

Model Instance Name:

SSA Extra Help

Question Text	Answer Choices
What is your reason for visiting Extra Help for Medicare Prescription Plan Costs today?	To start a new application
	To return to a saved application
	To check the status of my application
	To research / learn about Extra Help For Medicare Prescription Plans
Were you able to access your saved application with the Reentry number?	Yes
	No
If you were not able to access your saved application, did you create a new application?	Yes
	No
Are you applying for Help with Medicare Prescription Plan costs for yourself or are you helping someone else?	Myself
	My Spouse
	Myself and my spouse
	My parent/parents
	Another relative
	A friend
	My client
Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree
This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree
My need was addressed.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree

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

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

Model Instance Name: SSA My Social Security	
Question Text	Answer Choices
How often do you access (or plan to access) your <i>my</i> Social Security account?	Once a year Once every six months Once every three months Once a month More than once a month Not sure
Did you create a new <i>my</i> Social Security account today?	Yes, this is my first time accessing <i>my</i> Social Security No, I had already had a <i>my</i> Social Security account
What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)	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 use the myRetirement Calculator
	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
How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online?	Very difficult
	Somewhat difficult
	Neither difficult or easy
	Somewhat easy
	Very easy
Do you have any suggestions for improving our online notices?	
If you owed us money, would you like the option to make a payment on line?	Yes
	No
	Don't know/Not applicable
Are you aware that the communication delivery preference gives you the option to get your notices either electronically or by mail?	Yes
	No
How easy or difficult was it to change your communication delivery preference?	Very difficult
	Somewhat difficult
	Neither easy or difficult
	Somewhat easy
	Very easy
	Don't know/Not applicable
Are you comfortable receiving notices electronically?	Yes
	No

	Don't know
Would you recommend accessing notices online to your family and friends?	Yes
	No
	Don't know/Not applicable
How often do you review your online Social Security Statement?	This is my first time
	At least once a year
	Every 6 months
	Every 3 months or more frequently
Did use of the Retirement Calculator help eliminate the need to call our national phone service or visit a local Social Security office?	Yes
	No
	I was exploring the tools available within my Social Security and had not planned to contact SSA.
Were the estimates from the Retirement Calculator easy to understand?	Yes
	No
	Don't know
Please indicate your level of agreement with the following statements: The estimates provided by the Retirement Calculator were displayed in an easy to understand format which allowed me to understand my Social Security Retirement options.	1=Strongly Disagree
	2
	3
	4
	5 =Strongly Agree
What suggestions do you have for displaying retirement estimates?	
The Retirement Calculator gave me an understanding of how my future earnings may affect my Social Security Retirement benefits.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree
For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)	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
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)	Proof of identity
	Tax purposes
	Education-related
	Required for my job
	Passport
	Bank or financial institution
	Income assistance
	Other (Please specify)
Please explain for which purpose or program you need a replacement SSN card.	
Who are you reporting wages for?	Myself only
	My spouse only
	Myself and my spouse
	Myself and another individual (not spouse)
	Other relative only
	Other
What is your relationship to the individual you are reporting wages for?	
What type of benefits does the person you are reporting for receive?	Disability
	Supplemental Security Income (SSI)
	Both Disability and SSI
	Don't know
Was the person you wanted to report wages for listed?	Yes

	No
Was the employer listed?	Yes
	No
Are you reporting for more than one employer for the same person?	Yes
	No
Are you currently working?	Yes
	No
How long did it take you to submit your wages?	5 minutes or less
	6-10 minutes
	11-15 minutes
	More than 15 minutes
	Unsure
	Did not submit wages
Before today's visit, what other methods have you used to report wages? (Check all that apply)	Field Office
	Mail
	Fax
	Phone
Do you plan to <u>electronically</u> report additional wages in the future?	Other
	Yes
	No
	Don't know
How do you plan to report future wages?	Desktop/Laptop
	Tablet
	Mobile Device
	Don't know
What method do you prefer to use to report your wages?	Field Office
	Mail
	Fax
	Phone
Were the instructions you received helpful?	Other
	Yes
	No
	How can we improve the wage reporting application?
Do you currently have a SNO formatted notice like Braille, Audio CD, or Data CD?	Yes
	No
	Don't Know
How do you like your current SNO format?	1=Very Dissatisfied

	2=Somewhat dissatisfied
	3=Neither satisfied or dissatisfied
	4=Somewhat satisfied
	5=Very satisfied
Do you use your SNO notice?	Yes
	No
	Don't Know
Does the SNO format meet your needs?	Yes
	No
	Don't Know
Would you want to stop receiving your notice in its current SNO format?	Yes
	No
	Don't Know
Why would you want to stop receiving your notice in its current SNO format?	
Did you register for your <i>my</i> Social Security online or in person?	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
Please select the approximate length of time it took for you complete your registration	Less than 15 minutes
	More than 15 but less than 30 minutes
	30 minutes or more
Why did you decide to register in-person?	I was unsuccessful registering online and was required to do so in-person
	I preferred registering for a <i>my</i> Social Security account in-person at my SSA office
	Employee offered the option for me to register for a <i>my</i> Social Security account
Please describe your in-person registration experience.	
Did you find the instructions for creating a username, password and registering a second factor to be clear?	Yes
	Partially
	No
Please explain what was not clear about any of the instructions.	

Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?	No
	Yes
Please describe your security concerns.	
Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration.	1=Strongly Disagree
	2
	3
	4
	Strongly Agree=5
This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree
	2
	3
	4
	Strongly Agree=5
My need was addressed.	1=Strongly Disagree
	2
	3
	4
	Strongly Agree=5
It was easy to complete what I needed to do.	1=Strongly Disagree
	2
	3
	4
	Strongly Agree=5
It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree
	2
	3
	4
	Strongly Agree=5
Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?	Yes
	No

Did you contact Social Security during your online visit?	Yes
	No
How did you contact Social Security?	Requested a Call Back
	Email
	Chat with an Online representative
How long was your wait to Chat with a representative online?	About what I expected
	Longer than I expected
Did the Chat representative answer your question?	Yes
	Partially
	No
Do you still have to call the 1-800 number or go into a field office?	Yes
	No
How satisfied were you with the Chat Service you received today?	Very Satisfied
	Satisfied
	Not Satisfied
	Very Dissatisfied
How satisfied were you with the Chat Representative who assisted you today?	Very Satisfied
	Satisfied
	Not Satisfied
	Very Dissatisfied
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?	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
Did you view the "Message Center" section during your visit today?	Yes
	No
Do you plan to view the "Message Center" in the future?	Yes
	No
Please select the category that includes your age:	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
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?	

Model Instance Name: SSA BSO	
Question Text	Answer Choices
How did you learn about Business Services Online?	SSA Speaker at a Conference
	Direct Mail I Received from Social Security
	Booth at an accounting/payroll conference
	Webcast
	SSA/IRS Reporter
	CPA/Accountant
	Other Direct Contact Initiated by Social Security
	Professional Association
	Social media (e.g., Facebook, Twitter, blog, etc.)
	IRS Forms, Instructions & Publications
	Other (please specify)
Other_how did you hear	
Which services of Business Services Online did you use today? (Choose all that apply)	W-2 Online
	W-2c Online
	View Submission Status
	View Employer Report Status
	View Errors
	View Notices
	SSN Verification
	Registration Services
	Resubmission Services
	Consent-Based Services
	Appointed Representative Services
	Representative Payee Accounting Report

What specific improvements would you like to see in Internet Representative Payee Accounting?	
What specific improvements would you like to see in Business Services Online?	
How would you describe your role? (Select all that apply)	Representative payee
	Appointed Representative
	Accountant/CPA
	Administrative Assistant
	Accounts Payable/HR
	Attorney
	Bookkeeper
	Business Manager
	Business Owner
	Church Officer
	Clerical Staff
	Corporate Officer
	Finance Staff
Office Manager	
Other (please specify)	
Other_describe	
Please describe the size of your business, based on your number of employees/workers, including yourself.	Micro (10 or less)
	Small (11-50)
	Medium (51-250)
	Large (more than 250)
Rate the ease with which you located the Business Services Online website? (1 = Very Difficult; 10 = Very Easy)	1 = Very Difficult
	2
	3
	4
	5
	6
	7
	8
	9
	10 = Very Easy
Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration.	1=Strongly Disagree
	2=Disagree
	3=Neutral

	4=Agree
	5=Strongly Agree
This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
My need was addressed.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
It was easy to complete what I needed to do.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree

Model Instance Name:	
SSA Disability	
Question Text	Answer Choices
How did you learn about Business Services Online?	SSA Speaker at a Conference
Are you applying online for yourself or are you helping someone else?	Myself
	Helping a Spouse/Relative/Friend
	Professional Helping a Client
	Other
Were you able to create or log in to your mySSA account?	Yes
	No
	Don't know

Why were you not able to create or log in to your mySSA account?	Did not have required information to create account
	Could not remember my password
	Other
	Don't know
Please describe why you were not able to create or log in to your mySSA account.	
How did you learn about the Social Security online disability application? (Select all that apply)	Official Social Security website (www.ssa.gov)
	Online social media (Facebook, Twitter, etc.)
	A general web search (e.g., Google, Bing, etc.)
	Traditional media (TV, radio, newspaper, etc.)
	Social Security Statement
	Social Security publication
	Social Security employee
	Relative or friend
	Doctor, social worker, attorney, or other professional
	I saw the link while I was checking my online statements
	Other, please specify
Please specify how you learned about this online disability application.	
Before visiting SSA.gov did you first try to accomplish your task in any of the following ways?	Calling Social Security's 1-800 number
	Visiting my local Social Security office
	Calling my local Social Security office
	No, I visited SSA.gov first
	Not sure
Did you use any of the following to prepare to apply online? (Select all that apply.)	I used the Disability Benefits Checklist
	I watched the instructional video
	I used other information on the Social Security website to prepare
	I used another resource to prepare to apply online
	I did not use any resources to prepare to apply online
How helpful did you find the Disability Benefits Checklist?	Very helpful
	Somewhat helpful
	Not at all helpful
How helpful did you find the instructional video?	Very helpful
	Somewhat helpful
	Not at all helpful

