register using the SSA Express Kiosk with	Registered without assistance		Radio button, one-up vertical	¥	Skip Logic Group	EK Assistance
		or without assistance?						
			Registered with in-person assistance					
CTE0122741	0.4	Please describe your CCA Everses Kiesk	Registered with video assistance		Tout area no abor limit	NI NI	Chin Logie Croup	EV Evnerience
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	Н	Skip Logic Group	EK Experience
CAS0045411			Yes		Radio button, one-up vertical	Υ		Xtra Security Reg
		your account?			, , , , , ,			, , ,
			No					
			I tried but was unsuccessful					
			I don't know					
KAU0126773		Was it easy to create a my Social Security account?	Yes		Radio button, one-up vertical	Υ	Skip Logic Group	Easy Create Account
			No	Α	4			
KAU0126790	A	Please tell us why it was not easy to create a <i>my</i>	INO	_ ^	Text area, no char limit	N	Skin Logic Group	OE_Easy Create Account
10 100120730	^	Social Security account.			Text area, no onar min		OMP Logic Group	OL_Lasy Oreate / toodain
CAS0045413		Did you understand all of my Social Security's	Yes		Radio button, one-up vertical	Υ	Skip Logic Group	Instructions Understand
		instructions for creating a username and password?						
		Did you find the instructions for creating a username, password and registering a second						
		factor to be clear?						
			Partially	А				
			No	Ä				
CAS0045414	Α	Please explain what you did not understand about			Text area, no char limit	N	Skip Logic Group	OE Instructions
0/100010121	"	my Social Security's (registration) instructions for			Toke aroa, no onar iime	.,	Chip Logic Group	
		creating a username and password. Please explain						
		what was not clear about any of the instructions.						
0.1000.45.44.5					D F 1 11	.,		0 7 5 5
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Υ		Security Policies
CAS0045424		Do you have any concerns about the security of the			Radio Button, One-up	Υ	Skip Logic Group	Security Concerns
		personal information contained in your my Social						
		Security account?						
			Yes	Α				
CAS0045425		Please describe your security concerns.			Text area, no char limit	N		OE_Security Concern
KAU0126791			Yes		Radio button, one up	Υ	Skip Logic Group	Easy Sign In
		account?	NI-					
KAU0126792	A	What did you find difficult about signing in to your	No	A	Text area, no char limit	N	Ckin Logio Croup	OF Focy Sign In
KAU0120792	^	my Social Security account?			rext area, no char illilit	IN	Skip Logic Group	OE_Easy Sign In
CAS0045422		Did the information obtained during your my Social	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
		Security account visit enable you to accomplish			, , , , , , , , , , , , , , , , , , , ,		,	
		what you wanted to do?						
			No	A,B				
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	Р	Cinco you were not able to assemblish what	Deturn online and tru again		Check box vertical	Y	Ckin Logic	Do Next
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please	Return online and try again		Crieck box vertical	Ť	Skip Logic	Do Next
		select all that apply)						
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take			Text area, no char limit	N		OPS_Do Next
CAS0045373		next.	Voc		radial button, one un vertical	Y	skin logio	AccountClarity
CASUU45373		Was the information in your my Social Security account clear to you?	Yes		radial button, one up vertical	ľ	skip logic	AccountClarity
			No	A				
			1.7					

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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		CQ Label
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Υ	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	¥	Skip Logic	Get Button Helpful?
			2	2				
				4				
				- -				
				3				
				7				
				3				
				9				
			10=Very Helpful					
			Don't know					
STE0093224	B	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	¥	Skip Logic	Call Back Button Helpful?
			ź	2				
			•	3				
			4	4				
				5				
			•	€				
			7	7				
			3	3				
			Ę)				
			10=Very Helpful					
			Don't know					

Model Name	SSA MySSA V3	Red & Strike Through: Delete	F005055
Model ID		<u>Underlined & Italicized</u> : Re-order	FORESEE
Partitioned	Yes - 2 MQ	Pink: Addition	•
Date	8/19/2019	Blue: Reword	

			_					
	Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
		Site Performance (1=Poor, 10=Excellent, Don't Know)	İ		Satisfaction			Recommend (1=Very Unlikely, 10=Very Likely)
1	Site Performance - Speed	Please rate the speed that pages and content loaded for you.	16	Satisfaction - Overall	What is your overall satisfaction with this application? (1=Very Dissatisfied, 10=Very Satisfied)	19	Recommend	How likely are you to recommend this application to someone else?
2	Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.	17	Satisfaction -	How well does this application meet your			Use Other Online Services (1=Very Unlikely, 10=Very Likely)
				Expectations	expectations? (1=Falls Short, 10=Exceeds)			
3	Site Performance -Responsiveness	Please rate the responsiveness of the pages to your actions.	18	Satisfaction - Ideal	How does this application compare to your idea of an ideal application?	20	Use Other Online Services	How likely are you to use other Social Security online services?
					(1=Not Very Close, 10=Very Close)			
		Look and Feel (1=Poor, 10=Excellent, Don't Know)						
4	Look and Feel - Appeal	Please rate the visual appeal of the pages that you visited.						
5	Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.						
6	Look and Feel - Readability	Please rate the legibility of the pages that you visited.						
		Navigation (1=Poor, 10=Excellent, Don't Know)						
7	Navigation - Ease	Please rate the ease of finding what you were looking for.						
8		Please rate the page layout on displaying content and links where you could find them.						
9	Navigation - Links	Please rate the links on taking you where you needed to go.						
		Site Information (1=Poor, 10=Excellent, Don't Know)						
10	Site Information - Relevance	Please rate the relevance to your interests of the information that you found.						
	· ·	Please rate the thoroughness of the information that you found.						
12	•	Please rate the readability of the information that you found.						
		Account Management (1=Poor, 10=Excellent, Don't Know)						
		Please rate the simplicity of account management on this site.						
		Please rate the efficiency of account management on this site.						
15	Account Management - Essential Information	Please rate the presentation of essential account information.						

Model Instance Name: SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes FPI Included(Y/N)? Date: 6/12/2013



MO Lebs!	ELEMENTS (drivers of satisfaction)		MO Label	CUSTOMER SATISFACTION	MOLERE	FUTURE BEHAVIORS
MQ Label	Look and Feel (1=Poor, 10=Excellent, Don't Know)	1	MQ Label	Satisfaction	MQ Labe	Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.		tisfaction - verall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommen	How likely are you to recommend this site to someone else?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.		atisfaction - epectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	Sa Ide	ntisfaction - eal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	Return	How likely are you to return to this site?
	Navigation (1=Poor, 10=Excellent, Don't Know)					Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized.				Use Web Channel Ov	How likely are you to use this site rather than seek information from other channels (i.e. local field office, call center)?
Navigation - Options	Please rate the options available for navigating this site.				Othoro	
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.					
	Site Performance (1=Poor, 10=Excellent, Don't Know)	1 📥				
Site Performance -	Please rate how quickly pages load on this site.					•
Site	Please rate the consistency of speed from page to page on this site.	-	_			
Performance - Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.					
My Coolal	My Social Security Information (1=Poor, 10=Excellent, Don't Know)					
My Social Security Information -	Please rate the thoroughness of information you viewed on this site today.					
My Social Security	Please rate the quality of information you viewed today.					
My Social Security Information - Provided	Please rate how well the information viewed today provided answers to your questions.					
	Plain Language (1=Poor, 10=Excellent, Don't Know)					
Plain Language -	Please rate the clarity of the wording on this site.					
Plain Language -	Please rate how well you understand the wording on this site.					
Plain Language -	Please rate this site on its use of short, clear sentences.					
				l l		

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pink: ADDITION blue + -->: REWORDING

QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop Smartphone Tablet	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
STE0123737		From where did you connect to SSA today?	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123757	Α	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В				

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045390	В	How did you learn about my Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To get a Benefit Verification Letter	<u>B</u>	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To view my Benefits and Payment Details					
			To enroll in or update my direct deposit					
			To change my address with SSA					
			To print or view my online Social Security Statement	<u>A,C</u>				
			To make sure my earnings record is correct					
			To replace my Social Security Card					
			To check the Status of my recently filed online application for benefits					
			To learn about the benefits to which I might be entitled					
			To use SSA's Retirement Estimator	<u>D,E</u>				
			To use SSA's other online benefit calculators	F,G				
			To apply only for Social Security or Medicare Only benefits					
			To request a replacement SSA-1099 (or SSA-10425) for tax purposes	<u>K</u>				
			To add Extra Security to my online account					
			Just curious – wanted to see what information was contained in my Social Security account					
			Other Reason for visiting today	<u>z</u>				

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	<u>Medicare</u>		check box vertical one up	Y	skip logic group	Agency Need
			<u>Medicaid</u>					
			State or Local Department of Social Services					
			HUD - Federal Housing Admin. (FHA) and/or Section 8	Housina				
			USDA - SNAP (Food Stamps)	TOUSHING.				
			Department of Veterans Affairs					
			IRS					
			Court					
			Want a copy for personal use					
			Bank or financial institution					
			Education-related					
			Medical-related					
			Healthcare signup and/or verification					
			Requesting a Retirement Visa from another country					
			Other agency or program	BB				
CAS0045396	ВВ	Which "other" agency or program requested your	<u>Other agency or program</u>	ВВ	Text area, no Char limit	N	Skip Logic Group	OPS Other
		Benefit Verification information?			, in the second			Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	н	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					

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	Skip		Anguay Chaicas			Dogwinod	Charial	
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes	·	Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding
			No					
CAS0073014	Е	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	K	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration			Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
04 000 45 400			30 minutes or more		Dadia battara arrangia d		Oldin Landa Orana	D
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
CAS0045410	С	Why did you decide to register in person?	Three or more	CC	Dodio button one un vertical	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Clair Logio Croup	Dog In person
CAS0045410		Why did you decide to register in-person?	I was unsuccessful registering online and was required I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			Employee offered the option for me to register for a my Social Security account	СС				
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Requirea Y/N	Instructions	CO Label
V		· · · · · · · · · · · · · · · · · · ·	Other		- 370 (00.000			
STE0123761	А3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you (register) add Extra Security to your account?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					
KAU0126773		Was it easy to create a <i>my</i> Social Security account?			Radio button, one-up vertical	Y	Skip Logic Group	Easy Create Account
	_		No	A			01: 1 : 0	
KAU0126790	A	Please tell us why it was not easy to create a my Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Account
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for creating a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
			No	A				
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password.			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social	Yes		Radio button, one-up vertical	Y		Security
		Security's security policies or features?	No			·		Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
KAU0126791		Was it easy to sign in to your <i>my</i> Social Security account?	Yes		Radio button, one up	Y	Skip Logic Group	Easy Sign In
			No	A				
KAU0126792	Α	What did you find difficult about signing in to your my Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					

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	Skip Logic		Answer Choices			Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action Other, please specify	BB				
CAS0045428	ВВ	Please tell us what "other" action you plan to take	Other, please specify	DD	Text area, no char limit	N		OPS_Do Next
		next.						
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	Α				
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	A	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
STE0093224	- D	Diagon rate how heinful the "Cell Book" button was	Don't know		Dadia buttan agala bag dan		Chin Logio	Call Back
S1E0093224	В	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Button Helpful?
			2					
			3					
			4					
			5					
			6					
			8					
			8					
			10=Very Helpful					
			Don't know					
			DOLL KILOW					

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QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop Smartphone Tablet	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
STE0123737		From where did you connect to SSA today?	At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123757	Α	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a <i>my</i> Social Security account" page					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В				

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	Skip Logic		Answer Choices			Required	Special	
OID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CO Label
CAS0045390	В	How did you learn about my Social Security?	(Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
1			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	В				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators	F, G				
			To apply online for Social Security or Medicare Only benefits					
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	К				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in mySocialSecurity account					
			Other reason for visiting today:	Z				
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Υ	Skip Logic Group	Freq View Statement

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OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CO Label
QiD	Label	Question Text	At least once a year	Skip to	Type (select from list)	1711	IIISHUCHOIIS	CQ Label
			Every 6 months					
			Every 3 months					
	+		Once a month					
	_		More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Y	skip logic group	Agency Need
			IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					
			Department of Veterans Affairs (VA)					
			Requesting a Retirement Visa from another country					
			Medicare					
			Medicaid					
			State or Local Department of Social Services					
			Other agency or program	BB				
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	Н	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and R
			No					
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and R
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RI
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Findin RE
			No					
CAS0073014	Е	Did you expect to find the Retirement Estimator within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Findin Calculators

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) No	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	К	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	СС				
			Employee offered the option for me to register for a <i>my</i> Social Security account	CC				
CAS0045401		Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
STE0123761	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Y	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience

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QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CO Label
CAS0045411		Did you (register) add for Extra Security to your account?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
		account.	No					rteg
			I tried but was unsuccessful					
			I don't know					
		Was it easy to create a <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Υ	Skip Logic Group	Easy Create Account
			No	A				
	Α	Please tell us why it was not easy to create a <i>my</i> Social Security account.			Text area, no char limit	N	Skip Logic Group	OE_Easy Create Accour
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering creating a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	A				
			No	A				
CAS0045414	A	Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password.			Text area, no char limit	N	Skip Logic Group	OE_Instruction
CAS0045415		Did you see any information describing my Social	Yes		Radio button, one-up vertical	Y		Security
		Security's security policies or features?	No					Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	A				
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
		Was it easy to sign in to your <i>my</i> Social Security account?	Yes		Radio button, one up	Υ	Skip Logic Group	Easy Sign In
			No	Α				
	A	What did you find difficult about signing in to your my Social Security account?			Text area, no char limit	N	Skip Logic Group	OE_Easy Sign
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next

