





The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text	
<p>Welcome Text</p> <p>Thank you for using the SSI Mobile Wage Reporting app. 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.</p> <p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p>	<p>Welcome Text - Tablet / Phone</p> <p>Thank you for visiting . You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p>
<p>Thank You Text</p> <p>Thank you for taking our survey - and for helping us serve you better.</p> <p>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.</p>	<p>Thank You Text - Tablet / Phone</p> <p>Thank you for taking our survey - and for helping us serve you better. We appreciate your input!</p>
<p>Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><p style="text-align: right;"></p><p style="text-align: center;">Customer Satisfaction Survey</p><p>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.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr style="border-top: 1px dashed black;"/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>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 web site.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	<p>Example Mobile</p> <div style="border: 1px solid black; padding: 10px;"><p style="text-align: right;"></p><p>Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p><p>Required questions are denoted by an *</p><hr style="border-top: 1px dashed black;"/><p>Thank you for taking our survey - and for helping us serve you better.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p style="text-align: center;"><small>ForeSee ForeSee Privacy Policy</small></p></div>

Model Name SSA Mobile Wage Reporting 2021
Model ID 85lBo9EdgJo4ldpsYEMIAQ4C
Partitioned
Date 6/1/2021
Model Version 18.1.J

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



Label	Satisfaction Questions	Label	Future Behaviors
	Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
1 Satisfaction - Overall	What is your overall satisfaction with this mobile app? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	4 Recommend (NPS)	How likely are you to recommend this mobile app to someone else?
2 Satisfaction - Expectations	How well does this mobile app meet your expectations? <i>(1= Falls Short, 10=Exceeds)</i>		
3 Satisfaction - Ideal	How does this mobile app compare to an ideal mobile app? <i>(1=Not Very Close, 10=Very Close)</i>		

Model Name SSA Mobile Wage Reporting 2021
 Model ID 85IBo9EdgJo4ldpsYEMIAQ4C
 Partitioned 0
 Date 6/1/2021

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QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
SBD9263Q001			Who are you reporting wages for?	Myself My Spouse Myself and Spouse Myself and Other Other			Y	Radio button, one-up vertical	Skip Logic Group*	Reporting for
SBD9263Q002		Q1	What is your relationship to the individual you are reporting wages for?				N	Text field, <100 char	Skip Logic Group*	OE_Relationship
SBD9263Q003			Are you reporting for more than one employer for the same person?	Yes No Don't know			Y	Radio button, one-up vertical		Reporting multiple employers
SBD9263Q004			Is this your first time using this app?	Yes No			Y	Radio button, one-up vertical		First Time Using App
SBD9263Q005			How helpful was the instruction package you received?	Very helpful Helpful Not helpful I did not receive an instruction package.			Y	Radio button, one-up vertical		Instructions Packet
SBD9263Q006			Have you ever used your mobile device to access other online Social Security applications or services?	Yes No		A	Y	Radio button, one-up vertical	Skip Logic Group*	Use Other Apps with Mobile
SBD9263Q007		A	Which online Social Security application(s) or service(s) did you use? (Select all that apply.)	Get a Benefit Verification Letter View my Benefits and Payment Details Enroll in or update my direct deposit Change my address with SSA Print or view my online Social Security Statement Make sure my earnings record is correct Replace my Social Security Card or get a new card Check the Status of my recently filed application for benefits Learn about the benefits to which I might be entitled Apply only for Social Security or Medicare Only benefits Report my wages Request a replacement SSA-1099 (or SSA-10425) for tax purposes Add Extra Security to my online account None of these			N	Checkbox, one-up vertical	Skip Logic Group*	Other app used
SBD9263Q008			Did you accomplish what you wanted to with the SSA app?	Yes Partially No		A A	Y	Radio button, one-up vertical	Mutually exclusive Skip Logic Group*	Accomplish
SBD9263Q009		A	What do you plan to do next?	Try again to complete my task online Call Social Security's 1-800 number Visit my local Social Security office Call my local Social Security office Other (please specify)		B	Y	Radio button, one-up vertical	Skip Logic Group*	Do next
SBD9263Q010		B	What do you plan to do next?				N	Text area, no char limit	Skip Logic Group*	OE_Other plan next
SBD9263Q011			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			Y	Radio button, scale, no don't know		A11-Satisfied
SBD9263Q012			This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Trust
SBD9263Q013			My need was addressed.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Quality
SBD9263Q014			It was easy to complete what I needed to do.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Ease

SBD9263Q015		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree			Y	Radio button, scale, no don't know		A11-Speed
			2						
			3						
			4						
			Strongly Agree=5						
SBD9263Q016		Please provide any suggestions you may have to improve this mobile site.				N	Text area, no char limit		OE_Improvement. OCBO-Cx: Sentiment Analysis

Model Name SSA Mobile Wage Reporting 2021
 Model ID 85IBo9EdgJo4ldpsYEMIAQ4C
 Partitioned 0
 Date 6/1/2021