How helpful did you find the other information on the Social Security website?	Very helpful
	Somewhat helpful
	Not at all helpful
Please describe what other resource(s) you used to prepare to apply online?	
Did you apply for SSI (Supplemental Security Income) today along with disability?	Yes
	No, I applied only for disability
	Not sure
Are you aware that additional information may be required to determine your eligibility for SSI (Supplemental Security Income)?	Yes
	No
Do you intend to apply for SSI (Supplemental Security Income) in the future?	Yes
	No
	Not sure
Did the site clearly describe what you wanted to know about SSI (Supplemental Security Income)?	Yes
	No
	Not sure/Was not looking for SSI information
Please describe what was not clear.	
Did you start a new online disability application today or did you return to a saved application?	Started a new application
	Returned to work on a saved application
Were you able to access your previously saved online application with your Reentry number?	Yes, I was able to use the Reentry number that was provided to me
	No, I was not able to use the Reentry number that was provided to me
	No, I did not have my Reentry number
Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?	Yes
	No
Do you have a mySSA account?	Yes
	No
	Don't know
If you were not able to access your saved application, did you create a new application?	Yes
	No
Did you complete and submit your online disability application today?	Yes
	No, I plan to complete and submit later

	No, I do not plan to complete and submit the online application
If you did not complete and submit your online disability application today, please tell us why.	I didn't have information I needed like names, addresses, or dates
	I didn't understand what the questions meant or how to answer
	I needed to view my Social Security Statement and/or verify that my earnings record is correct
	My disabling condition prevents me from working with a computer for long periods
	I had a limited amount of time/family demands that kept me from working on it for very long
	I had technical problems like an error message or a mistake I couldn't fix
	There are too many questions
	It takes too long to fill out
	It's too complicated to complete without help
	None of the above
	Other, please specify
Please tell us why you did not complete and submit your online disability application today.	-
Do you plan to do any of the following as a next step?	Call Social Security's 1-800 number
	Visit my local Social Security office
	Call my local Social Security office
	Other (please specify)
What do you plan to do next?	
So far, how long have you worked on this disability online application?	Up to 30 minutes
	More than 30 minutes up to 1 hour
	More than 1 hour up to 2 hours
	More than 2 hours up to 3 hours
	More than 3 hours up to 4 hours
	More than 4 hours
How many times did you work on your online disability application?	One Time
	Two Times
	Three Times
	Four Times
	Five or More Times
How did you locate the online disability application today?	I used the Online Services link on the Social Security homepage
	I followed a link from somewhere else on the Social Security website
	I used Social Security's online search

	I used a search engine (i.e. Google, Bing, etc.) to locate the online application
	I had bookmarked the site
	Other, please specify
Please describe how you arrived at this online disability application today.	-
How easy was it for you to find the link to apply for Disability online?	Very easy
	Somewhat easy
	Somewhat hard
	Very hard
Please tell us why it was hard to locate the link to apply for disability online. (Select all that apply.)	I could not find where to start a new online application
	The "Apply for Benefits" was not clear to me
	Not clear where to go to return to my previously saved application
	I could not find the correct link to select
	The link(s) did not work on the Social Security website
	The information did not seem to be organized in a logical manner
	I used the search feature but the results didn't seem to apply
	I tried to find the application using the FAQs links
	Other, please specify
Please explain the reason why it was hard for you to find the online application.	-
Once you found the application, did you have any difficulties completing it? (Select all that apply.)	I did not have any difficulties
	Forms/questions were difficult to understand
	Needed more room on form to include my information
	Other, please specify
Please describe your difficulty.	-
Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible
	I learned about applying online while visiting Social Security's website
	A Social Security employee recommended that I apply online
	I can't get to my local Social Security Office
	A friend or relative recommended that I apply online
	I knew that if I had a question or problem applying online, I could still get help from Social Security

	I am filing on behalf of another person
	I did not want to go to a local Social Security office
	I did not want to apply over the phone
	Other, please specify
Please specify why you choose to apply online	-
Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
My need was addressed.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
It was easy to complete what I needed to do.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree
	2=Disagree
	3=Neutral
	4=Agree
	5=Strongly Agree
What is your current marital status?	Married
	Significant Other/Partner
	Separated
	Divorced

	Widowed
-	Never Married/Single
	Prefer not to answer
	Other, please specify
Other marital status	
What is your age?	Under 18
	18 - 29
	30 - 39
	40 - 49
	50 - 59
	60 - 69
	70 or older
	Prefer not to answer
Do you have any suggestions for improving Social Security's online disability application?	