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QID Label Question Text (limited to 50 characters) Skip to Type (select from list) Ý/N Instruct CAS0045373 Was the information in your my Social Security account clear to you? Yes radial button, one up vertical Y skip to No A			1		ı				
account clear to you? No A Please tell us what information or instructions were not clear Did you use the "Get Help" button or "Call Back" button during your visit today? Yes, I used the "Get Help" button only Yes, I used the "Call Back" button only Yes, I used beth the "Get Help" button only Yes, I used beth the "Get Help" button and "Call Back" button No, I used neither STE0093223 A Please rate how helpful the "Get Help" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Get Help" button was to you. (I=Not Helpful at All, I0=Very Helpful) STE0093224 B Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) STE0093224 B Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you. (I=Not Helpful at All, I0=Very Helpful) Please rate how helpful the "Call Back" button was to you was the "Call Back" button only and "Call Back" button only and "Cal				Type (select from list)	Skip to		Question Text	Logic	QID
CASO45374 A Please tell us what information or instructions were not clear Did you use the "Get Help" button or "Call Back" button during your visit today? Yes, I used the "Get Help" button only button during your visit today? Yes, I used the "Call Back" button only button and "Call Back" button and bu	gic AccountClarity	skip logic	Y	radial button, one up vertical		Yes			CAS0045373
Not clear STE0093222 Did you use the "Get Help" button or "Call Back" Yes, I used the "Get Help" button only Dutton during your visit today? Yes, I used the "Call Back" button only B Skip Logic STE0093223 A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Call Back" Skip Logic Please rate how helpful the "Call Back" Please rate how helpful the "Call Back" button only Please rate how helpful the "Call Back" button only Please rate how helpful the "Call Back" button only Please rate how helpful the "Call Back" button only Please rate how helpful the "Call Back" button only Please rate how helpful the "Call Back" button only Please rate how helpful the "Call Back" button only Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate helpful at All, 10=Very Helpful at All Please rate helpful at All at All, 10=Very Helpful at All Please rate helpful at All at All, 10=Very Helpful at All Please rate helpful at All at All, 10=Very He					А	No			
button during your visit today? Yes, I used the "Call Back" button only B Yes, I used both the "Get Help" button and "Call Back" A, B button No, I used neither STE0093223 A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All Please rate how helpful at All, 10=Very Helpful at All	Group OE_Account Clarity	Skip Logic Group		Text area, no Char limit					CAS0045374
Yes, I used both the "Get Help" button and "Call Back" No. I used neither STE0093223 A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) Please rate how helpful at All, 10=Very Helpful) Please rate how helpful at All, 10=Very Helpful) A, B B Please rate how helpful the "Gat Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) Provery Helpful Don't know A, B B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) Provery Helpful Don't know STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) Provery Helpful Don't know SKip Logic Radio button, scale, has don't Y Skip Logic Radio button, scale, has don't Y Skip Logic	Get Help Button or Call Back	Skip Logic	Y	Radio button, one up vertical	А	Yes, I used the "Get Help" button only			STE0093222
button No, I used neither STE0093223 A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) A Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) C					В	Yes, I used the "Call Back" button only			
STE0093223 A Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful) 1=Not Helpful at All 2 3 4 5 6 7 6 7 8 10=Very Helpful t All 1=Not Helpful at All					A, B				
to you. (1=Not Helpful at All, 10=Very Helpful)						No, I used neither			
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) 1=Not Helpful at All Radio button, scale, has don't know Radio button, scale, has don't know Skip Logic Skip Lo	Get Button Helpful?	Skip Logic	Y			1=Not Helpful at All			STE0093223
						2			
STE0093224 B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) C Skip Logic know						3			
STE0093224 B Please rate how helpful at All, 10=Very Helpful) Don't know 1=Not Helpful at All Pon't know 1=Not Helpful at All Radio button, scale, has don't know Radio button, scale, has don't know						4			
STE0093224 B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) 10=Very Helpful Don't know 1=Not Helpful at All 1=Not Helpful at All 1=Not Helpful at All Radio button, scale, has don't know Y Skip Logic						5			
STE0093224 B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) 10=Very Helpful Don't know 1=Not Helpful at All 1=Not Helpful at All 1=Not Helpful at All Radio button, scale, has don't know Y Skip Logic						6			
STE0093224 B Please rate how helpful at All, 10=Very Helpful) B Please rate how helpful at All, 10=Very Helpful) 10=Very Helpful Don't know 1=Not Helpful at All 1=Not Helpful at All 1=Not Helpful at All Radio button, scale, has don't know Y Skip Logic						/			
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) 10=Very Helpful Don't know 1=Not Helpful at All 1=Not Helpful at All Radio button, scale, has don't know Radio button, scale, has don't know									
Don't know STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) I=Not Helpful at All Radio button, scale, has don't know Radio button, scale, has don't know						9			
STE0093224 B Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) 1=Not Helpful at All Radio button, scale, has don't know Skip Logic									
2 3 4 5	Call Back Button Helpful?	Skip Logic	Y			1=Not Helpful at All	Please rate how helpful the "Call Back" button was		STE0093224
3 4 5						2			
						3			
						4			
6						5			
7						0			
8						7			
10=Very Helpful						9			
Don't know									

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QID STE0123756	Skip Logic Label	Question Text How did you connect to Social Security today?	Answer Choices (limited to 50 characters) Desktop Laptop Smartphone Tablet	Skip to	Type (select from list) Radio button, one-up vertical	Required Y/N Y	Special Instructions	CQ Label How Connected with SSA
STE0123737		From where did you connect to SSA today?	I ablet At home In office / place of employment At a Friend or Relative's place Public Library Social Security Office Social Security Kiosk Other Agency Other	A B C	Radio button, one-up verticalb	Y	Skip Logic Group	From Where Connected with SSA
STE0123757	A	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Y	Skip Logic Group	Use SSA Icon
STE0123758	AA	How did you link to the SSA website?		70.	Text area, no char limit	N	Skip Logic Group	OE_How Linked to SSA (library)
STE0123738	В	Please describe the location.			Text area, no char limit	N	Skip Logic Group	OE_Location of Kiosk
STE0123739	С	Please tell us how and from where you connected with SSA during your visit today:			Text area, no char limit	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a my Social Security account" page					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					

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OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
QID	Laber	Question Text	Billboard ad	SKIP IU	Type (select from list)	1 / IN	IIISHUCHOIIS	CQ Label
			Other, please explain	В				
CAS0045390	В	How did you learn about my Social Security?	опет, реше ехриит		Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
			Once every six months					
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
			Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					
			I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI					
			I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online application for benefits					
			To get a Benefit Verification Letter	В				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators	F, G				
			To apply online for Social Security or Medicare Only benefits					
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	К				
			To learn about the benefits to which I might be entitled					

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QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
Q.D	Lubei	Question Text	Just curious - wanted to see what information was	Skip to	Type (select from list)	1714	mstructions	OQ EUDEI
			contained in mySocialSecurity account					
			Other reason for visiting today:	Z				
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			At least once a year					
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
			No					
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Y	skip logic group	Agency Need
			IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					
			Department of Veterans Affairs (VA)					
			Requesting a Retirement Visa from another country					
			Medicare					
			Medicaid					
			State or Local Department of Social Services					
			Other agency or program	BB				
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012		Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE

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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
			No					
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					
CAS0076487	К	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Y	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	CC				
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
STE0123759	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					

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	Skip Logic		Answer Choices			Doguirod	Special	
QID	Label	Ouestion Text	(limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Instructions	CQ Label
STE0123761	A3	C C C C C C C C C C C C C C C C C C C	Registered without assistance	Citip to	Radio button, one-up vertical	Y		EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
STE0123741	A4	Please describe your SSA Express Kiosk			Text area, no char limit	N	Skip Logic Group	EK Experience
		registration experience:						
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			I tried but was unsuccessful					
			I don't know					
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	Α				
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing my Social	Yes		Radio button, one-up vertical	Y		Security
		Security's security policies or features?	No					Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	Α				
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Other, please specify	BB				
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.			Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
			No	A				

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit	N		OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	Α	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					
STE0093223		Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful Don't know					
STE0093224		Diagon water house helpful the "Cell Deals" hutter was			Dadia huttan asala haa dant	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Chin Logio	Call Dools
S1E0093224		Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Y	Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
·		•	Desktop computer/laptop from my home		Radio button, one-up vertical			
		Please tell us how and from where you connected						How Connecte
CAS0076489		with SSA during your visit today?				¥	Skip Logic Group	with SSA
			Desktop computer/laptop from a friend or relative's					
			home				Randomize	
			Desktop computer/laptop from my place of employment					
			Public computer workstation in a library	A				
			Public computer workstation in some other	A				
			agency/social organization (e.g., social services, Motor					
			Vehicle Administration, housing agency, hospital, etc.)					
			Public computer workstation made available at my					
			local Social Security office					
			SSA Express kiosk located in a public space or					
			governmental office	B				
			Other (please specify)	e			Anchor Answer Choice	
			Yes	b	Radio button, one-up vertical		CHUICE	
		Did you connect through a unique Social Security			radio batton, one up vertical			
CAS0076468	A	icon featured on the computer's desktop?				¥	Skip Logic Group	Use SSA Icon
			No	AA				
					Text area, no char limit			OE How
								Linked to SSA
CAS0076469	AA	How did you link to the SSA website?				N	Skip Logic Group	(library)
0.4.0007.0.400		Diagon deceribe the location			Text area, no char limit	N	Chin Lania Cuarun	OE_Location of Kiosk
CAS0076490	B	Please describe the location.			Text area. no char limit	1/1	Skip Logic Group	OPS_How
		Please tell us how and from where you connected			rext area, no chai min			Connected with
CAS0076470	e	with SSA during your visit today?				N	Skip Logic Group	SSA
		,	Desktop		Radio button, one-up vertical		1 0 1	
								How Connecte
		How did you connect to Social Security today?				Y		with SSA
			Laptop					
			Smart Phone					
			Tablet		Radio button, one-up			
			At home		verticalb			From Where Connected with
		From where did you connect to SSA today?			Voludais	Y	Skip Logic Group	SSA
		rom more and year comment to earliestly.	In office / place of employment				Cimp Logic Croup	
			At a Friend or Relative's place					
			Public Library	Α				
			Social Security Office					
			Social Security Kiosk	В				
			Other Agency					
			Other	С	Dedie howen and one of the			
		Did you connect through a surious Castial C	Yes		Radio button, one-up vertical			
	A	Did you connect through a unique Social Security icon featured on the computer's desktop?				Υ	Skip Logic Group	Use SSA Icon
		conficultied on the computer's desktop?	No	AA			onip Logic Group	USC SSA ICUIT
			INO	r/A				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
					Text area, no char limit			OE_How
		Llaur did var link to the CCA makeite?				N.	Chin Louis Crown	Linked to SSA
	AA	How did you link to the SSA website?			Text area, no char limit	N	Skip Logic Group	(library) OE Location of
	В	Please describe the location.			Text area, 110 Chai iiitiit	N	Skip Logic Group	Kiosk
					Text area, no char limit			OPS_How
	С	Please tell us how and from where you connected with SSA during your visit today:				N	Skip Logic Group	Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security Home Page website (www.ssa.gov)		check box, one up	Y	Skip Logic Group	Learn about
			Browsing SSA.gov's informational webpages					
			Social Security's Frequently Asked Questions (FAQs)					
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application					
			An email reminder from Social Security					
			Social Security Statement that I received in the mail					
			A general web search (e.g., Google, Bing, etc.)					
			Radio or television ad					
			A newspaper or magazine article or ad					
			An online ad on another website (e.g., banner, image, etc.)					
			Social media (e.g., Facebook, Twitter, blog, etc.)					
			Friend, spouse, relative, neighbor, or acquaintance					
			Social Security employee					
			Community group or association					
			Government agency other than Social Security (e.g., State, Federal)					
			Billboard ad					
			Other, please explain	В				
CAS0045390	В	How did you learn about my Social Security?			Text area, no char limit	N	Skip Logic Group	OPS_Learn about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Y		Access Frequency - NEW
11, 11 (00000000000000000000000000000000		any coolai cooliny docodni:	Once every six months		radio battori, one up vertical	'		1.4
			Once every three months					
			Once a month					
			More than once a month					
			Not sure					
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)		Radio button, one-up vertical	Y		Cash Benefits
		, , , , , , , , , , , , , , , , , , ,	Yes, I am receiving Supplemental Security Income (SSI)					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)					

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	Skip Logic		Answer Choices			Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Y/N	Instructions	CQ Label
		,	I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	•	,			
			l-am entitled to Medicare Only coverage - no cash benefits-I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet					
			Lam not entitled to monthly benefits or Medicare-No, I am not eligible to receive monthly benefits or Medicare at this time					
			No, I am taking Medicare Only coverage - no cash benefits					
			No, I am not receiving cash benefits					
			I don't know or prefer not to answer					
CAS0045395		What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct					
			To view my Benefits and Payment Details					
			To check the Status of my recently filed online					
			application for benefits					
			To get a Benefit Verification Letter	В				
			To add Extra Security to my online account					
			To use SSA's Retirement Estimator	D, E				
			To use SSA's other online benefit calculators	F, G				
			To apply online for Social Security or Medicare Only benefits					
			To replace my Social Security card					
			To change my address with SSA					
			To enroll in or update my direct deposit					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	К				
			To learn about the benefits to which I might be entitled					
			Just curious - wanted to see what information was contained in mySocialSecurity account					
			Other reason for visiting today:	Z				
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year					
			At least once a year					
			Every 6 months					
			Every 3 months					
			Once a month					
			More frequently than once a month					
			Other					
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical		skip logic group	Plan to View State again
		January against	No					
			··~					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0045409	В				check box vertical one up	Υ	skip logic group	Agency Need
		For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP					
		,	IRS					
			Court					
			HUD - Federal Housing Admin. (FHA)					
			Department of Veterans Affairs (VA)					
			Requesting a Retirement Visa from another country					
			Medicare					
			Medicaid					
			State or Local Department of Social Services					
			Other agency or program	ВВ				
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?	and the second s		Text area, no Char limit	N	Skip Logic Group	OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit	N	Skip Logic Group	OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	Н	Radio button, one-up vertical	Y	Skip Logic Group	Use RE
			No	I				
CAS0073010	Н	Did you have difficulty navigating between my Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No					
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit	N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Plan to Use RE
			No					
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding RE
			No					
CAS0073014	Е	Did you expect to find the Retirement Estimator within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find RE in mySSA
			No					
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Trouble Finding Calculators
			No					
CAS0073016	G	Did you expect to find the other online benefit calculators within your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No					

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	Skip							
QID	Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
CAS0076487	K	Please select the response that best reflects the	(initied to 30 characters)	Skip to	Radio button, one-up vertical	Y	Skip Logic Group	SSA 1099
	ļ .`	action you took:	Viewed my SSA 1099 (or 1042S)		radio suttori, one ap rortical		2.mp 20g.0 0.00p	Action
			Viewed and printed my SSA 1099 (or SSA 1042S)					
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L				
			Other	KK				
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for your <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Y	Skip Logic Group	How Registered
		pro se	Registered online after prior unsuccessful attempts	A,B				
			Registered with in-person assistance from my local SSA office	A,C				
			Registered using the SSA Express Kiosk	A2, A3, A4				
			Not sure or don't remember					
CAS0045399	А	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Y	Skip Logic Group	Reg Time
		. ,	More than 15 but less than 30 minutes					
			30 minutes or more					
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Y	Skip Logic Group	Reg Attempts
			Two					
			Three or more					
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Υ	Skip Logic Group	Reg In person
			I preferred registering for a <i>my</i> Social Security account in-person at my SSA office	СС				
			Don't remember or prefer not to say	cc				
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit	N	Skip Logic Group	OE_In-person Experience
	A2	Why did you register using the SSA Express Kiosk?	It was more convenient		Radio button, one-up vertical	Y	Skip Logic Group	EK Use
			It was faster					
			Online video assistance was available					
			Other					
	A3	Did you register using the SSA Express Kiosk with or without assistance?	Registered without assistance		Radio button, one-up vertical	Υ	Skip Logic Group	EK Assistance
			Registered with in-person assistance					
			Registered with video assistance					
	A4	Please describe your SSA Express Kiosk registration experience:			Text area, no char limit	N	Skip Logic Group	EK Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Y		Xtra Security Reg
			No					
			l tried but was unsuccessful					
			I don't know					

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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
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Y	Skip Logic Group	Instructions Understand
			Partially	Α				
			No	Α				
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit	N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes No		Radio button, one-up vertical	Y		Security Policies
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Y	Skip Logic Group	Security Concerns
			Yes	Α				
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit	N	Skip Logic Group	OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B				
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit	N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return online and try again		Check box vertical	Y	Skip Logic	Do Next
			Submit Send an e-mail to Social Security					
			Call Social Security's 800 number					
			Call a local Social Security office					
			Visit a local Social Security office					
			Take no action					
			Write a letter to Social Security					
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.	Other, please specify	BB	Text area, no char limit	N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Y	skip logic	AccountClarity
		account clear to you.	No	Α				
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit	N	Skip Logic Group	OE_Account Clarity
STE0093222		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	А	Radio button, one up vertical	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В				
			Yes, I used both the "Get Help" button and "Call Back" button	A, B				
			No, I used neither					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
STE0093223	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know		Skip Logic	Get Button Helpful?
			2					
			3					
			4					
			5					
			7					
			8					
			9					
			10=Very Helpful					
			Don't know					
STE0093224	В		1=Not Helpful at All		Radio button, scale, has don't know		Skip Logic	Call Back Button Helpful?
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			10=Very Helpful					
			Don't know					
			Under 25		Drop down, select one			
CAS0045375					Drop down, select one	N		New Age
			26 to 45					
	-		4 6 to 55					
			56 to 60					
			61 to 64					
	+		65 to 66					
	+		67 or older					
			Prefer not to answer					