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 Pink: Addition
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QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
SBD9263Q001			Who are you reporting wages for?	Myself My Spouse Myself and Spouse Myself and Other Other			Y	Radio button, one-up vertical	Skip Logic Group*	Reporting for
SBD9263Q002		Q1	What is your relationship to the individual you are reporting wages for?				N	Text field, <100 char	Skip Logic Group*	OE_Relationship
SBD9263Q003			Are you reporting for more than one employer for the same person?	Yes No Don't know			Y	Radio button, one-up vertical		Reporting multiple employers
SBD9263Q004			Is this your first time using this app?	Yes No	A		Y	Radio button, one-up vertical	Skip Logic Group*	First Time Using App
		A	Did you receive an instruction package prior to using the app?	Yes No Don't know			N	Radio button, one-up vertical	Skip Logic Group*	Receive Instruction Packet
SBD9263Q005			How helpful was the instruction package you received?	Very helpful Helpful Not helpful I did not receive an instruction package.			Y	Radio button, one-up vertical		Instructions Packet
			How was your experience using the camera feature to take a picture of your paystub?	1=Poor 2 3 4 Excellent=5 Did not use.			Y	Radio button, scale, has don't know		Camera Feature
			How was your experience using the file upload tool to upload your paystub?	1=Poor 2 3 4 Excellent=5 Did not use.			Y	Radio button, scale, has don't know		File Upload Tool
SBD9263Q006			Have you ever used your mobile device to access other online Social Security applications or services?	Yes No	A		Y	Radio button, one-up vertical	Skip Logic Group*	Use Other Apps with Mobile
SBD9263Q007		A	Which online Social Security application(s) or service(s) did you use? (Select all that apply.)	Get a Benefit Verification Letter View my Benefits and Payment Details Enroll in or update my direct deposit Change my address with SSA Print or view my online Social Security Statement Make sure my earnings record is correct Replace my Social Security Card or get a new card Check the Status of my recently filed application for benefits Learn about the benefits to which I might be entitled Apply only for Social Security or Medicare Only benefits Report my wages Request a replacement SSA-1099 (or SSA-10425) for tax purposes Add Extra Security to my online account None of these			N	Checkbox, one-up vertical	Skip Logic Group*	Other app used
SBD9263Q008			Did you accomplish what you wanted to with the SSA app?	Yes Partially No	A A		Y	Radio button, one-up vertical	Mutually exclusive Skip Logic Group*	Accomplish
SBD9263Q009		A	What do you plan to do next?	Try again to complete my task online Call Social Security's 1-800 number Visit my local Social Security office Call my local Social Security office Other (please specify)		B	Y	Radio button, one-up vertical	Skip Logic Group*	Do next
SBD9263Q010		B	What do you plan to do next?				N	Text area, no char limit	Skip Logic Group*	OE_Other plan next
SBD9263Q011			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			Y	Radio button, scale, no don't know		A11-Satisfied

SBD9263Q012		This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Trust
SBD9263Q013		My need was addressed.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Quality
SBD9263Q014		It was easy to complete what I needed to do.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Ease
SBD9263Q015		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Speed
SBD9263Q016		Please provide any suggestions you may have to improve this mobile site.				N	Text area, no char limit		OE Improvement. OCBO-Cx: Sentiment Analysis

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
SBD9263Q001			Who are you reporting wages for?	Myself My Spouse Myself and Spouse Myself and Other Other			Y	Radio button, one-up vertical	Skip Logic Group*	Reporting for
SBD9263Q002		Q1	What is your relationship to the individual you are reporting wages for?				N	Text field, <100 char	Skip Logic Group*	OE_Relationship
SBD9263Q003			Are you reporting for more than one employer for the same person?	Yes No Don't know			Y	Radio button, one-up vertical		Reporting multiple employers
SBD9263Q004			Is this your first time using this app?	Yes No		A	Y	Radio button, one-up vertical	Skip Logic Group*	First Time Using App
		A	Did you receive an instruction package prior to using the app?	Yes No Don't know			N	Radio button, one-up vertical	Skip Logic Group*	Receive Instruction Packet
SBD9263Q005			How helpful was the instruction package you received?	Very helpful Helpful Not helpful I did not receive an instruction package.			Y	Radio button, one-up vertical		Instructions Packet
SBD9263Q006			Have you ever used your mobile device to access other online Social Security applications or services?	Yes No		A	Y	Radio button, one-up vertical	Skip Logic Group*	Use Other Apps with Mobile
SBD9263Q007		A	Which online Social Security application(s) or service(s) did you use? (Select all that apply.)	Get a Benefit Verification Letter View my Benefits and Payment Details Enroll in or update my direct deposit Change my address with SSA Print or view my online Social Security Statement Make sure my earnings record is correct Replace my Social Security Card or get a new card Check the Status of my recently filed application for benefits Learn about the benefits to which I might be entitled Apply only for Social Security or Medicare Only benefits Report my wages Request a replacement SSA-1099 (or SSA-10425) for tax purposes Add Extra Security to my online account None of these			N	Checkbox, one-up vertical	Skip Logic Group*	Other app used
SBD9263Q008			Did you accomplish what you wanted to with the SSA app?	Yes Partially No		A	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
SBD9263Q009		A	What do you plan to do next?	Try again to complete my task online Call Social Security's 1-800 number Visit my local Social Security office Call my local Social Security office Other (please specify)			Y	Radio button, one-up vertical	Skip Logic Group*	Do next
SBD9263Q010		B	What do you plan to do next?				N	Text area, no char limit	Skip Logic Group*	OE_Other plan next
SBD9263Q011			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			Y	Radio button, scale, no don't know		A11-Satisfied
SBD9263Q012			This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Trust
SBD9263Q013			My need was addressed.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		A11-Quality
SBD9263Q014			It was easy to complete what I needed to do.	1=Strongly Disagree			Y	Radio button, scale, no don't know		A11-Ease

			2						
			3						
			4						
			Strongly Agree=5						
SBD9263Q015		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree				Y	Radio button, scale, no don't know	A11-Speed
			2						
			3						
			4						
			Strongly Agree=5						
SBD9263Q016		Please provide any suggestions you may have to improve this mobile site.					N	Text area, no char limit	OE_Improvement. OCBO-Cx: Sentiment Analysis

Attribute	Value
Channel	Web
Touchpoint Name	Informational
Hierarchy	No
Model Type	CSAT+FB Web
Journey Phase	Awareness
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	18.1.J

Survey Type	PREDCSAT_NODR
Look and Feel	Single Page
Theme Color	#009fea