Model Instance Name: SSA iClaim	
Question Text	Answer Choices
What type of benefits were you applying for?	Retirement
	Medicare only
	Disability
	Both Retirement and Disability
	Spouse's
	Other
Are you applying online for yourself or are you helping someone else?	Myself
	Helping a Spouse/Relative/Friend
	Professional Helping a Client
Were you able to create or log in to your mySSA account?	Other
	Yes
	No
	Don't know

Why were you not able to create or log in to your mySSA account?	Did not have required information to create account
	Could not remember my password
	Other
	Don't know
Why were you not able to create or log in to your mySSA account?	
How did you connect to SSA today?	Desktop
	Laptop
	Smartphone
	Tablet
From where did you connect to SSA today?	At home
	In office/place of employment
	A friend or relative's place
	Public library
	Social Security Office
	Social Security Kiosk
	Other agency
Other, please specify	
Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes
	No
How did you link to the SSA website?	
Please describe the location.	
Please tell us how and from where you connected with SSA during your visit today:	

How did you learn about applying for Retirement, Disability or Medicare online? (Select all that apply.)	Official Social Security website (www.ssa.gov)
	Social Media (Blog, Facebook, Twitter, etc.)
	A general web search (e.g. Google, Bing, etc.)
	An online ad (Banner/Image)
	An online video
	Radio
	Television
	A newspaper or magazine article
	A newspaper or magazine ad
	An email from Social Security
	My Social Security statement
	A Social Security employee
	A relative or friend
	A community group or association
	A billboard or other printed ad
Other, please specify	
How did you make contact with a Social Security employee?	Called the national 800 number
	Called a local Social Security office
	Visited a local Social Security office
	At a Social Security sponsored event
	Other, please specify
Please describe how you made contact with a Social Security employee.	
Please specify how you learned about this online application.	-
Did you use any of the following to prepare to apply online? (Select all that apply.)	Reviewed my online Social Security Statement

	Reviewed the Social Security statement that was mailed to me
	I used the Retirement Estimator or other tools on the Social Security website
	I watched the instructional video
	I used other information on the Social Security website to prepare
	I used another resource to prepare to apply online
	I used the Retirement/Medicare Checklist
	I did not use any resources to prepare to apply online
How helpful did you find the online Social Security Statement?	Very helpful
	Somewhat helpful
	Not at all helpful
How helpful did you find the estimator tools on the website?	Very helpful
	Somewhat helpful
	Not at all helpful
How helpful did you find the instructional video?	Very helpful
	Somewhat helpful
	Not at all helpful
How helpful did you find the other information on the Social Security website?	Very helpful
	Somewhat helpful
	Not at all helpful
How helpful did you find the Retirement/Medicare Checklist?	Very helpful
	Somewhat helpful
	Not at all helpful

Please describe what other resource(s) you used to prepare to apply online?	-
How did you determine when to start receiving your benefits? (Select all that apply.)	Online Statement
	Picked one of the dates that was listed in the application
	Retirement Estimator
	Financial Planner
SSA Publications	
Did you start a new online application today or did you return to a previously saved application?	Started a new application
	Returned to work on a saved application
Were you able to access your previously saved online application with your Reentry number?	Yes, I was able to use the Reentry number that was provided to me
	No, I was not able to use the Reentry number that was provided to me
	No, I did not have my Reentry number
Were you aware you could find your re-entry number in mySSA "Your Benefit Applications"?	Yes
	No
Do you have a mySSA account?	Yes
	No
	Don't know
If you were not able to access your saved application, did you create a new application?	Yes
	No
Did you complete and submit your online application today?	Yes

	No, I plan to complete and submit it later
	No, I do not plan to complete and submit my online application
During your visit today did you look for any additional information for any of the following? (Select all that apply.)	Medicare coverage
	Other health insurance coverage
	None of the above
If you did not complete and submit your online application today, please tell us why.	I didn't have information I needed like names, addresses, or dates
	I didn't understand what the questions meant or how to answer
	I wanted to use the Retirement Estimator to reconsider my retirement options
	I needed to view my Social Security Statement and/or verify that my earnings record is correct
	My disabling condition prevents me from working with a computer for long periods
	I had a limited amount of time/family demands that kept me from working on it for very long
	I had technical problems, e.g., an error message or a mistake I couldn't fix
	There are too many questions
	It takes too long to fill out
	It's too complicated to complete without help
	I wanted to create mySSA account before filing
Other, please specify	
What is your other reason?	-
So far, how long have you worked on this online application?	Up to 15 minutes

	16 minutes - 30 minutes
	31 minutes - 1 hour
	More than 1 hour up to 2 hours
	More than 2 hours
How did you find where to create an application for Retirement, Medicare or Disability?	Used the Online Services link on the Social Security homepage
	Followed a link from somewhere else on the Social Security website
	Used Social Security's online search feature
	Used a search engine (e.g., Google, Bing, etc.)
	Followed a link from medicare.gov
	Followed a link from another website (e.g., AARP, an attorney's website, etc.)
	I clicked around until I found it
	I had bookmarked the site
	I used the link in the online statement
	Other, please specify
Please describe how you arrived at this online claim application today.	-
How easy was it for you to find the Social Security online application?	Very easy
	Somewhat easy
	Somewhat hard
	Very hard
Please tell us why it was hard to locate the claim application. (Select all that apply.)	Could not find where to start a new online application
	The "Apply for Benefits" was not clear to me
	Not clear where to go to return to my previously saved application
	It was not clear to me where the links would lead