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Social Security employee

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			SSA My Social Security v2 CUSTOM QU	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment Public computer workstation in a library Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.) Public computer workstation made available at my local Social Security office SSA Express kiosk located in a public space or governmental office Other (please specify)	A B C	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer Choice	How Connected with SSA
CAS0076468	А	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes	AA	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use SSA Icon
CAS0076469	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
CAS0076490	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	С	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
			Browsing SSA.gov's informational webpages						
			Social Security's Frequently Asked Questions (FAQs) The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
•			· · ·	•	,				
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
CAS0045390	В	How did you learn about my Social Security?					N		OPS_Learn about
		, , , , , , , , , , , , , , , , , , , ,							Access
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
3JL1506			Not sure		Radio button, one-up vertical	Single	Y		Cash Benefits
5311500		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio buttori, orie-up vertical	Sirigie	ľ		Casii bellellis
		The year currently receiving dustribenente.	(COI)						
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your reason for visiting <i>my</i> Social Security	I don't know or prefer not to answer	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
		today? (Check all that apply)	To print or view my online Social Security Statement To make sure my earnings record is correct	А, С	Check box one up vertical	IVIUIU	165	Skip Logic Group	Filliary Reason
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit	,,,					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K					
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045407	Α	How often do you review your online Social	(AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View
			This is my first time						Statement
		,	Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408					radia button ana un vertical			alria lagia grava	Plan to View
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	ВВ					
CAS0045396	BB	Which "other" agency or program requested your	Other agency or program		Text area, no Char limit		N		OPS Other
CAS0045397	Z	Benefit Verification information?			,		N		Agency OPS Primary
		Please tell us what your primary reason was for visiting today:			Text area, no Char limit				Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your <i>my</i> Social Security account today?	Yes	н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	1					
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
			No						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding RE
			No						
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE_Instructions
		Please explain what you did not understand about my Social Security's registration instructions							
CAS0045415					Radio button, one-up vertical	Single	Υ		Security
		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes						Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit			Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
		11 3/	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
		Did you use the "Get Help" button or "Call Back" button during your visit today?	Yes, I used the "Get Help" button only	А	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button or Call Back
			Yes, I used the "Call Back" button only	В					
			Yes, I used both the "Get Help" button and "Call Back" button	A, B					
			No, I used neither						
	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Get Button Helpful?
				2					
				3					
			4	4					
				D .					
				6					

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
				8					
				9					
			10=Very Helpful						
			Don't know						
	В	Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	Y	Skip Logic	Call Back Button Helpful?
				2					
				3					
				4					
				5					
				7					
				8					
				9					
			10=Very Helpful	_					
			Don't know						
STE0090150		Did you use the "Get Help" button during your visit today?	Yes	A	Radio button, one up vertical	Single	¥	Skip Logic	Get Help Button
			No						
STE0090151	A	Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)	1=Not Helpful at All		Radio button, scale, has don't know	Single	¥	Skip Logic	Get Button Helpful?
				2					
				3					
				4					
				5					
				6					
				/					
				0					
			10=Very Helpful						
			Don't know						
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55	1					
			56 to 60	1					
			61 to 64	+					
			65 to 66 67 or older						
			Prefer not to answer	+					
			ר ופופו ווטג גט מווסשפו		L		<u> </u>		

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0076489		Please tell us how and from where you connected with SSA during your visit today?	Desktop computer/laptop from my home Desktop computer/laptop from a friend or relative's home Desktop computer/laptop from my place of employment		Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	How Connected with SSA
			Public computer workstation in a library Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)	Α					
			Public computer workstation made available at my local Social Security office SSA Express kiosk located in a public space or governmental office Other (please specify)	В				Anchor Answer Choice	
CAS0076468	А	Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes No	AA	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use SSA Icon
CAS0076469	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	OE_How Linked to SSA (library)
CAS0076490	В	Please describe the location.			Text area, no char limit	Open	N	Skip Logic Group	OE_Location of Kiosk
CAS0076470	С	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected with SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Υ	Skip	Learn about
			Browsing SSA.gov's informational webpages Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						

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	SSA My Social Security v2 CUSTOM QUESTION LIST											
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label			
			Friend spause relative pointher or acquaintance									
			Friend, spouse, relative, neighbor, or acquaintance									
			Social Security employee									
			Community group or association									
			Government agency other than Social Security (e.g., State, Federal)									
			Other, please explain	В								
					Text area, no char limit							
CAS0045390	В	How did you learn about <i>my</i> Social Security?					N		OPS_Learn about			
HAR0069569		How often do you access (or plan to access) your			Dadia buttan ana un vartical	Cinala	Y		Access Frequency - NEW			
HAR0009309		my Social Security account?	Once a year Once every six months		Radio button, one up vertical	Single	1 1		INEVV			
			Once every three months									
			Once a month									
			More than once a month									
			Not sure									
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		Cash Benefits			
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)									
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)									
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI									
			l am entitled to Medicare Only coverage - no cash benefits									
			am not entitled to monthly benefits or Medicare I don't know or prefer not to answer									
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason			
			To make sure my earnings record is correct									
			To view my Benefits and Payment Details									
			To check the status of my recently filed online application for benefits									
			To get a Benefit Verification Letter	В								
			Add Extra Security to my online account	DE								
			To use SSA's Retirement Estimator To use SSA's other online benefit calculators	D, E F, G								
			To apply online for Social Security or Medicare Only benefits	Γ, Θ								
			To replace my Social Security card									
			To change my address with SSA									
			To enroll in or update my direct deposit									
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	К								

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA		Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visiting your my Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	ı					
CAS0073010	Н			J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
		Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes						
CA C0072011			No		Tout area no Charling		, .	Chin Logic Cra	OF Differents
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	1	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security			Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
		account?	Yes						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			No						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
CAS0073014	E		No		Radio button, one-up vertical	Single	Y	Ckin Logio Croup	Expect to Find
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Sirigle	Ť	Skip Logic Group	RE in mySSA
			No						
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
CA C0072016	_		No		Dadia button and un vertical	Cinale	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Chia Lania Carre	Europet to Einel
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0076487	К	Please select the response that best reflects the action you took:	Viewed my SSA 1099 (or 1042S)		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099 Action
			Viewed and printed my SSA 1099 (or SSA 1042S)						
			Viewed and printed thy 33A 1099 (or 33A 10423) Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L					
			Other	KK					
CAS0076488	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.			Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
CAS0076467	KK	What action did you take?			Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398				Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
CAS0045399	A	Please select the approximate length of time it took	Not sure or don't remember		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Time
CA30043333		for you complete your registration	Less than 15 minutes More than 15 but less than 30 minutes		Tradio buttori, orie-up vertical	Sirigie	'	Skip Logic Oroup	riceg rime
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	СС					
0400045404			Don't remember or prefer not to say	CC	Tautana as discillation				OF In .
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience

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			SSA My Social Security v2 CUSTOM (QUESTION LIST	•					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
CAS0045411			V		Radio button, one-up vertical	Single	Y		Xtra Security	
		Did you register for Extra Security?	Yes No						Reg	
			I tried but was unsuccessful							
			I don't know							
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand	
			Partially	Α						
			No	Α						
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions	
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies	
			No							
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns	
			Yes	Α						
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern	
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish	
			No	A,B						
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish	
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next	
			Visit a local Social Security office							
			Call a local Social Security office							
			Call Social Security's 800 number							
			Submit an e-mail to Social Security Write a letter to Social Security							
			Take no action							
			Other, please specify	ВВ						
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next	
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity	
			No	A						
CAS0045374	A	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity	
		Did you use the "Get Help" button during your visit today?	Yes	Α	Radio button, one up vertical	Single	Y	Skip Logic	Get Help Button	

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text Please rate how helpful the "Get Help" button was	Answer Choices (limited to 50 characters) 1=Not Helpful at All	Skip to	Type (select from list) Radio button, scale, has don't	Single or Multi	Required Y/N	Instructions	CQ Label Get Button
	A	to you. (1=Not Helpful at All, 10=Very Helpful)			know	Single	Y	Skip Logic	Helpful?
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			10=Very Helpful						
			Don't know						
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer			1		1	

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			SSA My Social Security v2 CUSTOM QU	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Desktop computer/laptop from my home		Radio button, one-up vertical				
		Please tell us how and from where you connected with SSA during your visit today?				Single	Y	Skip Logic Group	How Connecte with SSA
			Desktop computer/laptop from a friend or relative's					Dandania.	
			home Desktop computer/laptop from my place of employment					Randomize	
			Public computer workstation in a library	Α					
			Public computer workstation in some other						
			agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.)						
			Public computer workstation made available at my local Social Security office						
			SSA Express kiosk located in a public space or governmental office	В					
			Other (please specify)					Anchor Answer	
			Yes	С	Radio button, one-up vertical			Choice	
		Did you connect through a unique Social Security			radio sattori, one ap remoar				
	Α	icon featured on the computer's desktop?	No.	AA		Single	Y	Skip Logic Group	Use SSA Icor
			INU		Text area, no char limit				OE How
	0.0	How did you link to the CCA website?				Open	NI.	Ckin Logio Croup	Linked to SSA
	AA	How did you link to the SSA website?			Text area, no char limit	Open	N	Skip Logic Group	(library) OE Location of
	В	Please describe the location.				Open	N	Skip Logic Group	Kiosk
	С	Please tell us how and from where you connected with SSA during your visit today?			Text area, no char limit	Open	N	Skip Logic Group	OPS_How Connected wit SSA
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
CA30043300		(Oncok an that apply.)	Browsing SSA.gov's informational webpages			Ividiti		Экір	Learn about
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image, etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
<u> </u>		Çusalion som	, ,						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
CAS0045390	В	How did you learn about my Social Security?					N		OPS_Learn about
		, , , , , , , , , , , , , , , , , , , ,							Access
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Frequency - NEW
			Once every six months						
			Once every three months						
			Once a month						
			More than once a month						
3JL1506			Not sure		Radio button, one-up vertical	Singlo	Y		Cash Benefits
5311500		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio buttori, orie-up vertical	Sirigie	ľ		Casii bellellis
		and you can entry receiving each sementer	(GSI)						
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
24 000 45005		Wile at its constraint of the state of the s	I don't know or prefer not to answer		ale and the second second and	N. A 145	\/	Older Leede Oneses	D.:
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reaso
			To make sure my earnings record is correct To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit	I/					
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season	K					
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
	Skip		Answer Choices			Single or	Required	Special	
QID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
CAS0045407	A	How often do you review your online Social	(IIIIII to oo oilalasisis)	AA	check box one up vertical	Single	Y	Skip Logic Group	Freg View
			This is my first time			g.:			Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visting		Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
		your my Social Security account today?	Yes						
			No	!					- 100
CAS0073010	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
		,	No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
			No						
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
			No						
CAS0073014	E	Did you expect to find the Retirement Estimator			Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
		within your my Social Security account?	Yes						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) No	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	No Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
	K	Please select the response that best reflects the	No		Radio button, one-up vertical	Single	Y	Skip Logic Group	SSA 1099
		action you took:	Viewed my SSA 1099 (or 1042S) Viewed and printed my SSA 1099 (or SSA 1042S)						Action
			Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed	L					
	L	Please explain why you requested a copy to be mailed since it was available for viewing and printing online.	Other	КК	Text area, no Char limit	Open	N	Skip Logic Group	Why Request 1099
	KK	What action did you take?			Text area, no Char limit	Open	N	Skip Logic Group	OPS_SSA 1099 Action
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Not sure or don't remember Less than 15 minutes More than 15 but less than 30 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	30 minutes or more One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required to preferred registering for my Social Security in-person a Don't remember or prefer not to say	CC CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
CAS0045401	СС	Please describe your in-person registration experience.	Dutt temember of prefer hot to say	CC	Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes No		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			I tried but was unsuccessful						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	I don't know Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		passiviti:	Partially	Α					

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Prefer not to answer

			SSA My Social Security v2 CUSTO	OM QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415					Radio button, one-up vertical	Single	Υ		Security
		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes						Policies
CAS0045424			No		Dadia Button One un	Cinale	Y	Clair Lagia Craus	Coourity
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	A					
CAS0045425	A	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office			1			
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security			-			
			Take no action						
			Other, please specify	BB		1			
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.	Street, produce speeding	55	Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
		_	26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
	1	T. Control of the Con				1			

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
0/1000-10000		(Oncon an that apply.)	Browsing SSA.gov's informational webpages			ividia		Onip	Ecam about
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image,						
			etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
									OPS Learn
CAS0045390	В	How did you learn about my Social Security?					N		about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
		,	Once every six months				-		
			Once every three months						
			Once a month						
			More than once a month Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip								
	Logic		Answer Choices		_ , , , , , , , , ,		Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social	I don't know or prefer hot to answer	A, C	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
C/130043333		Security today? (Check all that apply)	To print or view my online Social Security Statement	Α, Ο	creek box one up vertical	Ividiti	103	Okip Logic Group	Reason
		y and y	To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online						
			application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only						
			benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To request a replacement SSA – 1099 (or SSA – 1042S) for tax season						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			,	Z					
CAS0045407	Α	How often do you review your online Social	Other reason for visiting today:	AA	check box one up vertical	Single	Y	Skin Logic Group	Freg View
CA30045407	_ ^		This is my first time	AA	check box one up vertical	Sirigle	ı	Skip Logic Group	Statement
		Coounty Clatomont.	Less frequently than once a year						Otatement
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						Jane algum
CAS0045409	В				check box vertical one up	Multiple	Υ	skip logic group	Agency Need
		For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP					- p - 3 - 3 p	
		2011011 VOTITIONALOTT ECHOT: (Officer all trial apply)	IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	ВВ					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0073009	С	Did you use the Retirement Estimator before visting your <i>my</i> Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
			No	I					
CAS0073010	н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
			No						
CAS0073011	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.			Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
CAS0073012	_	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
CAS0073013	D	Did you have trouble finding the Retirement Estimator?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
			No						
CAS0073014	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
CAS0073015	F	Did you have trouble finding the other online benefit calculators?	<u>No</u> Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
			No						
CAS0073016	G	Did you expect to find the other online benefit calculators within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
			No						
CAS0045398		Did you register for <i>my</i> Social Security online or in	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Q.D	Lubei	Question Text	More than 15 but less than 30 minutes	Citip to	Type (select iron list)	marci	1,714	motradans	OQ EUDE:
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration	oo mindes of more		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
0, 1000 10 100		attempts did you make?	One		radio salton, one ap renda.	Cg.o		Cimp Logic Group	i tog / ttompto
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
0.4.000.45.44.0			I don't know		Delia la Maria de	0:		01 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Leater of the second
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415					Radio button, one-up vertical	Single	Υ		Security
		Did you see any information describing <i>my</i> Social Security's security policies or features?							Policies
			Yes						
CAS0045424			No		Radio Button, One-up	Cinalo	Y	Skip Logic Group	Coourity
CA30045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	'	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	А	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
0/1000-10000		(Oncon an that apply.)	Browsing SSA.gov's informational webpages			ividia		Onip	Ecam about
			Social Security's Frequently Asked Questions (FAQs)						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			An online ad on another website (e.g., banner, image,						
			etc.)						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
									OPS Learn
CAS0045390	В	How did you learn about my Social Security?					N		about
HAR0069569		How often do you access (or plan to access) your my Social Security account?	Once a year		Radio button, one up vertical	Single	Y		Access Frequency - NEW
		,	Once every six months				-		
			Once every three months						
			Once a month						
			More than once a month Not sure						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Claire								
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			I am entitled to Medicare Only coverage - no cash						
			benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting my Cosial	I don't know or prefer not to answer	A C	about how and up vertical	Multi	Voc	Chin Logio Croup	Drimon.
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A, C	check box one up vertical	IVIUILI	Yes	Skip Logic Group	Primary Reason
		Cooking today: (Chook an anat apply)	To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's Retirement Estimator	D, E					
			To use SSA's other online benefit calculators	F, G					
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social	ů ,	AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time		·				Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
CAS0045408	AA	Danier alaa ta ciano ayaa Caaial Caassiit Chatanaant	Other Yes		radio button one up vertical			ckin logio group	Plan to View
CA30043400	AA	Do you plan to view your Social Security Statement online again?			radio buttori one up vertical			skip logic group	State again
0.1.000.15.100			No				.,		
CAS0045409	В	For which Agency or program do you need a			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP						
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA) Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	ВВ	Which "other" agency or program requested your			Text area, no Char limit		N		OPS_Other
		Benefit Verification information?							Agency

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
	С	Did you use the Retirement Estimator before visting your my Social Security account today?	Yes	Н	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use RE
	Н	Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?	Yes	J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Navigating Between mySSA and RE
	J	Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator.	NO TO THE PROPERTY OF THE PROP		Text area, no Char limit		N	Skip Logic Group	OE_Difficulty Navigating Between mySSA and RE
	ı	Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Plan to Use RE
	D	Did you have trouble finding the Retirement Estimator?	No Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Troubke Finding RE
	E	Did you expect to find the Retirement Estimator within your my Social Security account?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find RE in mySSA
	F	Did you have trouble finding the other online benefit calculators?	No Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Trouble Finding Calculators
	G	Did you expect to find the other online benefit calculators within your my Social Security account?	No Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Expect to Find Calculators in mySSA
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	No Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office Not sure or don't remember	A,C					
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes 30 minutes or more						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Instructions	CQ Label
CAS0045400	В	How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
		attempts did you make?	One						
			Two Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
C/130043410		with did you decide to register in person:	I preferred registering for <i>my</i> Social Security in-person a	CC	radio battori, one ap verticar	Sirigic		Skip Logic Group	rteg in person
			Don't remember or prefer not to say	СС					
CAS0045401	СС	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411					Radio button, one-up vertical	Single	Υ		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful						
2122215112			I don't know			9: 1		01: 1 : 0	:
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		l'	Partially	Α					
			No	A					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did an an information describing an Caial			Radio button, one-up vertical	Single	Y		Security Policies
		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes						
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В		Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security Write a letter to Social Security						
			Take no action						
				BB					
			1 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -	12.5					

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				SSA My Social Security v2 CUSTOM (UESTION LIST					
QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.				Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes			radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No		А					
CAS0045374	Α	Please tell us what information or instructions were not clear				Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25			Drop down, select one	Single	N		New Age
			26 to 45							
			46 to 55							
			56 to 60							
			61 to 64							
			65 to 66							
			67 or older							
			Prefer not to	answer						

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Answer Choices (limited to 50 characters) Answer Choices (limited to 50 characters) CAS004988 2				SSA My Social Security v2 CUSTOM Q	UESTION LIST					
CASOU45398 Provide you learn about my Social Security Prominence (Check of the diaphy) Social Security Frequently Asked Questions (FAQN) Provided Agreement (Check of the diaphy) Provided Ag	QID	Logic	Question Text		Skip to	Type (select from list)	Single or Multi	Required Y/N		CQ Label
Strowing SSA gor's informational voltaguages Social Security Processing PA-200	CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page		check box, one up	Multi	Y	Skip	Learn about
The Manage Your Brandts and Security Statement that I received in the mail A newspaper of magazine article (a.g., Sough, Birg, etc.) An environment of the Company of the			(Browsing SSA.gov's informational webpages					- , -	
Second Page 18th row appears at the completion of the mail and international colls Security Second Security Statement that I received in the mail Security Statement that I received in the mail Security Security Statement that I received in the mail Security Statement that I rece				Social Security's Frequently Asked Questions (FAQs)						
Social Security Statement that I received in the mail				account" page that now appears at the completion of						
A general web search (e.g., Google, Bing, etc.) Radio or television ad A newspaper or magazine article or ad An online ad on another website (e.g., banner, image, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Government agency other than Social Security (e.g., State, Federal) CAS0045390 B How did you learn about my Social Security? Text area, no char limit OPE Learn my Social Security account? Once a year Once a year Once a year Once a year Once every three months Once every three months Once every three months Once on the future? At least once a month Not sure B Radio button, one up vertical Single Y Future the Future th				An email reminder from Social Security						
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An ordine ad on another website (e.g., banner, image, etc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Community group or association Government agency other than Social Security (e.g., State, Federian) CASO045390 B How did you learn about my Social Security? How often do you access (or plan to access) your my Social Security account? Once every three months Once every three months Once every three months Not sure At least once a month Not sure Radio button, one up vertical Radio button, one up vertical Single Y Future Lise Future Lise Future Lise Future Lise				Radio or television ad						
tetc.) Social media (e.g., Facebook, Twitter, blog, etc.) Friend, spouse, relative, neighbor, or acquaintance Social Security employee Community group or association Covernment agency other than Social Security (e.g., State, Federal) Other, please explain B Text area, no char limit CASO045390 B How did you learn about my Social Security? HARD069569 How often do you access (or plan to access) your my Social Security emonths Once every three months Once every three months Not sure CASO045394 CASO045394 How often do you plan to access your my Social More than once a month Not sure Aleleast once a month Once emonth				A newspaper or magazine article or ad						
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State, Federal) Other, please explain B Text area, no char limit N OPS_Learn about Access How often do you access (or plan to access) your my Social Security account? Once a year Once every three months Once a month Not sure How often do you plan to access your my Social B How of				Community group or association						
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CAS0045394 CAS004										
More than once a month Not sure How often do you plan to access your my Social Security account in the future? At least once a month Once a month Once every three months More than once a month Radio button, one up vertical Single Y Future Use		·								
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CASO045394 Security account in the future? At least once a month Radio button, one up vertical Single Y Future Use Once a month Once every three months Once every three months										
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Once every three months	CA00040074		occurry account in the luture.	at least once a month		Radio button, one up vertical	onigie	Т		ruture ose
				Once a month						
Once every six months				Once every three months						
				Once every six months						

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			SSA My Social Security v2 CUSTOM QU	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						-
0400045005		Mind in a control of the control of	I don't know or prefer not to answer		the difference of a district	3.4 IV		01:-1:-0	D. J
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement To make sure my earnings record is correct	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month Other						
CAS0045408	AA		Yes		radio button one up vertical			skip logic group	Plan to View State again
		9	No						3
CAS0045409	В	For which Agency or program do you need a			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP						
			IRS						
			HUD - Federal Housing Admin. (FHA)						

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Answer Choices [limited to 50 characters) Answer Choices [limited to 50 characters] Answer Choices [limited t				SSA My Social Security v2 CUSTOM QI	JESTION LIST					
Regulating a Reterment Visa from another country Medicare Medicar	QID	Logic	Question Text	(limited to 50 characters)	Skip to	Type (select from list)				CQ Label
Medical Medical State or Local Department of Social Services BB Minch Yufin' agency or program requested your agency or program requested only agency or program requested your requested only agency or program requested										
Medical Medical State of Local Department of Social Services BB Which **Other* agency or program requested your control of Color Services BB Which **Other* agency or program requested your sequested your your requested your your requested your your your your your your your your				· · ·						
State or Local Department of Stocial Services Other agency or program (equipment of Stocial Services) Other agency or program requested your descript ("Verification information") CAS0045397 Z Peace bet us wint your primary reason was for sold severity ("Verification information") CAS0045398 Did you register for my Social Security online or in personnel or program requested your program requested program requested program requested program and program requested program and program requested program and program requested program requested program and program requested										
Other agency or program requested your focus of the second state o										
CASO045396 BB Warth*** Traction information** CASO045397 Z Please field us what your primary reason was for size of the general control of the control of th										
ASO04597 Z Please et elicit varietation information? ASO04598 Z Please et et approximate length of the took for you complete your registration of the your global policy our registration of the complete your registration registration of the complete your registration registr				Other agency or program	BB					
CASO045398 Case Cas			Benefit Verification information?							Agency
Did you register for my Social Security online or in Pagistered online on my first attempt Properties of the process of the approximate length of time I tool Security in present and in the process of the approximate length of time I tool Security in present and in the process assistance from my local Security in present and in the process of the approximate length of time I tool Security in present and in the process of the approximate length of time I tool Security in present and in the process of the approximate length of time I tool Security in present and in the process of the approximate length of time I tool Security in present and in the presen		Z				Text area, no Char limit		N		
Registered with in-person assistance from my local SSA office Not use of continember Not use than 15 minutes Not use than 30 minutes Not use than 30 minutes Not use than 30 minutes Not use of continember Not use than 30 minutes Not use and 15 minutes Not use of continember Not understand all of my Social Security? Yes Not understand all of my Social Security of equivalent of continember Not understand all of my Social Security of equivalent of continember	CAS0045398			, ,		Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
SSA office Not sere of don't remember Passes select the approximate length of time it took for you complete your registration CAS0045499 A Please select the approximate length of time it took for you complete your registration More than 15 but less than 30 minutes CAS0045400 B How many prior unsuccessful online registration attempts did you make? One CAS0045410 CC Why did you decide to register in-person? Passes describe your in-person registration preferred registering for my Social Security's person. CAS0045413 CAS0045413 CAS0045414 A Please explain what you did not understand about my Social Security's registration instructions CAS0045415 CAS0045416										
CASO045410 CC Please describe your inperson registration experience. CASO045411 Did you understand all of my Social Security? CASO045412 CASO045414 A Please explain what you did not understand about my Social Security's registrating a username and password? CASO045415 CAS					A,C					
For you complete your registration				Not sure or don't remember						
ASSOURTION BY The CASOUS AND A CASOURT OF A	CAS0045399	A				Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
CAS0045400 B How many prior unsuccessful online registration attempts did you make? Two Three or more Three or mo				More than 15 but less than 30 minutes						
atempts did you make? Two Two Three or more Two Three or more Two Three or more Two Three or more Two Two Three or more Two Two				30 minutes or more						
CAS0045410 C Why did you decide to register in-person? I was unsuccessful registering online and was required in preferred registering for my Social Security in-person of experience. CAS0045411 C Please describe your in-person registration experience. CAS0045411 Did you register for Extra Security? Yes CAS0045413 Did you understand all of my Social Security's instructions for registering a username and password? CAS0045414 A Please explain what you did not understand about my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security security policies or features? CAS0045415 Press of the presson registration instructions of the presson registration instructions from prefer not to say CAS0045415 Did you see any information describing my Social Security's regular information describing my Social Security Policies Text area, no char limit CC Radio button, one-up vertical Single Y Skip Logic Group Policies or features? CC Text area, no char limit CC Radio button, one-up vertical Single Y Skip Logic Group Policies Text area, no char limit CC Radio button, one-up vertical Single Y Skip Logic Group Policies Text area, no char limit CC Radio button, one-up vertical Single Y Skip Logic Group Policies Text area, no char limit CC Radio button, one-up vertical Single Y Skip Logic Group Policies Text area, no char limit CC Radio button, one-up vertical Single Y Skip Logic Group Policies Text area, no char limit CC Radio button, one-up vertical Single Y Policies CAS0045415 Pressore Registerion instructions CAS0045415 Pressore Registerion of my Social Security Policies Text area, no char limit CC Radio button, one-up vertical Single Y Policies CC Radio button, one-up vertical Single Y Polici	CAS0045400	В		One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
CAS0045410 C Why did you decide to register in-person? I preferred registering online and was required C C Radio button, one-up vertical Single Y Skip Logic Group Reg In person I preferred registering for my Social Security in-person c C C Social Security in-person registration point remember or prefer not to say C C Please describe your in-person registration experience. CAS0045411 Did you register for Extra Security? Yes Radio button, one-up vertical Did you register for Extra Security? Yes Radio button, one-up vertical Single Y Skip Logic Group Reg In person Experience. CAS0045413 Did you understand all of my Social Security's instructions for registering a username and password? Partially A Region button, one-up vertical Partially A Region button, one-up vertical Partially A Region button, one-up vertical Single Y Skip Logic Group Understand Partially A Region button, one-up vertical Partially A Region button, one-up vertical Single Y Skip Logic Group Understand Partially A Region button, one-up vertical Single Y Skip Logic Group Understand Partially A Region button, one-up vertical Partially A Region button, one-up vertical Single Y Skip Logic Group Understand Partially A Region button, one-up vertical Single Y Skip Logic Group Understand Partially A Region button, one-up vertical Single Y Policies Partially A Region button, one-up vertical Single Y Policies Policies Security's security policies or features? Yes				Two						
Interpretation Inte				Three or more						
CAS0045401 CC Please describer. Superience. CAS0045411 Did you register for Extra Security? No Interview of the foliage of	CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
CAS0045411 CC Please describe your in-person registration experience. CAS0045411 Did you register for Extra Security? Yes No No Itried but was unsuccessful Indon't know CAS0045413 Did you understand all of my Social Security's instructions for registering a username and password? Partially A Please explain what you did not understand about my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security's security policies or features? A Radio button, one-up vertical Single A Radio button, one-up vertical Bingle Y Skip Logic Group Instructions OE_Instructions OE_Instructions Policies Yes										
Experience. CASO045411 Did you register for Extra Security? Yes No It ried but was unsuccessful don't know CASO045413 Did you understand all of my Social Security's instructions for registering a username and password? Partially A CASO045414 A Please explain what you did not understand about my Social Security's registration instructions CASO045415 Did you see any information describing my Social Security's registration instructions Pes A Radio button, one-up vertical Single Y Skip Logic Group Instructions Understand President Single Yes A Text area, no char limit N Skip Logic Group OE_Instructions Policies Policies Policies Yes				Don't remember or prefer not to say	CC					
Did you register for Extra Security? Yes No No No Reg CAS0045413 Did you understand all of my Social Security's instructions for registering a username and password? Partially A CAS0045414 A Please explain what you did not understand about my Social Securitys registration instructions CAS0045415 CAS0045415 Did you see any information describing my Social Security? Reg Reg Reg Reg Reg Reg Reg Reg		CC				Text area, no char limit		N		
Itried but was unsuccessful Itried but was unsuccessful Idon't know Idon't kno	CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		
CAS0045413 Did you understand all of my Social Security's instructions for registering a username and password? Partially A Please explain what you did not understand about my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security's security policies or features? I don't know Radio button, one-up vertical Single Y Skip Logic Group Understand Password? A Text area, no char limit N Skip Logic Group OE_Instructions Paccurity Policies Pecurity Policies Pecurity Policies										
CAS0045413 Did you understand all of my Social Security's instructions for registering a username and password? Radio button, one-up vertical password? Skip Logic Group Understand Partially A										
Instructions for registering a username and password? Partially A CAS0045414 A Please explain what you did not understand about my Social Security's registration instructions Partially A Text area, no char limit Did you see any information describing my Social Security policies or features? Yes Understand Understand Fax area, no char limit N Skip Logic Group OE_Instructions Radio button, one-up vertical Single Y Security Policies				I don't know						
Partially A CAS0045414 A Please explain what you did not understand about my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security's security policies or features? Yes A Text area, no char limit N Skip Logic Group OE_Instructions Radio button, one-up vertical Single Y Policies	CAS0045413		instructions for registering a username and	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		Radio button, one-up vertical	Single	Y	Skip Logic Group	
CAS0045414 A Please explain what you did not understand about my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security's security policies or features? No A Text area, no char limit N Skip Logic Group OE_Instructions Radio button, one-up vertical Single Y Policies			password?		Λ					
CAS0045414 A Please explain what you did not understand about my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security's security policies or features? Yes Text area, no char limit N Skip Logic Group OE_Instructions Radio button, one-up vertical Single Y Policies						-				
Please explain what you did not understand about my Social Security's registration instructions CAS0045415 Did you see any information describing my Social Security's security policies or features? Yes Radio button, one-up vertical Single Y Policies Please explain what you did not understand about my Social Security's registration instructions Radio button, one-up vertical Single Y Policies	CAS0045414	Λ		INU	A	Text area no char limit		NI	Skin Logic Group	OF Instructions
Did you see any information describing my Social Security's security policies or features? Yes	CA30043414	A .	Please explain what you did not understand about my Social Security's registration instructions			rext area, no char innit		IN	Skip Logic Group	OE_IIIstructions
Did you see any information describing my Social Security's security policies or features? Yes	CAS0045415					Radio button, one-up vertical	Sinale	Υ		Security
						, 5115 54	.9			
No No				Yes						
				No						