	I had difficulty using a link on the Social Security website
	The information did not seem to be organized in a logical manner
	I used the search feature but the results didn't seem to apply
	I tried to use the FAQ's, but couldn't find the online application link
	Other, please specify
Please explain the reason why it was hard for you to find the online claim application.	-
Why did you choose to apply online? (Select all that apply.)	I prefer to use online services as much as possible
	I learned about applying online while visiting Social Security's website (www.ssa.gov)
	A Social Security employee recommended that I apply online
	I can't get to my local Social Security Office
	A friend or relative recommended that I apply online
	I knew that if I had a question or problem applying online, I could still get help from Social Security
	I did not want to go to a local Social Security office
	I did not want to apply over the phone
	I saw the link while I was checking my online statements
	Other, please specify
Please specify why you choose to apply online:	-
What is the reason that you cannot get to your local office?	-

After your visit today, what do you plan to do next?	Nothing, I submitted my claim
	I will return to check the status of my application
	I will return to complete my claim
	Browse the SSA website
	I will call Social Security's 1-800 number
	I will visit my local Social Security Office
	I do not know what I will do next at this time
Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree
This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree
My need was addressed.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree
It was easy to complete what I needed to do.	1=Strongly Disagree

	2
	3
	4
	5=Strongly Agree
It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree
	2
	3
	4
	5=Strongly Agree
What is your current marital status?	Married
	Significant Other/Partner
	Separated
	Divorced
	Widowed
	Never Married/Single
	Prefer not to answer
	Other, please specify
Other marital status	
What is your age?	Under 18
	18 - 29
	30 - 39
	40 - 49
	50 - 59
	60 - 69
	70 or older
	Prefer not to answer
Do you have any suggestions for improving Social Security's online application.	-

Model Instance Name:

SSA Main Pages

Question Text	Answer Choices
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)
How did you connect to Social Security today?	Desktop
	Laptop
	Smartphone
	Tablet
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
Did you connect through a unique Social Security icon featured on the computer's desktop?	Other
	Yes
	No
How did you link to the SSA website?	
Please describe the location.	
Please tell us how and from where you connected with SSA during your visit today?	

How did you learn about the Social Security website? (Check all that apply.)	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
	An SSA event
	Community group or association
Government agency other than Social Security (e.g., State, Federal)	
Other, please explain	
How did you learn about the Social Security website?	
Which of the following best describes you?	I currently receive Social Security benefits (i.e. retirement, survivor's, disability, spouses, Medicare and/or Supplemental Security Income)
	I do not receive Social Security, Medicare or Supplemental Security Income benefits at this time
	I am applying for Social Security, Supplemental Security Income (SSI) benefits or Medicare benefits.
	I am a relative or friend helping someone with Social Security benefits
	I am an employer looking for Social Security information and services
	I am a professional helping someone else with a Social Security matter
	Other (please specify)
Other Role	

What is the reason(s) for your visit today? (Check all that apply)	To obtain general information about Social Security programs and benefits
	To review SSA's Benefits Planners (i.e., Retirement Planner, Disability Planner and Survivors Planner)
	To view my online Social Security Statement
	To use the Retirement Estimator
	To apply for monthly Social Security Retirement and/or Disability benefits (including Spouses Benefits)
	To apply for Medicare Only benefits
	To apply for Extra Help with Medicare Prescription Drug Plans
	To apply for monthly Supplemental Security Income (SSI) payments
	To apply for Social Security Survivor benefits and/or Lump Sum Death Payment
	To check the status of my recently submitted online application for benefits
	To create (or access) a <i>my</i> Social Security account
	To manage the Social Security, SSI or Medicare benefits that I receive
	To appeal an unfavorable decision regarding my application for benefits
	To file W2/W3s
	To complete a Representative Payee Accounting form
	To change information on my Social Security card or replace a lost/stolen Social Security card
	To obtain an SSA form or publication
	To obtain SSA contact information (e.g., locate a local SSA office, phone number, address, email, etc.)
	To change my address (separate out - or change my/sign up for direct deposit)
	To sign up or change my direct deposit information
To conduct research about Social Security history, policies, regulations, etc. Suggest Deleting this	
Other (please specify)	
What is the reason you are visiting SSA today?	

Please tell us which SSA form or publication you were seeking.	
Did the Social Security home page help you find what you were looking for?	Yes
	No
Please tell us why the home page was not helpful.	
Did you find the information you were looking for	Yes
	No
	Not yet, I am still looking
	Not looking for anything specific
Did you successfully complete your online transaction?	Yes
	No
Please explain what prevented you from accomplishing your goal on the site.	
Since you were unable to accomplish your goal on the site, what do you <u>PREFER</u> to do next?	I prefer calling the SSA 1-800 Number
	I prefer calling my local Social Security office
	I prefer visiting my local Social Security office
	I prefer having an online solution (e.g., click-to-chat, "Before You Start" checklist, instructional video, email SSA feature, etc.)
	I prefer sending a letter to Social Security
	Other (please specify)
	Not sure
What do you plan to do next?	
Which type of online solution would you prefer to use?	Click-to-chat
	Email
	"Before You Start" checklist
	Instructional video
	Other (please specify)
What other type of online solution would you prefer to use?	
Did you use the Frequently Asked Questions ("FAQs") to find information?	Yes
	No
	Not sure
Did the Frequently Asked Questions give you the information you needed?	Yes
	No

Please tell us about your concerns or problems when using the Frequently Asked Questions.									
How often do you visit this site?	<table border="1"> <tr><td data-bbox="917 319 1588 352">This is my first time</td></tr> <tr><td data-bbox="917 352 1588 386">At least once a year</td></tr> <tr><td data-bbox="917 386 1588 420">Every 6 months</td></tr> <tr><td data-bbox="917 420 1588 453">Every 3 months</td></tr> <tr><td data-bbox="917 453 1588 487">Once a month</td></tr> <tr><td data-bbox="917 487 1588 520">More frequently than once a month</td></tr> <tr><td data-bbox="917 520 1588 554"></td></tr> <tr><td data-bbox="917 554 1588 588"></td></tr> </table>	This is my first time	At least once a year	Every 6 months	Every 3 months	Once a month	More frequently than once a month		
This is my first time									
At least once a year									
Every 6 months									
Every 3 months									
Once a month									
More frequently than once a month									
If there was one thing you could change about the Social Security web site, please tell us what it would be.									

Model Instance Name: SSA iAppeals									
Question Text	Answer Choices								
Which type of appeal did you work on today?	<table border="1"> <tr><td data-bbox="917 940 1588 974">Medical Disability Appeal</td></tr> <tr><td data-bbox="917 974 1588 1008">Other Non-Medical Appeal</td></tr> </table>	Medical Disability Appeal	Other Non-Medical Appeal						
Medical Disability Appeal									
Other Non-Medical Appeal									
Why didn't you use the attachment feature?	<table border="1"> <tr><td data-bbox="917 1022 1588 1077">I will upload them later because I am not finished yet</td></tr> <tr><td data-bbox="917 1077 1588 1152">I do not have electronic copies of my document(s) to upload</td></tr> <tr><td data-bbox="917 1152 1588 1186">I was not clear on how to upload my document(s)</td></tr> <tr><td data-bbox="917 1186 1588 1220">I did not see the attachment feature</td></tr> <tr><td data-bbox="917 1220 1588 1253">I forgot to upload my document(s)</td></tr> <tr><td data-bbox="917 1253 1588 1287">My documents were too big to upload</td></tr> <tr><td data-bbox="917 1287 1588 1320">Received an error message</td></tr> <tr><td data-bbox="917 1320 1588 1354">Other, please specify</td></tr> </table>	I will upload them later because I am not finished yet	I do not have electronic copies of my document(s) to upload	I was not clear on how to upload my document(s)	I did not see the attachment feature	I forgot to upload my document(s)	My documents were too big to upload	Received an error message	Other, please specify
I will upload them later because I am not finished yet									
I do not have electronic copies of my document(s) to upload									
I was not clear on how to upload my document(s)									
I did not see the attachment feature									
I forgot to upload my document(s)									
My documents were too big to upload									
Received an error message									
Other, please specify									
Please rate the ease of navigating through the online appeal.	<table border="1"> <tr><td data-bbox="917 1365 1588 1398">Very easy</td></tr> <tr><td data-bbox="917 1398 1588 1432">Somewhat easy</td></tr> <tr><td data-bbox="917 1432 1588 1465">Somewhat difficult</td></tr> <tr><td data-bbox="917 1465 1588 1499">Very difficult</td></tr> <tr><td data-bbox="917 1499 1588 1533"></td></tr> <tr><td data-bbox="917 1533 1588 1566"></td></tr> <tr><td data-bbox="917 1566 1588 1600"></td></tr> <tr><td data-bbox="917 1600 1588 1633"></td></tr> </table>	Very easy	Somewhat easy	Somewhat difficult	Very difficult				
Very easy									
Somewhat easy									
Somewhat difficult									
Very difficult									
Which of the following best describes your role in using the online appeal today?	<table border="1"> <tr><td data-bbox="917 1719 1588 1753">Self</td></tr> <tr><td data-bbox="917 1753 1588 1787">Attorney or attorney's staff</td></tr> </table>	Self	Attorney or attorney's staff						
Self									
Attorney or attorney's staff									