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	•
CAS0045425	Α	Please describe your security concerns.	Yes	A	Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	ВВ					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	А					
CAS0045374	А	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer	1		1			
	1		ורופופו ווטג נט מוואשפו	1				I	

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Social Security Home Page	A	check box, one up	Multi	Y	Skip	Learn about
			Official Social Security website						
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			The radio						
			The television						
			An email reminder from Social Security						
			Social Security Statement that I received in the mail						
			A general web search (e.g., Google, Bing, etc.)						
			Radio or television ad						
			A newspaper or magazine article or ad						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad on another website (e.g., banner, image, etc.)						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
					Text area, no char limit				
									OPS_Learn
CAS0045390	В	How did you learn about my Social Security?			De die le de conservation de la		N		about
			Social Security Home Page		Radio button, one up vertical				Where on
HAR0062542	A	Where on the Official Social Security website did you primarily learn abour my Social Security?	Journal Jecumy Home Fuge			Single	¥	Skip Logic Group	SSA.gov Learned
3 11 10 00 20 12	•••	jan assar njestica souniy.	Social Security's Frequently Asked Questions			S.i.ig.s		2p 209.0 0.0up	20000
			y a real action of the second						

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SSA My Social Security v2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Browsing SSA-gov's informational webpages	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
			The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application							
			Other (please specify)	e						
HAR0062543	e	Where else do you learn about my Social Security?			Text field, <100 char		N	Skip Logic Group	OPS_Where on SSA.gov Learned	
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single-	¥		Access Freq	
CA30043372		my social security account:	Once a month		radial button, one up vertical	onigie	т		Access Freq	
			Once every three months							
			Once every six months							
			Once a year							
		How often do you access (or plan to access) your my Social Security account?	Once a year Once every six months		Radio button, one up vertical	Single	Y		Access Frequency - NEW	
			Once every three months							
			Once a month							
			More than once a month							
			Not sure							
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use	
			Once a month							
			Once every three months							
			Once every six months							
			Once a year							
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		Cash Benefits	
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)							
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)							
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI							
			I am entitled to Medicare Only coverage - no cash benefits							
			I am not entitled to monthly benefits or Medicare							
CAS0045395		What is your primary reason for visiting my Casial	I don't know or prefer not to answer	^	shook hay and up vertical	Multi	Voc	Ckin Logio Crows	Drimon	
CASU043393		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes		Primary Reason	

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip Logic		Answer Choices				Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To replace my Social Security card						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?			radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
01000:500			Other agency or program	BB	T. 1				000 0:1
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in		А	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
		person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	A					
CAS0045414	А	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415			Yes No		Radio button, one-up vertical	Single	Y		Security Policies
CAS0045424			110		Radio Button, One-up	Single	Υ	Skip Logic Group	Security
C/130043424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		readio Batton, one up	Single		Skip Logic Group	Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?			Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						

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			SSA My Social Security v2 CUSTOM (UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Υ	skip logic	AccountClarity
			No	Α					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST	`				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about my Social Security? (Check all that apply.)	Official Social Security website	A	check box, one up	Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)					•	
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	В					
CAS0045390		How did you learn about my Social Security?			Text area, no char limit		N		OPS_Learn about
CAS0045390	В	How did you learn about my Social Security?			Radio button, one up vertical		N		
	A	Where on the Official Social Security website did you primarily learn abour <i>my</i> Social Security?	Social Security Home Page			Single	Y	Skip Logic Group	Where on SSA.gov Learned
			Social Security's Frequently Asked Questions						
			Browsing SSA.gov's informational webpages						
			The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application						
			Other (nlease specify)	С				OPS Group	
			leann.hartka: Added question text.		Text field, <100 char			·	OPS_Where on SSA.gov
	С	Where else do you learn about my Social Security? Including today, how often have you accessed your					N	OPS Group	Learned
CAS0045392		my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		Radio button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			l am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
CAS0045395		What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply)	I don't know or prefer not to answer To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details To check the status of my recently filed online						
			application for benefits To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					- \;
CAS0045407	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						

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			SSA My Social Security v2 CUSTOM QU	JESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			Every 6 months		,				, i
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
CA C004F400			No		about boursetian and an	N de elaborador	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	aliin lania annona	A
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
			IRS						
			HUD - Federal Housing Admin. (FHA) Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398			Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
CAS0045399	Α		Not sure or don't remember		Dadia huttan ana un vartical	Cinala	Y	Chin Logio Croup	Dog Time
CA50045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	ř	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
CAS0045400	В	How many prior unsuccessful online registration	30 minutes or more One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	СС					
			Don't remember or prefer not to say	СС					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip								
OID	Logic	Overetien Tend	Answer Choices	Claire 4a	True (aslast from list)		Required	Special	001-6-1
QID CAS0045413	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list) Radio button, one-up vertical	Multi Single	Y/N Y	Instructions Skip Logic Group	CQ Label Instructions
CA30045415		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Radio buttori, orie-up vertical	Sirigle	T T	Skip Logic Group	Understand
		password?	Yes						
			Partially	Α					
			No	Α					
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE_Instructions
		Please explain what you did not understand about							
		my Social Security's registration instructions							
CAS0045415					Dadia buttan ana un cartial	Cinala	Y		Carruit
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?			Radio button, one-up vertical	Single	Y		Security Policies
		Security's Security policies of leatures?	Yes						l olloics
			No						
CAS0045424		Do you have any concerns about the cocupity of the			Radio Button, One-up	Single	Υ	Skip Logic Group	Security
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			,				Concerns
		Security account?	No						
			Yes	Α					
CAS0045425	Α				Text area, no char limit		N		OE_Security
		Please describe your security concerns.							Concern
CAS0045422		Did the information obtained during your <i>my</i> Social	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to
		Security account visit enable you to accomplish what you wanted to do?							Accomplish
		,	No	A,B					
CAS0045426	A	What specifically were you trying to accomplish?	140	А,Б			N	Skip Logic	OE Trying to
0,1000 10 120	, ,	Trial openingary trong you aying to accompliant			Text area, no char limit			Ciup Logio	accomplish
CAS0045427	В	Since you were not able to accomplish what you				Multi	Y	Skip Logic	Do Next
		wanted to do, what do you plan to do next? (Please			Check box vertical				
		select all that apply)	Return and try again						
			Visit a local Social Security office						
			Call a local Social Security office Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	ВВ					
CAS0045428	BB	Please tell us what "other" action you plan to take			Text area, no char limit		N		OPS_Do Next
		next.			, , ,				
CAS0045373		Was the information in your <i>my</i> Social Security	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
		account clear to you?	No	Δ.					
CAS0045374	Α	Please tell us what information or instructions were	INO	A	Text area, no Char limit		N		OE Account
CA30043374	_ ^	not clear			Text area, no Chai illilli		IN IN		Clarity
0.1.000.15055		Please select the category that includes your age.	Under 25		Drop down, select one				
CAS0045375		, , , , , , , , , , , , , , , , , , ,			,	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about <i>my</i> Social Security? (Check all that apply.)	Official Social Security website		check box, one up	Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)					•	
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, or acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	Α					
					Text area, no char limit				OPS_Learn
CAS0045390	Α	How did you learn about my Social Security? Including today, how often have you accessed your					N		about
CAS0045392		my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months Once a year						
0400045004		How often do you plan to access your my Social				0			5
CAS0045394		Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip		Answer Choices			Single or	Dominad	Special	
OID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1506	Laber	Question Text	Yes, I am receiving Supplemental Security Income	Skip to		Single	V 1/14	mstructions	Cash Benefits
Bolliooo		Are you currently receiving cash benefits?	(SSI)		radio sation, one up vertical	Cirigic	ľ		Casii Belients
		g and a significant of the signi							
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social		Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
		Security today? (Check all that apply)	To print or view my online Social Security Statement						Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social		AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time						Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month More frequently than once a month						
			More frequently than once a month Other						
CAS0045408	AA		Yes		radio button one up vertical			skip logic group	Plan to View
C/130043400		Do you plan to view your Social Security Statement online again?			radio button one up ventical			Skip logic group	State again
CA C00 4F 400			No		aha ali havviantia al ana	N.A. aldinal	V	alia la sia sua	A manage A black
CAS0045409	В	For which Agency or program do you need a	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			rrequesting a rretilement visa from another couldly						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396		Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	СС					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411			.,		Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and	I don't know		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	Α					
			No	Α					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	v		Radio button, one-up vertical	Single	Y		Security Policies
			Yes No						
CAS0045424			110		Radio Button, One-up	Single	Y	Skip Logic Group	Security
CA30045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social	Me		radio bullon, One-up	Sirigle	Y	Skip Logic Group	Concerns
		Security account?	No						
			Yes	Α					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045425	Α	Please describe your security concerns.	·		Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427			Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	А					
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ДID	Lauci	How did you learn about my Social Security?		Skip to	check box, one up	Willia	17/19	instructions	CQ Label
CAS0045388		(Check all that apply.)	Official Social Security website			Multi	Y	Skip	Learn about
			A general web search (e.g., Google, Bing, etc.)						
			The radio						
			The television						
			An email from Social Security						
			A newspaper or magazine article						
			A newspaper or magazine ad						
			A billboard or other printed ad						
			An online ad (e.g., banner, image, etc.)						
			An online video						
			Social media (e.g., Facebook, Twitter, blog, etc.)						
			Friend, spouse, relative, neighbor, pr acquaintance						
			Mailed Social Security Statement						
			Other direct mail (e.g., Post Card)						
			Social Security employee						
			Community group or association						
			Government agency other than Social Security (e.g., State, Federal)						
			Other, please explain	Α	Tout area no shar limit				
					Text area, no char limit				
CAS0045390	Α	How did you learn about my Social Security					N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						·
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
		,	Once a month			J			
			Once every three months						
			Once every six months						
			Once a year						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip		Answer Choices			Single or	Dominad	Special	
OID	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1506	Laber	Question Text	Yes, I am receiving Supplemental Security Income	Skip to		Single	V 1/14	mstructions	Cash Benefits
Bolliooo		Are you currently receiving cash benefits?	(SSI)		radio sation, one up vertical	Cirigic	ľ		Casii Belients
		g and a significant of the signi							
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social		Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
		Security today? (Check all that apply)	To print or view my online Social Security Statement						Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social		AA	check box one up vertical	Single	Υ	Skip Logic Group	Freq View
		Security Statement?	This is my first time						Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month More frequently than once a month						
			More frequently than once a month Other						
CAS0045408	AA		Yes		radio button one up vertical			skip logic group	Plan to View
C/130043400		Do you plan to view your Social Security Statement online again?			radio button one up ventical			Skip logic group	State again
CA C00 4F 400			No		aha ali havviantia al ana	N.A. aldinal	V	alia la sia sua	A manage A Nagari
CAS0045409	В	For which Agency or program do you need a	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			rrequesting a rretilement visa from another couldly						

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396		Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt	Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registered
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	СС					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411			.,		Radio button, one-up vertical	Single	Y		Xtra Security
		Did you register for Extra Security?	Yes						Reg
			No						
			I tried but was unsuccessful I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and	I don't know		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
			Partially	Α					
			No	Α					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	v		Radio button, one-up vertical	Single	Y		Security Policies
			Yes No						
CAS0045424			110		Radio Button, One-up	Single	Y	Skip Logic Group	Security
CA30045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social	Me		radio bullon, One-up	Sirigle	Y	Skip Logic Group	Concerns
		Security account?	No						
			Yes	Α					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045425	Α	Please describe your security concerns.	·		Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427			Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	А					
CAS0045374		Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045388		How did you learn about my Social Security?	Learned about my Social Security on the SSA website		check box, one up	Multi	Y	Skip	Learn about
CA30043300			SSA field office representative encouraged me to sign up			Widit	,	σκιμ	Leam about
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				
CAS0045390	A	How did you learn about my Social Security			,		N		OPS_Learn about
CAS0045392		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
CAS0045394		How often do you plan to access your my Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once every three months						
			Once every six months						
BJL1506			Once a year		Dadia button, and un vertical	Cinalo	V		Cook Bonofito
BJL1500		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Sirigle	Y		Cash Benefits
			Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)						
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI						
			I am entitled to Medicare Only coverage - no cash benefits						
			I am not entitled to monthly benefits or Medicare I don't know or prefer not to answer						
CAS0045395		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					

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			SSA My Social Security v2 CUSTOM Q	JESTION LIST					
OID	Skip Logic	Quantian Taut	Answer Choices		Turn (calcat from liat)		Required	Special	COLobal
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			Add Extra Security to my online account To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
			No						
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Zonom vormoduori Zonori (oricon dii undi appiy)	IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	BB	Which "other" agency or program requested your Benefit Verification information?	<u> </u>		Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398				Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
		<u> </u>	Registered online of my first attempt Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took	Tot out of a differentiable		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
27.00040000	'	for you complete your registration	Less than 15 minutes		land solder, one up venteur	Cigic		zp zogio cioap	
			More than 15 but less than 30 minutes						
			30 minutes or more						
		-							

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Instructions	CQ Label
CAS0045400	В	How many prior unsuccessful online registration			Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
		attempts did you make?	One						
			Two						
			Three or more						
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	СС	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a						
			Don't remember or prefer not to say	СС					
CAS0045401	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
			No						-
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		•	Partially	Α					
			No	A					
CAS0045414	Α				Text area, no char limit		N	Skip Logic Group	OE Instructions
C/\30043414		Please explain what you did not understand about my Social Security's registration instructions			rext area, no onar mint		"	Skip Edgic Group	OL_matructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action	DD					
CAS0045428	BB	Diagon tell us what "other" action you glan to take	Other, please specify	BB			N		ODS Do Novit
CA30043428	ВВ	Please tell us what "other" action you plan to take next.			Text area, no char limit		IN		OPS_Do Next

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			SSA My Social Security	v2 CUSTOM QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters	s) Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	A					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
	Chin								
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
					check box, one up				
			Learned about <i>my</i> Social Security on the SSA website						
CAS0045388		How did you learn about <i>my</i> Social Security?	00.4 %			Multi	Y	Skip	Learn about
			SSA field office representative encouraged me to sign up						
			•						
			SSA 800 Number representative encouraged me to						
			Sign up	^					
			Other, please explain	Α	Text area, no char limit				
									000 1
CAS0045390	Α	How did you learn about <i>my</i> Social Security					N		OPS_Learn about
0		Including today, how often have you accessed your				a: .	,,		
CAS0045392		my Social Security account?	This is my first time		radial button, one up vertical	Single	Y		Access Freq
			Once a month Once every three months						
			Once every six months						
			Once a year						
			2-4 times						
			5-8-times						
			9 or more times						
		How often do you plan to access your <i>my</i> Social							
CAS0045394		Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once a month						
			Once a month						
			Once every three months						
			Once every six months						
			Once a year						
BJL1506			9 or more times Ves. Lem requiring Supplemental Security Income		Radio button, one-up vertical	Single	V		Cash Benefits
B3E1300		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		radio battori, orie-up vertical	Sirigie			Cash Denents
			Yes, I am receiving Social Security Benefits						
			(Retirement, Disability, Spouses or Survivors) Yes, I am receiving both SSI and Social Security			-			
			Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits						
			(Retirement, Disability, or Survivors) or SSI I am entitled to Medicare Only coverage - no cash						
			benefits						
			I am not entitled to monthly benefits or Medicare						
			I don't know or prefer not to answer						