	Non-attorney representative or non-attorney representative's staff
	Other third party representative (e.g., family member, social service agency worker, case manager)
Did you complete an appeal for more than one client during this session?	Yes
	No
During this visit, how many clients did you file an appeal for?	2
	3
	4 or more clients
How often do you use the online appeal?	This was the first time
	Less than five times a week
	5-10 times per week
	11-25 times per week
	More than 25 times per week
Did you start a new online appeal today or return to a previously saved appeal?	I started a new appeal
	I returned to a previously saved appeal
Please tell us why you did not complete your appeal during your initial session.	
Did you complete and submit your online appeal today?	Yes, I completed and submitted my online appeal today
	No
How many attempts did you need to accomplish your task?	1
	2
	3
	4
	5 or more
Please tell us why you did not complete your appeals application today. Check all that apply.	I didn't have information I needed to complete the application, such as names, addresses, or dates
	I didn't understand what the questions meant or how to answer
	My disabling condition prevents me from working with a computer for long periods
	I had a limited amount of time/family demands that kept me from working on it for very long
	I had technical problems, i.e., an error message or a mistake I couldn't fix
	It takes too long to fill out
	It's too complicated to complete without help
	Other, please specify
What is your other reason?	
What do you plan to do next?	I will complete my appeal at a later time

	Browse the SSA website
	I will visit my local Social Security Office
	I do not know what I will do next at this time
	I do not plan to complete my appeal
How much time have you spent on your online disability appeal?	Less than 20 minutes
	20 - 40 minutes
	41 minutes - 1 hour
	More than 1 hour but less than 2 hours
	More than 2 hours but less than 3 hours
	More than 3 hours
	Not sure
Did you experience any of the following while completing the online appeal? Check all that apply.	The questions did not seem to be organized in a logical manner
	I had difficulty understanding the questions because they were not clearly written
	I did not have the information necessary to answer the questions
	I had difficulty editing the medical information (e.g., doctors, medication, etc.)
	I had difficulty editing other information
	I was unable to print the application
	I did not have enough time to complete the application
	I received an error message or was "kicked out" of the appeal
	The text box blanks did not allow enough characters for my answers
	Other
	I did not have any difficulties
So that we can better identify the difficulties you indicated above, please provide specific information if possible. (e.g., Which questions or sections were difficult? Where did you receive an error message? etc.)	
Did you have ALL of your personal and medical information ready when you started?	Yes
	No
What personal and/or medical information did you not have ready when you started?	
Could we have provided any additional information or assistance to help you be more prepared?	
How can we improve the online disability appeal? Please be as specific as possible. (Examples: What information could we have provided upfront? Do you have any suggested changes or updates?)	

Before visiting SSA.gov did you first try to accomplish your task in any of the following ways?	Calling Social Security's 1-800 number
	Visiting my local Social Security office
	Calling my local Social Security office
	No, I visited SSA.gov first
	Not sure
How helpful was the "Information You Will Need" checklist that was provided on the disability appeal Welcome Page?	Very helpful
	Somewhat helpful
	Not helpful at all
	Did not review the checklist
	Don't remember seeing the link to the checklist
Please tell us how easy it was to upload your attachments.	I had little or no difficulty uploading my attachment(s)
	I found it somewhat difficult to upload my attachment(s)
Which of the following best describes your role in using the online appeal today?	Self
	Attorney or attorney's staff
	Non-attorney representative or non-attorney representative's staff
	Other third party representative (e.g., family member, social service agency worker, case manager)
How much time have you spent on your online appeal?	Less than 10 minutes
	10 - 20 minutes
	21 - 40 minutes
	41 minutes - 1 hour
	More than 1 hour but less than 2 hours
	More than 2 hours
	Not sure
Did you experience any of the following while completing the online appeal? Check all that apply.	The questions did not seem to be organized in a logical manner
	I had difficulty understanding the questions because they were not clearly written
	I did not have the information necessary to answer the questions
	I had difficulty editing the required information
	I had difficulty editing other information
	I was unable to print the application

	I did not have enough time to complete the application
	I received an error message or was "kicked out" of the appeal
	The text box blanks did not allow enough characters for my answers
	Other
	I did not have any difficulties
Please provide specific information as to your difficulty. (Which questions or sections were difficult? Where did you receive an error message? etc.)	
Did you have ALL of your information ready when you started?	Yes
	No
What information did you not have ready when you started?	
Could we have provided any additional information or assistance to help you be more prepared?	
Did you submit your appeals application today?	Yes
	No
What do you plan to do next?	I will complete my appeal at a later time
	Browse the SSA website
	I will visit my local Social Security Office
	Call the SSA 1-800 number
	I do not know what I will do next at this time
	Other (please specify)
How can we improve the online appeal? Please be as specific as possible. (Examples: What information could we have provided upfront? Do you have any suggested changes or updates?)	
Did you have any documents to upload?	Yes
	No
Did you use the attachment feature to upload your documents?	Yes
	No
	I found it somewhat difficult to upload my attachment(s)
Please describe the difficulty you experienced.	
Why didn't you use the attachment feature?	I will upload them later because I am not finished yet
	I do not have electronic copies of my document(s) to upload
	I was not clear on how to upload my document(s)
	I did not see the attachment feature
	I forgot to upload my document(s)