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			SSA My Social Security v2 CUSTOM QI	JESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045395	Laber	What is your primary reason for visiting <i>my</i> Social	(minted to 30 characters)	A	check box one up vertical	Multi	Yes	Skip Logic Group	Primary
CA30043393		Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Iviuiti	165	Skip Logic Group	Reason
		Security today: (Oneck air triat appry)	To make sure my earnings record is correct						rcason
			To view my Benefits and Payment Details						
			,						
			To check the status of my recently filed online application for benefits						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit						
			To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was contained in <i>my</i> Social Security account						
			Other reason for visiting today:	Z					
CAS0045407	Α	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month						
			More frequently than once a month						
			Other						
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
		ornine again:	No						otato again
CAS0045409	В	For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	USDA - SNAP		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Dericit vermodien Letter: (Oneok dir trict appry)	IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB					
CAS0045396	ВВ	Which "other" agency or program requested your Benefit Verification information?	outer agency or program	ВВ	Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		violang today.		Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registere
C/130043330		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt		reado Batton, one ap ventear	Jingic	'	Skip Logic Group	Trow registere
			Registered online of my first attempt Registered online after prior unsuccessful attempts	A,B					
			registered offiline after prior unsuccessful attempts	A,D					

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	<u>, </u>		SSA My Social Security v2 CUSTOM QI	JESTION LIST					<u>. </u>
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
CAS0045399	A	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
CA C004E400	В		30 minutes or more		Padia buttan ana un vertical	Cinglo	Y	Skin Logio Croup	Dog Attompte
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Ť	Skip Logic Group	Reg Attempts
			Two						
CA C004E410	_	M/by did you decide to register in nercen?	Three or more		Dadia button and un vertical	Cinala	Y	Chin Logio Croup	Dog In noroon
CAS0045410	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg in person
			I preferred registering for <i>my</i> Social Security in-person a Don't remember or prefer not to say	CC					
CAS0045401	СС	Please describe your in-person registration experience.	Don't remember or prefer not to say		Text area, no char limit		N		OE_In-person Experience
CAS0045411		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Y		Xtra Security Reg
		, ,	No						
			I tried but was unsuccessful						
			I don't know						
CAS0045413		Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
			Partially	Α					
			No	Α					
CAS0045414		Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			Yes	Α					
CAS0045425	Α	Please describe your security concerns.			Text area, no char limit		N		OE_Security Concern
CAS0045422		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No .	A,B					
CAS0045426	А	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427		Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	BB					
CAS0045428	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			No	Α					
CAS0045374	Α	Please tell us what information or instructions were not clear			Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						

AnswerDos (DOT) AnswerDos (DOT) AnswerDos (DOT) AnswerChoices (limited to 50 characters) Skip to Type (select from list) Check box, one up Learned about my Social Security on the SSA website CAS0045388 How did you learn about my Social Security? CAS0045388A001 CAS0045388A002 CAS0045388A003 SSA field office representative encouraged me to sign up CAS0045388A003 SSA 800 Number representative encouraged me to sign up CAS0045388A004 Other, please explain A Text area, no char limit CAS0045392 Including today, how often have you accessed your my Social Security account? CAS0045392A001 CAS0045392A001 This is my first time CAS0045394 CAS0045392A001 This is my first time CAS0045394 CAS0045392A001 At least once a month A least once a month Fadial button, one up vertical Single Y Fadial button, one up vertical Fadial button, one	tions CQ Label
Logic Label Question Text AnswerIbs (DOT) CAS0045388 How did you learn about my Social Security? CAS0045388A001 CAS0045388A002 CAS0045388A002 CAS0045388A004 CAS0045388A005 CAS0045388A004 CAS0045388A004 CAS0045388A004 CAS0045388A005 CAS0045388A004 CAS0045388A004 CAS0045388A004 CAS004538BA005 CAS004538BA005 CAS004538BA006 CAS004538BA006 CAS004538BA007 CAS004538BA008 CAS004538BA008 CAS004538BA008 CAS004538BA008 CAS004538BA008 CAS004538BA008 CAS004538BA008 CAS004538BA009 CAS004539BA009 CAS004539BA	Descriptions CQ Label Description Learn about OPS_Learn about
CAS0045388 How did you learn about my Social Security? CAS0045388A001 CAS0045388A002 CAS0045388A002 CAS0045388A003 CAS0045388A004 CAS004538A004 C	Descriptions CQ Label Description Learn about OPS_Learn about
Learned about my Social Security on the SSA website CAS0045388 How did you learn about my Social Security? CAS0045388A001 SSA field office representative encouraged me to sign up CAS0045388A002 CAS0045388A003 CAS0045388A004 Other, please explain A Text area, no char limit CAS0045392 Including today, how often have you accessed your my Social Security account? CAS0045392A002 CAS0045392A003 CAS0045392A004 This is my first time CAS0045392A004 CAS0045392A004 To radial button, one up vertical single y CAS0045392A004 The is is my first time Tadial button, one up vertical single The is is my first time CAS0045392A004 The is is my first time The is my first time The is my first time The is is my first time The is my first time the ison to sign up The is my first	Dearn about OPS_Learn about
Learned about my Social Security on the SSA website CAS0045388A002 CAS0045388A002 CAS0045388A002 CAS0045388A002 SSA field office representative encouraged me to sign up CAS0045388A003 SSA 800 Number representative encouraged me to sign up CAS0045388A004 Other, please explain A Text area, no char limit CAS0045392 CAS0045392A001 This is my first time CAS0045392A002 2-4 times CAS0045392A003 S-8 times CAS0045392A004 How often do you plan to access your my Social How often do you plan to access your my Social How often do you plan to access your my Social	OPS_Learn about
CAS0045388 How did you learn about my Social Security? CAS0045388A002 CAS0045388A002 CAS0045388A002 CAS0045388A002 CAS0045388A003 CAS0045388A003 CAS0045388A004 CAS0045388A004 CAS0045388A004 CAS004538BA004 CAS004538BA005 CAS004538BA004 CAS004538BA004 CAS004538BA004 CAS004538BA004 CAS004538BA004 CAS004538BA004 CAS004538BA004 CAS0045392A004 CAS0045392A001 This is my first time radial button, one up vertical Single Y CAS0045392A004 CAS0045392A004 CAS0045392A004 CAS0045392A004 A How often do you plan to access your my Social How often do you plan to access your my Social	OPS_Learn about
CAS004538A002 CAS004538A003 CAS004538A003 CAS004538A004 CAS004538A004 CAS004538A004 CAS004538A004 CAS004538A004 CAS004538A004 CAS004538A004 CAS0045392 A How did you learn about my Social Security CAS0045392 CAS0045392A001 This is my first time CAS0045392A002 CAS0045392A002 CAS0045392A003 SSA field office representative encouraged me to sign up CAS004538A004 Other, please explain A Text area, no char limit N CAS0045392 CAS0045392A001 This is my first time radial button, one up vertical Single Y CAS0045392A003 S-8 times CAS0045392A004 9 or more times	OPS_Learn about
CAS0045388A002 UP CAS0045388A003 SSA 800 Number representative encouraged me to sign up CAS0045388A004 Other, please explain CAS0045390 A How did you learn about my Social Security CAS0045392 Including today, how often have you accessed your my Social Security account? CAS0045392A002 CAS0045392A002 CAS0045392A001 This is my first time CAS0045392 CAS0045392A003 S-8 times CAS0045392A004 9 or more times	about
CAS004538A003 SSA 800 Number representative encouraged me to sign up CAS004538BA004 Other, please explain CAS0045390 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? CAS0045392 CAS0045392A001 This is my first time CAS0045392 This is my first time CAS0045392A002 2-4 times CAS0045392A003 5-8 times CAS0045392A004 9 or more times How often do you plan to access your my Social	about
CAS0045388A003 sign up CAS0045388A004 Other, please explain A Text area, no char limit N CAS0045390 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? CAS0045392 CAS0045392A001 This is my first time CAS0045392A002 2-4 times CAS0045392A003 5-8 times CAS0045392A004 9 or more times How often do you plan to access your my Social How often do you plan to access your my Social	about
CAS004538A004 CAS004538BA004 CAS004538BA004 CAS0045392 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? CAS0045392 CAS0045392A001 This is my first time radial button, one up vertical Fines CAS0045392A002 Single Y CAS0045392A003 Fines CAS0045392A004 Fines CAS0045392A004 Fines CAS0045392A004 Fines F	about
CAS0045390 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? CAS0045392 CAS0045392A001 This is my first time radial button, one up vertical Single Y CAS0045392A002 2-4 times CAS0045392A003 5-8 times CAS0045392A004 9 or more times How often do you plan to access your my Social	about
CAS0045392 A How did you learn about my Social Security Including today, how often have you accessed your my Social Security account? CAS0045392A001 This is my first time CAS0045392A002 2-4 times CAS0045392A003 5-8 times CAS0045392A004 9 or more times	about
CAS0045392 Including today, how often have you accessed your my Social Security account? CAS0045392A001 This is my first time radial button, one up vertical Single Y CAS0045392A002 2-4 times CAS0045392A003 5-8 times CAS0045392A004 9 or more times How often do you plan to access your my Social	about
CAS0045392 Including today, how often have you accessed your my Social Security account? CAS0045392A001 This is my first time radial button, one up vertical Single Y CAS0045392A002 2-4 times CAS0045392A003 5-8 times CAS0045392A004 9 or more times How often do you plan to access your my Social	
CAS0045392 my Social Security account? CAS0045392A001 This is my first time radial button, one up vertical Single Y CAS0045392A002 2-4 times Single Y CAS0045392A003 5-8 times Single Y CAS0045392A004 9 or more times Single Y How often do you plan to access your my Social Final Single Y	Access Freq
CAS0045392 my Social Security account? CAS0045392A001 This is my first time radial button, one up vertical Single Y CAS0045392A002 2-4 times Single Y CAS0045392A003 5-8 times Single Y CAS0045392A004 9 or more times Single Y How often do you plan to access your my Social Final Single Y	Access Freq
CAS0045392A003 5-8 times CAS0045392A004 9 or more times How often do you plan to access your <i>my</i> Social	
CAS0045392A004 9 or more times How often do you plan to access your <i>my</i> Social	
How often do you plan to access your my Social	
How often do you plan to access your my Social	
CASU045394 Security account in the future? CASU045394AU01 At least once a month radial button, one up vertical Single Y	E. t H
	Future Use
CAS0045394A002 Once every three months	
CAS0045394A003 Once every six months	
CAS0045394A004 9 or more times	
BJL1506A01 Yes, I am receiving Supplemental Security Income Radio button, one-up vertical Single Y	Cash Benefits
Are you currently receiving cash benefits? (SSI) BJL1506A02	
Yes, I am receiving Social Security Benefits	
(FRetirement, Disability, Spouses or Survivors)	
BJL1506A03 Yes, I am receiving both SSI and Social Security	
Benefits (Retirement, Disability, or Survivors)	
BJL1506A04 Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	
BJL1506A07 I am entitled to Medicare Only coverage - no cash	
benefits	
BJL1506A08 I am not entitled to monthly benefits or Medicare	
BJL1506A06 I don't know or prefer not to answer CAS0045395 What is your primary reason for visiting my Social CAS0045395A001 A check box one up vertical Multi Yes Skip Logi	Group Primary
Security today? (Check all that apply) To print or view my online Social Security Statement	Reason
CAS0045395A002 To make sure my earnings record is correct	
CAS0045395A003 To view my Benefits and Payment Details	
CAS0045395A004 To get a Benefit Verification Letter B	
CAS0045395A005 Add Extra Security to my online account CAS0045395A006 To use SSA's online benefit calculators	
CAS0045395A006 To use SSA's offline benefit calculators CAS045395A007 To apply online for Social Security or Medicare Only	
benefits	
CAS0045395A008 To change my address with SSA	
CAS0045395A009 To enroll in or update my direct deposit	
CAS0045395A010 To learn about the benefits to which I might be entitled	
CAS0045395A011 Just curious - wanted to see what information was	
contained in <i>my</i> Social Security account	

	_	 		SSA My Social Security v2 CUSTOM QUESTION LI	ST					
QID	Skip Logic Label	Question Text	AnswerIDs (DOT) CAS0045395A012	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0045407	_	How often do you review your online Social	CAS0045395A012	Other reason for visiting today:	Z AA	shook how one up vertical	Cinalo	Y	Ckin Logio Croup	Frog View
CAS0045407	A	Security Statement?	CAS0045407A001	This is my first time	AA	check box one up vertical	Single	T I	Skip Logic Group	Freq View Statement
		Security Statement:	CAS0045407A002	Less frequently than once a year						Statement
			CAS0045407A002	At least once a year						
			CAS0045407A003	Every 6 months						
			CAS0045407A004	Every 3 months						
			CAS0045407A005	Once a month						
			CAS0045407A007							
			CAS0045407A007	More frequently than once a month						
CACODAE 400				Other		radia buttan ana un un tratical			alsia la sia sussua	Diam to Minus
CAS0045408	AA	Do you plan to view your Social Security Statement online again?	CAS0045408A001	Yes		radio button one up vertical			skip logic group	Plan to View State again
			CAS0045408A002	No						
CAS0045409	В	For which Agency or program do you need a	CAS0045409A001	LICDA CNAD		check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	CAC004F400A000	USDA - SNAP						
			CAS0045409A002	IRS						
			CAS0045409A003	HUD - Federal Housing Admin. (FHA)						
			CAS0045409A004	Department of Veterans Affairs (VA)						
			CAS0045409A005	Requesting a Retirement Visa from another country						
			CAS0045409A006	Medicare						
			CAS0045409A007	Medicaid						
			CAS0045409A008	State or Local Department of Social Services						
			CAS0045409A009	Other agency or program	BB					
CAS0045396		Which "other" agency or program requested your Benefit Verification information?				Text area, no Char limit		N		OPS_Other Agency
CAS0045397	Z	Please tell us what your primary reason was for visiting today:				Text area, no Char limit		N		OPS_Primary Reason
CAS0045398		Did you register for <i>my</i> Social Security online or in person?	CAS0045398A001	Registered online on my first attempt	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Registere
			CAS0045398A002	Registered online after prior unsuccessful attempts	A,B					
			CAS0045398A003	Registered with in-person assistance from my local SSA office	A,C					
			CAS0045398A004	Not sure or don't remember						
CAS0045399	А	Please select the approximate length of time it took for you complete your registration	CAS0045399A001	Less than 15 minutes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Time
			CAS0045399A002	More than 15 but less than 30 minutes						
			CAS0045399A003	30 minutes or more						
CAS0045400	В	How many prior unsuccessful online registration attempts did you make?	CAS0045400A001	One		Radio button, one-up vertical	Single	Y	Skip Logic Group	Reg Attempts
			CAS0045400A002	Two						
			CAS0045400A003	Three or more						
CAS0045410	С	Why did you decide to register in-person?		I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
				I preferred registering for my Social Security in-person a	CC					
				Don't remember or prefer not to say	СС					
CAS0045401	СС	Please describe your in-person registration experience.				Text area, no char limit		N		OE_In-person Experience
CAS0045411			CAS0045411A001			Radio button, one-up vertical	Single	Υ		Xtra Security
		Did you register for Extra Security?		Yes						Reg
			CAS0045411A002	No						
			CAS0045411A003	I tried but was unsuccessful						
			CAS0045411A004	I don't know						
CAS0045413		Did you understand all of my Social Security's	CAS0045413A001			Radio button, one-up vertical	Single	Υ	Skip Logic Group	Instructions
		instructions for registering a username and password?		Yes						Understand