	My documents were too big to upload
	Received an error message
	Other, please specify
Please specify your other reason.	
How helpful was the information on the online appeal Welcome Page?	Very helpful
	Somewhat helpful
	Not helpful at all
	Did not read the Welcome Page
How helpful were the links to pop-up help pages (as indicated by a blue question mark) throughout the online appeal application?	Very helpful
	Somewhat helpful
	Not helpful at all
	Did not read the help links
	Did not see the blue question marks
What is your permanent residence?	United States or one of its territories / commonwealths
	Foreign country
	I prefer not to answer

Model Instance Name: SSA Retirement Estimator	
Question Text	Answer Choices
How did you connect to SSA today?	Desktop
	Laptop
	Smartphone
	Tablet
From where did you connect to SSA today?	At home
	In office / place of employment
	At a friend or relative's place
	Public library
	Social Security Office
	Social Security Kiosk
	Other agency
Other, please specify	
Did you connect through a unique Social Security icon featured on the computer's desktop?	Yes
	No
How did you link to the SSA website?	
Please describe the location.	

Please tell us how and from where you connected with SSA during your visit today.	
How did you first learn about the Retirement Estimator?	Social media (e.g., Blog, Facebook, Twitter, etc.)
	Online search engine or other website (e.g., Google)
	Linked from another website
	An online ad (Banner/Image)
	A newspaper or magazine article
	A newspaper or magazine ad
	An email from Social Security
	My Social Security Statement
	Social Security employee
	Relative or friend
	Social Security event
	My employer or Human Resources department
	My financial advisor
	Word of mouth
Other, please specify	
Please specify how you first learned about the Retirement Estimator.	
Please specify the website that led you to the Retirement Estimator	
How often do you use the Retirement Estimator?	This was the first time
	Every few months or less often
	Monthly
	I use the Retirement Estimator more than once a month
When do you expect to file for retirement benefits?	Within 6 months
	Within 12 months
	Within 1 to 3 years
	More than 3 but less than 6 years
	Don't know at this time
How do you plan to file for retirement benefits?	Online
	Online with telephone or in-person assistance
	By telephone interview
	At my local Social Security office
	Don't know at this time
Did you review your Social Security Statement before using the Retirement Estimator?	Yes, I reviewed my paper Social Security Statement.
	Yes, I reviewed my online Social Security Statement

	No
Did you have difficulty navigating between your online Social Security Statement and the Retirement Estimator?	Yes
	No
Please describe the difficulty you had navigating between your online Social Security Statement and the Retirement Estimator.	
Do you plan to review your online Social Security Statement next?	Yes
	No
Did the Retirement Estimator provide you with all the benefit estimates you were seeking today?	Yes
	No
What other benefit estimates were you trying to obtain?	
Do you believe the retirement estimate(s) provided to you was/were based on your entire Social Security earnings record?	Yes
	No
Please explain why you think that the retirement estimate(s) was/were not based on your entire Social Security earnings record?	
How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply)	I had no difficulty navigating/browsing to the Retirement Estimator
	I had difficulty finding the links to the Retirement Estimator
	I had difficulty because the links did not take me where I expected
	I had difficulty because I experienced technical difficulties (error messages, broken links, etc.)
	I had a navigation difficulty not listed above:
Please describe your navigation difficulty and identify where on the Social Security website this problem occurred	

Have you used any other SSA resources for your retirement planning? (Please select all that apply)	Your Online Social Security Statement in the <i>my</i> Social Security pages
	Social Security's Online Retirement Planner
	Other Social Security Calculators offered on ssa.gov
	Frequently Asked Questions (FAQ) on ssa.gov
	Other resources on the SSA website
	I used resources outside of ssa.gov
	I did not use any resources to prepare at this time
Please describe what other resources you used to help prepare/plan for your retirement.	
After visiting the Retirement Estimator today, what do you plan to do next?	Nothing, the Retirement Estimator provided what I needed
	Try the Retirement Estimator again (at a later time)
	I am ready to file for Social Security Retirement Benefits
	Browse the SSA website
	I will call Social Security's 1-800 number
	I will visit my local Social Security Office
	I do not know what I will do next at this time
Have you registered for a <i>my</i> Social Security account?	Yes
	No
What is the main reason you have <i>not</i> registered for a <i>my</i> Social Security account?	I plan to register for a <i>my</i> Social Security account today.
	I plan to register for a <i>my</i> Social Security account in the near future.
	I tried to register for a <i>my</i> Social Security account, but was unsuccessful.
	I am not sure why I need a <i>my</i> Social Security account.
	I do not want a <i>my</i> Social Security account.
	Other, please specify
Please tell us why you have not registered for a <i>my</i> Social Security account.	
What is your age?	40 and under
	41 to 50
	51 to 61
	62 to 64
	65 to 67
	68 to 70
	Prefer not to answer

What is your current marital status? -	Married
	Significant Other/Partner
	Separated
	Divorced
	Widowed
	Never Married/Single
	Prefer not to answer
	Other, please specify
Other marital status	
Do you have any suggestions for improving the online Retirement Estimator application?	
Which type of appeal did you work on today?	Medical Disability Appeal
	Other Non-Medical Appeal