				SSA My Social Security v2 CUSTOM QUESTION	LIST					
	Skip Logic			Answer Choices				Required		
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			CAS0045413A002	Partially	Α					
			CAS0045413A003	No	Α					
CAS0045414	A	Please explain what you did not understand about my Social Security's registration instructions				Text area, no char limit		N	Skip Logic Group	OE_Instructions
CAS0045415		Did you see any information describing <i>my</i> Social Security's security policies or features?	CAS0045415A001	Yes		Radio button, one-up vertical	Single	Y		Security Policies
			CAS0045415A002	No						
CAS0045424		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	CAS0045424A001	No		Radio Button, One-up	Single	Y	Skip Logic Group	Security Concerns
			CAS0045424A002	Yes	Α					
CAS0045425	Α	Please describe your security concerns.				Text area, no char limit		N		OE_Security Concern
CAS0045422			CAS0045422A001	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			CAS0045422A002	No	A,B					
CAS0045426	А	What specifically were you trying to accomplish?				Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
CAS0045427	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	CAS0045427A001	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
		1137	CAS0045427A002	Visit a local Social Security office						
			CAS0045427A003	Call a local Social Security office						
			CAS0045427A004	Call Social Security's 800 number						
			CAS0045427A005	Submit an e-mail to Social Security						
			CAS0045427A006	Write a letter to Social Security						
			CAS0045427A007	Take no action						
			CAS0045427A008	Other, please specify	BB					+
CAS0045428	ВВ	Please tell us what "other" action you plan to take next.				Text area, no char limit		N		OPS_Do Next
CAS0045373		Was the information in your <i>my</i> Social Security account clear to you?	CAS0045373A001	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
			CAS0045373A002	No	Α					
CAS0045374	A	Please tell us what information or instructions were not clear				Text area, no Char limit		N		OE_Account Clarity
CAS0045375		Please select the category that includes your age.	CAS0045375A001	Under 25		Drop down, select one	Single	N		New Age
			CAS0045375A002	26 to 45						
			CAS0045375A003	46 to 55						
			CAS0045375A004	56 to 60						
			CAS0045375A005	61 to 64						+
			CAS0045375A006	65 to 66		1				+
			CAS0045375A000	67 or older						+
	1					1				+
			CAS0045375A008	Prefer not to answer						

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	<u>. </u>		SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How did you learn about <i>my</i> Social Security?	Learned about my Social Security on the SSA website		спеск вох, опе ир	Multi	Y	Skip	Learn about
		now and you tourn about my doctal decounty.	SSA field office representative encouraged me to sign up			Water		Onp	Ecam about
			SSA 800 Number representative encouraged me to sign up						
			Other, please explain	Α					
					Text area, no char limit				OPS_Learn
	Α	How did you learn about my Social Security					N		about
		Including today, how often have you accessed your my Social Security account?	This is my first time		radial button, one up vertical	Single	Υ		Access Freq
			2-4 times						
			5-8 times						
			9 or more times						
		How often do you plan to access your <i>my</i> Social Security account in the future?	At least once a month		radial button, one up vertical	Single	Y		Future Use
			Once every three months						
			Once every six months						
			9 or more times						
BJL1497		Did you register for a username and password	Yes	A,B,C,D,DD,E	Radio button, one-up vertical		¥	Skip Logic Group	Password
		riease tell us now long it took you to complete your	No						
BJL1498	A	registration:	Less than 10 minutes		Radio button, one-up vertical	Single	H	Skip Logic Group	Registration
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
BJL1499	B	Did you register for Extra Security today?	Yes		Radio button, one-up vertical		N	Skip Logic Group	ExtraSecurityR
			Ne						
			l don't know						
BJL1500	E	Did you understand all the instructions for registering for a username and password today?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Instructions
			Partially	ee					
			No No	ee					
BJL1501	cc	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions

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			SSA My Social Security v2 CUSTOM (QUESTION LIST					
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1502	Đ	Did you see any information describing the		·	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		website's security policies or features?	Yes						
D 11 4 E 0 0			No	555	Dadia button and un vertical	Cinala	N.	Chin I ania Consu	0
BJL1503	ĐĐ	Do you have any concerns about the security of transactions on this website?	V	DDD	Radio button, one-up vertical	Single	H	Skip Logic Group	Security Concerns
		transactions on this website?	Yes						Concerns
			No						
BJL1504	ĐĐĐ	Please describe your concerns with the security of			Text area, no char limit		N		OE_Security
		this site.							Concerns
BJL1505	E	What would you like us to improve, if anything,			Text area, no char limit		H	Skip Logic Group	OE_Reg
D 11 1506		about this site's registration process?	Van Lauranneisian Complemental Consults Incomp	A	Radio button, one un vertical	Cinglo	V	Skip Logio Croup	Improvement Cash Benefits
BJL1506		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Sirigie	['	Skip Logic Group	Cash Benefits
		The year currently receiving each benefits.	(55)	В					
			Yes, I am receiving Social Security Benefits						
			(retirement, Disability, or Survivors)						
			Yes, I am receiving both SSI and Social Security	A					
			Benefits (Retirement, Disability, or Survivors)						
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	e					
			I am entitled to Medicare Only coverage - no cash						
			benefits						
			I am not entitled to monthly benefits or Medicare						
			No (not receiving any benefit or receiving Medicare Only)	e					
			I don't know or prefer not to answer	е					
BJL1507	A	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	SSI Only
		(Check all that anniv)	To check my earnings record						Primary
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
BJL1508	AA	Please tell us what your primary reason was for	Care reason for visiting today.		Text area, no char limit		H	Skip Logic Group	OE SSI Only
		visiting today:							Other Primary
BJL1509	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Instructions	CQ Label
BJL1510	BB	Please tell us what your primary reason was for			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason-
BJL1511	е	wisiting today: What was your primary reason for visiting today? (Check all apply)	To print my-Social Security Statement		Checkbox, one-up vertical	Single	¥	Skip Logic Group	No cash Benefit
		(enock an apply)	To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious – wanted to see what information was available with an online account						
			Other reason for visiting today:	ee					
BJL1512	ee	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
		What is your primary reason for visiting my Social Security today? (Check all that apply)	To print or view my online Social Security Statement	Α	check box one up vertical	Multi	Yes	Skip Logic Group	Primary Reason
			To make sure my earnings record is correct						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter	В					
			Add Extra Security to my online account						
			To use SSA's online benefit calculators						
			To apply online for Social Security or Medicare Only benefits						
			To change my address with SSA						
			To enroll in or update my direct deposit To learn about the benefits to which I might be entitled						
			Just curious - wanted to see what information was						
			contained in my Social Security account						
			Other reason for visiting today:	Z					
	A	How often do you review your online Social Security Statement?	This is my first time	AA	check box one up vertical	Single	Y	Skip Logic Group	Freq View Statement
			Less frequently than once a year						
			At least once a year						
			Every 6 months						
			Every 3 months						
			Once a month More frequently than once a month						
			Other						
	AA	Do you plan to view your Social Security Statement online again?	Yes		radio button one up vertical			skip logic group	Plan to View State again
		online again:	No						State again
	В	For which Agency or program do you need a			check box vertical one up	Multiple	Y	skip logic group	Agency Need
		Benefit Verification Letter? (Check all that apply)	USDA - SNAP						
			IRS						
			HUD - Federal Housing Admin. (FHA)						
			Department of Veterans Affairs (VA)						
			Requesting a Retirement Visa from another country						

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Medicare						
			Medicaid						
			State or Local Department of Social Services						
			Other agency or program	BB	To the second of the second				ODO Other
	BB	Which "other" agency or program requested your Benefit Verification information?			Text area, no Char limit		N		OPS_Other Agency
	Z	Please tell us what your primary reason was for visiting today:			Text area, no Char limit		N		OPS_Primary Reason
				Α	Radio button, one-up vertical	Single	Υ	Skip Logic Group	How Registered
		Did you register for <i>my</i> Social Security online or in person?	Registered online on my first attempt						
			Registered online after prior unsuccessful attempts	A,B					
			Registered with in-person assistance from my local SSA office	A,C					
			Not sure or don't remember						
	Α	Please select the approximate length of time it took for you complete your registration	Less than 15 minutes		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Time
			More than 15 but less than 30 minutes						
			30 minutes or more						
	В	How many prior unsuccessful online registration attempts did you make?	One		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg Attempts
			Two						
			Three or more						
	С	Why did you decide to register in-person?	I was unsuccessful registering online and was required	CC	Radio button, one-up vertical	Single	Υ	Skip Logic Group	Reg In person
			I preferred registering for my Social Security in-person a	CC					
			Don't remember or prefer not to say	CC					
	CC	Please describe your in-person registration experience.			Text area, no char limit		N		OE_In-person Experience
		Did you register for Extra Security?	Yes		Radio button, one-up vertical	Single	Υ		Xtra Security Reg
			No						
			I tried but was unsuccessful						
			I don't know						
		Did you understand all of <i>my</i> Social Security's instructions for registering a username and			Radio button, one-up vertical	Single	Y	Skip Logic Group	Instructions Understand
		password?	Yes						
	-	-	Partially	A					1
	Α		No	Α	Tout area no shor limit		N	Skip Logic Group	OE Instructions
	A	Please explain what you did not understand about my Social Security's registration instructions			Text area, no char limit		IN	Skip Logic Group	OE_Instruction
		Did you see any information describing <i>my</i> Social Security's security policies or features?			Radio button, one-up vertical	Single	Υ		Security Policies
			Yes						
			No						
		Do you have any concerns about the security of the personal information contained in your <i>my</i> Social			Radio Button, One-up	Single	Υ	Skip Logic Group	Security Concerns
		Security account?	No						
			Yes	Α					

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			SSA My Social Security v2 CUSTON	QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Α				Text area, no char limit		N		OE_Security
		Please describe your security concerns.							Concern
BJL1513		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	¥		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
		Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes		Radio button, one up	single	Yes	Skip Logic Group	Ability to Accomplish
			No	A,B					
	Α	What specifically were you trying to accomplish?			Text area, no char limit		N	Skip Logic	OE_Trying to accomplish
	В	Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)	Return and try again		Check box vertical	Multi	Y	Skip Logic	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action	BB					
	DD	Diagon tall up what "other" action you plan to take	Other, please specify	BB			NI		ODC Do Novt
	BB	Please tell us what "other" action you plan to take next.			Text area, no char limit		N		OPS_Do Next
BJL1514		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one up vertical	Single	¥	Skip Logic Group	Task Accomplishmer
			No	¥					
BJL1515	¥	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	¥	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	¥¥					
BJL1516	¥¥	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
		Was the information in your <i>my</i> Social Security account clear to you?	Yes		radial button, one up vertical	Single	Y	skip logic	AccountClarity
		,	No	A					
	Α	Please tell us what information or instructions were			Text area, no Char limit		N		OE Account

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			SSA My Social Security v2 CUSTOM Q	UESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL1517		Was there any information on the site that was	No, all the information was clear	•	Checkbox	Multi	N		Clarity of Info
		unclear to you?	,		C. I				Gianty or ime
			The language used						
			How to print a statement						
			Instructions for registering for a username and						
			password						
			instructions for resetting a password and/or recalling a username						
			Other						
		What did you like most about your experience				+			
BJL1518		today?			Text area, no char limit		N		OE_Like
BJL1519		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
		Please select the category that includes your age.	Under 25		Drop down, select one	Single	N		New Age
			26 to 45						
			46 to 55						
			56 to 60						
			61 to 64						
			65 to 66						
			67 or older						
			Prefer not to answer						
BJL1520		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						3-
			25-34 35-44						
			45-54 55-59						
			55-59						
			60-64			1			
			65-74			-			
-			75 or older						
1	I	I	Prefer not to answer		I	1	1 1		1

Err:508

SSA My Social Security

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partitioned Yes 2/8/2012

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			SSA My Social Security CUSTOM QU	JESTION	LIST				
	Skip Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No						
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
		Did you register for Extra Security today:	163						
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
		and the special section of the secti		СС					
			Partially	CC					
SAC7238	CC	Please explain what you did not understand about the	No		Text area, no char limit		N	Skip Logic Group	OE_Instructions
57.67.200		instructions.			rext area, no ona min			Citip Logic Croup	OL_INSTRUCTIONS
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
SAC7242	Е	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQWro0020553		Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)	Α	Radio button, one-up vertical	Single	Y	Skip Logic Group	Cash Benefits
			Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
			Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	Α					
			Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
			No (not receiving any benefit or receiving Medicare Only)	С					
			I don't know or prefer not to answer	С					

Err:508

SSA My Social Security

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partitioned Yes 2/8/2012

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			SSA My Social Security CUSTOM OF	IESTION	LLICT				
			SSA My Social Security CUSTOM Q	JESTION	LIST				
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQWro0020554	A	What was your primary reason for visiting today? (Check all that	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	SSI Only Primary
_		apply)	., ., ,		, , , , , , , , , , , , , , , , , , , ,			- p - 2	Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
ACQWro0020555	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
ACQWro0020556	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
			To get a Benefit Verification Letter						
			Add Extra Security to my online account Just curious - wanted to see what information was						
			available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB					
ACQWro0020576	ВВ	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Cash Benefit primary reason
ACQWro0020578	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record			-			
			To view my estimated benefits Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	СС					
ACQWro0020579	СС	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
CAC724F	_	Ware you ship to accomplish what we will be a second link of the secon	Other		Dadia huttan ara ara ara da	CiI		Chia Lavia Com	Total
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						

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SSA My Social Security

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partitioned Yes 2/8/2012

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pink: ADDITION

			CCA Mar Carriel Consulty CUSTOM C	LIECTION	LLICT				
			SSA My Social Security CUSTOM Q	UESTION	LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253			18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44 45-54			+			
			45-54 55-59						
			60-64			+			
			65-74						
			75 or older						
			Prefer not to answer						

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		SSA My Social Security v2 CUSTOM (QUESTIO	N LIST			<u>. </u>	
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Did you register for a username and password today?					Y	Skip Logic Group	Password
		No	-X					
Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
		11 minutes - 15 minutes						
		16 minutes - 30 minutes						
		31 minutes - 1 hour						
		Greater than 1 hour						
В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
		No						
		I don't know						
С	Did you understand all the instructions for registering for a				Single	N	Skip Logic Group	Instructions
	username and password today:		CC					
		· ·	СС					
СС	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
		No						
DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
		No						
DDD	Please describe your concerns with the security of this site.			Text area, no char limit		N		OE_Security Concerns
E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
	Are you currently receiving cash benefits?	Yes, I am receiving Supplemental Security Income (SSI)		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefits
		Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)	В					
		Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)	Α					
		Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI	С					
		No (not receiving any benefit or receiving Medicare Only)	С					
	What was a single state of the	I don't know or prefer not to answer	С	De l'este de constant de la constant	O' I -			201011 = :
A	What was your primary reason for visiting today? (Check all that apply)			Radio button, one-up vertical	Single	Υ	Skip Logic Group	SSI Only Primary Reason
		To check my earnings record To view my Benefits and Payment Details						
	B C C CC DD	Logic Label Did you register for a username and password today? Please tell us how long it took you to complete your registration: B Did you register for Extra Security today? C Did you understand all the instructions for registering for a username and password today? CC Please explain what you did not understand about the instructions. D Did you see any information describing the website's security policies or features? DD Do you have any concerns about the security of transactions on this website? DDD Please describe your concerns with the security of this site. E What would you like us to improve, if anything, about this site's registration process? Are you currently receiving cash benefits? A What was your primary reason for visiting today? (Check all that	Skip Logic Label Did you register for a username and password today? A Please tell us how long it took you to complete your egistration: 1	Skip Lopic Label Did you register for a username and password today? A Please tell us how long it took you to complete your registration: 1 I minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 15 minutes 1 minutes - 10 minutes 1 minut	Logic Label Did you register for a username and assaword today? Yes No. A,B,C,D,D A,B,C,D A,B,C,D,D A,B,C,D A	Skip Logic Question Text Did you register for a username and password today? A Peace set us how long it took you to complete your egistration: 11 manutes - 30 minutes 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 30 minutes 14 minutes - 30 minutes 15 minutes - 10 minutes 16 minutes - 30 minutes 17 minutes - 10 minutes 18 Did you register for Extra Security today? Ves 18 Did you understand all the instructions for registering for a specimen and password today? Ves 19 Did you understand all the instructions for registering for a specimen and password today? Peace explain that you did not understand about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 10 Did you have any concerns about the security of transactions 11 minutes - 10 minutes 12 minutes - 10 minutes 13 minutes - 10 minutes 14 Did you understand all the instructions for registering for a security yes 15 minutes - 10 minutes 16 Did you understand all the instructions for registering for a security of transactions 17 Peace explain that you did not understand about the security yes 18 Did you see any information describing the website's security yes 19 Did you see any information describing the website's security yes 10 Did you have any concerns about the security of transactions 19 Did you have any concerns about the security of transactions 20 Did you have any concerns about the security of transactions 20 Did you have any concerns about the security of transactions 21 Text area, no char limit 22 Text area, no char limit 23 Text area, no char limit 24 Text area, no char limit 25 Text area, no char limit 26 Text area, no char limit 26 Text area, no char limit 27 Text area, no char limit 28 Text area, no char limit 29 Text area, no char limit 20 Text area, no char limit 2	Skip Logic Question Text Question Text (immed to 50 characters) A Redo: Dutyou register for a userwane w/d password today? A Pease tell us how long it took you to complete your application. 1 minutes - 15 minutes 1 min	Answer Choices (imited to 60 characters) App. C.D.D. Please lett us how long it took you to complete your experiences. It minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 minutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 minutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 winutes: 16 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes: 16 warvers. 11 minutes: 16 warvers. 12 minutes: 16 warvers. 13 minutes: 16 warvers. 14 minutes: 16 warvers. 15 minutes: 16 warvers. 16 minutes: 16 warvers. 17 warvers. 18 minutes: 16 warvers. 19 minutes: 16 warvers. 10 minutes:

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		_	SSA My Social Security v2 CUSTOM	QUESTIO	N LIST	1	 		
919	Skip Logic		Answer Choices	015		Single or	Required		
QID	Label	Question Text	(limited to 50 characters) To get a Benefit Verification Letter	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
	AA	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_SSI Only Other Primary Reason
	В	What was your primary reason for visiting today? (Check all that apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Cash Benefit Primary Reason
			To check my earnings record						
			To view my Benefits and Payment Details						
1			To get a Benefit Verification Letter Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			To update my address						
			To enroll or update my direct deposit						
			Other reason for visiting today:	BB	Total one of the limit		N.	Chia Lasia Casus	OF C
	BB	Please tell us what your primary reason was for visiting today:	T		Text area, no char limit	O' I -	N	Skip Logic Group	OE_Cash Benefit primary reason
	С	What was your primary reason for visiting today? (Check all apply)	To print my Social Security Statement		Radio button, one-up vertical	Single	Y	Skip Logic Group	No cash Benefit
			To check my earnings record To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	СС					
	CC	Please tell us what your primary reason was for visiting today:	, ,		Text area, no char limit		N	Skip Logic Group	OE_No cash Benefit Primary Reason
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_Yes
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		И	Skip Logic Group	OE_Primary Reason Yes
SAC7243	X	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	¥	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just-curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA			AA	Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today:						Σμ =19.0 Ο. οαβ	Reason No

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			SSA My Social Security v2 CUSTOM	QUESTIC	N LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
		unit you i return to review it?	At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
			Other						
SAC7245	AC7245 Were you able to accomplish what you wanted today?	Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
		<u> </u>	35-44	+					
			45-54 55-59						1
		1	60-64						
			65-74						
			75 or older						
			Prefer not to answer						

Holiday 2010 Custom Question Setup

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YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

underlined & italicized: RE-ORDER

oink: ADDITION

			CUSTOM QUESTION LIST				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
eneric ipend" tention for enchmarking nd to ompare to 008, 2009 nd 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	Please use the following guidelines: - DO NOT MODIFY THE WORDING of the AI - DO NOT ADD ANSWER CHOICES OR DELET - DO NOT CHANGE ORDER OF ANSWER CHO order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the	E ANSWER DICES, if yo on	R CHOICES u would like answei		Y
			- Tou may change your company name in th	ie questior	i which is nighlighte	u III bloc	
end ention with is retailer		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	- Tou may change your company name in the	ie questior	i wnich is nignlighte	d III BLOE	Y
ntion with		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	A little more	e question	i which is nighlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year	R	i which is highlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less	R S	i which is nighlighte	d III BLOE	
ntion with		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less	R	i which is nighlighte	WIII BLOE	
ntion with		holiday season with retailer.com compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S	i which is nighlighte		Y
ntion with	R	Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	A little more I expect to spend about the same amount as last year A little less A lot less	R S	Checkbox, one-up vertical	Multi	
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers)	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise	R S			Y
ntion with	R	holiday season with retailer.com compared to 2009? Why do you expect to spend more online with retailer.com this	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs	R S			Y



Special Instructions
Skip Logic Group
Skip Logic Group

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	+		SSA My Social Security V2 COSTOM (
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D			Y	Skip Logic Group	Password
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
			11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
			Greater than 1 hour						
SAC7236	В	Did you register for Extra Security today?	Yes				N	Skip Logic Group	ExtraSecurityReg
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	CC					
			No	CC					
SAC7238	CC	Please explain what you did not understand about the instructions.			Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
			No						
SAC7241	DDD	Diagonal describes upon a consume with the consumer of the con-	100		Text area, no char limit		N		OE_Security Concerns
SAC7242	Е	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	What was your primary reason for visiting today?	To print my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes

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			SSA My Social Security v2 CUSTOM (ĮUESTIO	N LIST				
	Skip								
	Logic		Answer Choices			Single or	Required		
QID SAC7243	Label X	Question Text What was your primary reason for visiting today?	(limited to 50 characters) To print my Social Security Statement	Skip to	Type (select from list) Checkbox	Multi Multi	Y/N Y	Special Instructions Skip Logic Group	CQ Label
SAC1243	^	what was your primary reason for visiting today?	To print my social security statement		Checkbox	IVIUILI	Ť	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was						
			available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA				Text area, no char limit		N	Skip Logic Group	OE_Primary
		Please tell us what your primary reason was for visiting today:							Reason No
ACQhar0016936		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month						
0.4.070.45			Other			6: 1	.,	01: 1 : 0	
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
SAC7246	Υ	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
		TTF 77	Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			· ·						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other						

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

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			SSA My Social Security v2 CUSTO	M QUESTIC	JN LIST				
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	¥		Visit Frequency
			Daily						
			Two to three times per week						
			About once a month						
			Every few months						
0.07004		Did a service for a service of the deco	Every 6 months or less often				.,	01: 1 : 0	
SAC7234		Did you register for a username and password today?	Yes	A,B,C,D,D D,E,F			Y	Skip Logic Group	Password Registration
			No	Х					
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes		Radio button, one-up vertical	Single	N	Skip Logic Group	Registration SAT
		•	11 minutes - 15 minutes						
			16 minutes - 30 minutes						
			31 minutes - 1 hour						
SAC7236	В		Greater than 1 hour				N	Skip Logic Group	ExtraSecurityReg
		Did you register for Extra Security today?	Yes						
			No						
			I don't know						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes			Single	N	Skip Logic Group	Instructions
			Partially	СС					
			No	CC					
SAC7238	СС	Please explain what you did not understand about the instructions.	INO		Text area, no char limit		N	Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Security
			No						
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD		Single	N	Skip Logic Group	Security Concerns
SAC7241	DDD		No		Text area, no char limit		N		OE_Security Concerns
SAC7242	E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvement
ACQwil0011885	F	site's registration process? What was your primary reason for visiting today?	To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary
			To check my earnings record						
			To view my estimated benefits						

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	FF					
ACQwil0011886	FF	Please tell us what your primary reason was for visiting today:			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason Yes
SAC7243	Х		To print obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason_No
			To check my earnings record						
			To view my estimated benefits						
			Add Extra Security to my online account						
			Just curious - wanted to see what information was available with an online account						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:		AA	Text area, no char limit		N	Skip Logic Group	OE_Primary Reason No
		Now that you've looked at your online statement, how often do you think you'll return to review it?	Less frequently than once a year		Dropdown (Select-one)	Single	Y		View Statement
			At least once a year						
			Every 6 months						
			Once a quarter						
			Once a month						
			More frequently than once a month Other						
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Υ					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security						
			Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						

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pink: ADDITION

blue + -->: REWORDING

			SSA My Social Security v2 CUSTOM	QUESTIC	JN LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			How to print a statement						
			Instructions for registering for a username and password						
			Instructions for resetting a password and/or recalling a username						
			Other , please specify	Z					
SAC7249	Z	Please specify what information was unclear to you today.			Text area, no char limit		N		OE_Clarity
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like
SAC7251		What did you like least about your experience today?			Text area, no char limit		N		OE_Dislike
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age
			25-34						
			35-44						
			45-54						
			55-59 64						
			60-64						
			65-74						
			75 or older						
			Prefer not to answer						

			SSA My Social Security v2 CUSTO	M QUESTI	ON LIST				
QID SAC7233	Skip Logic Label	Question Text How often do you access your online statement?	Answer Choices (limited to 50 characters) This is my first time	Skip to	Type (select from list) Dropdown (Select-one)	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label Visit Frequency
SAC7233		now often do you access your offline statement?	Daily		Dropdown (Select-one)	Sirigle	Ť		VISIL Frequency
	+		Two to three times per week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC7234		Did you register for a username and password today?	Yes No	A X			Y	<u>'</u>	assword Registrati
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SAT
		registration.	11 minutes - 15 minutes	В					
			16 minutes - 30 minutes	В					
			31 minutes - 1 hour	В					
			Greater than 1 hour	В					
SAC7236	В	Did you register for Extra Security today?	Yes No	С			Y	Skip Logic Group	ExtraSecurityReg
			I don't know	C					
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions
			Partially	CC, D					
			No	CC, D					
SAC7238	СС	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security
SAC7240			No	DD		O'mala		Olde Levile Cover	0
SAC7240	DD	Do you have any concerns about the security of transactions on this website?	Yes	DDD,E, F		Single	N	Skip Logic Group	Security Concerns
		on this website:	No	E,F					
SAC7241	DDD				Text area, no char limit		N		OE_Security Conce
SAC7242	E	Please describe your concerns with the security of this site. What would you like us to improve, if anything, about this			Text area, no char limit		N	Skip Logic Group	OE_Reg Improvem
	F	site's registration process? What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkhox	Multi	Y	Skin Logic Group	Primary Reason Ye
			To check my earnings record						
			To view my estimated benefits						
	FF		Other reason for visiting today:	FF			N	Chia Lagia Casua	OF Drimon, Doors
	FF	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reason
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason No
			To check my earnings record To view my estimated benefits						
			Other reason for visiting today:	AA					
SAC7244	AA	Please tell us what your primary reason was for visiting today:					N	Skip Logic Group	OE_Primary Reason
SAC7245			Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			No	Y					
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next
			Visit a local Social Security office						
			Call a local Social Security office						
			Call Social Security's 800 number						
			Submit an e-mail to Social Security						
			Write a letter to Social Security Take no action						
			Other, please specify	YY					
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	Skip Logic Group	Clarity of Info
			The language used						
			How to print a statement						
			MSGMCMGIs for resetting a passworu and/or						
			Other, please specify	Z					
SAC7249	7	Please specify what information was unclear to you today.			Text area. no char limit		N	Skip Logic Group	OE Clarity
0.4.070								Cimp Edgic Gloup	
SAC7250		What did you like most about your experience today?			Text area, no char limit		N		OE_Like

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	SSA My Social Security v2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
SAC7251		What did you like least about your experience today?	,		Text area, no char limit		N		OE Dislike		
SAC7252		Please specify what additional information or services you would like to have available on this site.			Text area, no char limit		N		OE_Add Info/Service		
SAC7253		Please select the category that includes your age.	18-24		Drop down, select one	Single	N		Age		
			25-34		<u> </u>						
			35-44								
			45-54								
			55-64								
			65-74								
			75 or older								
			Prefer not to answer								

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	SSA My Social Security v2 CUSTOM QUESTION LIST									
	Skip Logic		Answer Choices			Single or	Required			
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions	CQ Label	
SAC7233		How often do you access your online statement?	This is my first time		Dropdown (Select-one)	Single	Y		Visit Frequency	
			Daily							
			Two to three times per week About once a month						-	
	+		Every few months	+						
			Every 6 months or less often							
SAC7234		Did you register for a username and password today?	Yes	Α			Y	F	assword Registra	
2407005	-		No	X	De die le Mare de consenie de la	0'1-	.,	Object and a Committee	B	
SAC7235	Α	Please tell us how long it took you to complete your registration:	Less than 10 minutes	В	Radio button, one-up vertical	Single	Y	Skip Logic Group	Registration SA	
			11 minutes - 15 minutes	В						
			16 minutes - 30 minutes 31 minutes - 1 hour	В						
			Greater than 1 hour	B						
SAC7236	В	Did you register for Extra Security today?	Yes	C			Y	Skip Logic Group	ExtraSecurityReg	
			No	С					,,,,,,,	
			I don't know	С						
SAC7237	С	Did you understand all the instructions for registering for a username and password today?	Yes	D		Single	N	Skip Logic Group	Instructions	
			Partially	CC, D						
A C7222			No	CC, D	Total area on all and the little			Chin I as '- Comm	OF leaters's	
SAC7238	СС	Please explain what you did not understand about the instructions.			Text area, no char limit			Skip Logic Group	OE_Instructions	
SAC7239	D	Did you see any information describing the website's security policies or features?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Security	
			No	DD						
SAC7240	DD	Do you have any concerns about the security of transactions	V	DDD		Single	N	Skip Logic Group	Security Concerr	
		on this website?	Yes No	E						
SAC7241	DDD		110		Text area, no char limit		N		OE Security Cor	
		Please describe your concerns with the security of this site.								
SAC7242	E	What would you like us to improve, if anything, about this site's registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Improve	
SAC7243	Х	What was your primary reason for visiting today?	To obtain my Social Security Statement		Checkbox	Multi	Y	Skip Logic Group	Primary Reason	
			To check my earnings record							
			To view my estimated benefits	AA						
SAC7244	AA		Other reason for visiting today:	- AA			N	Skip Logic Group	OE Primary Rea	
		Please tell us what your primary reason was for visiting today:								
SAC7245		Were you able to accomplish what you wanted to on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishmer	
		,	No	Y						
SAC7246	Y	Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply)	Return and try again		Checkbox	Multi	Y	Skip Logic Group	Do Next	
		7177	Visit a local Social Security office							
			Call a local Social Security office							
			Call Social Security's 800 number							
			Submit an e-mail to Social Security Write a letter to Social Security							
			Take no action							
			Other, please specify	YY						
SAC7247	YY	Please tell us what other action you plan to take next.			Text area, no char limit		N		OE_Do Next	
SAC7248		Was there any information on the site that was unclear to you?	No, all the information was clear		Checkbox	Multi	N	OPS	Clarity of Info	
			The language used					Skip Logic Group		
			How to print a statement गाडाग्यदाणाड ाण ग्लुइांबागानु गण व पडलाग्वागंट वाप							
			nasrwadıs ioi resetting a passworu anuroi							
SAC7249	z	Please specify what information was unclear to you today.	Other, please specify	Z	<100 text field		N	OPS-Skip Logic Group	OE_Clarity	
SAC7250					Text area, no char limit Text area, no char limit		N		OE Like	
SAC7250 SAC7251	+	What did you like most about your experience today? What did you like least about your experience today?			Text area, no char limit Text area, no char limit		N N		OE_Like OE_Dislike	
		Please specify what additional information or services you							OE Add	
AC7252	1	would like to have available on this site.			Text area, no char limit		N		Info/Service	
AC7253		Please select the category that includes your age.	18-24 25-34		Drop down, select one	Single	N		Age	

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

	SSA My Social Security v2 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
			45-54							
			55-64							
			65-74							
			75 or older							
			Prefer not to answer							