

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

Welcome Text

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.

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

Welcome Text - Tablet / Phone

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.

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.

Thank You Text - Tablet / Phone

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Example Desktop



Customer Satisfaction Survey

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.

Required questions are denoted by an *

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

 \sim

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.

Cancel

Submit

Example Mobile



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.

Required questions are denoted by an *

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

Cancel

Submit

ForeSee

ForeSee Privacy Policy

Model Name Model ID Partitioned SSA Mobile Wage Reporting 2021 85IBo9EdgJo4ldpsYEMIAQ4C

<u>Underlined & Italicized</u>: Re-order Pink: Addition

Red & Strike-Through: Delete



 Date
 6/1/2021

 Model Version
 18.1.J

Blue: Reword

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

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6/1/2021 Blue: R

QID	AP Questi on Tag	Skip From	•	Answer Choices	Skip To	AP Answ er Tag	1 T/N	Туре	Special Instructions	CQ Label
SBD9263Q001				Myself			Y	Radio button, one-up vertical	Skip Logic Group*	Reporting for
				My Spouse						
				Myself and Spouse						
				Myself and Other	Q1	_	-			
SBD9263Q002		Q1	What is your relationship to the individual you are reporting	Other	Q1		N	Text field, <100 char	Skip Logic Group*	OE Relationship
-			wages for?						1 1 3 1 1 1 1	
SBD9263Q003			Are you reporting for more than one employer for the same person?	Yes			Y	Radio button, one-up vertical		Reporting multiple employers
				No			1			
				Don't know						
SBD9263Q004			Is this your first time using this app?	Yes			Y	Radio button, one-up vertical		First Time Using App
				No						
SBD9263Q005				Very helpful			Y	Radio button, one-up vertical		Instructions Packet
				Helpful		+	-			
				Not helpful I did not receive an instruction package.			-			
SBD9263Q006			Have you ever used your mobile device to access other online	Yes	A		Y	Radio button, one-up vertical	Skip Logic Group*	Use Other Apps with Mobile
3BD3203Q000			Social Security applications or services?		^		_ '	radio buttori, orie-up vertical	Skip Logic Group	Ose Other Apps with Mobile
CDDOOCOOOC			Miliah anline Cosial Copyrity on Station (2)	No Cot a Reposit Verification Letter				Charlebour and ur vestical	Chin Logio Correct	Other can use d
SBD9263Q007		Α	Which online Social Security application(s) or service(s) did you use? (Select all that apply.)	Get a Benefit Verification Letter			N	Checkbox, one-up vertical	Skip Logic Group*	Other app used
				View my Benefits and Payment Details						
				Enroll in or update my direct deposit			1			
				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						
SBD9263Q008			Did you accomplish what you wanted to with the SSA app?	None of these				Radio button, one-up vertical	Mutually exclusive	Aggamplich
SBD9263Q008				Yes Partially	Α	+	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				No.	A	1	1			
SBD9263Q009		Α	What do you plan to do next?	Try again to complete my task online	<u> </u>		Y	Radio button, one-up vertical	Skip Logic Group*	Do next
0220200000			Triac do you plan to do noxe.	Call Social Security's 1-800 number			1 .	radio batton, one up ventota	Chip Edgio Croup	20 next
				Visit my local Social Security office			1			
				Call my local Social Security office						
				Other (please specify)	В					
SBD9263Q010		В	What do you plan to do next?					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			Y	Radio button, scale, no don't know		A11-Satisfied
				2]			
				3			1			
				4	-	-	-			
SBD9263Q012			This interaction increased my confidence in the Social Security Administration.	Strongly Agree=5 1=Strongly Disagree			Y	Radio button, scale, no don't know		A11-Trust
				2			1			
				3			1			
				4			1			
				Strongly Agree=5						
SBD9263Q013			My need was addressed.	1=Strongly Disagree			Y	Radio button, scale, no don't know		A11-Quality
				2			1			
				3			1			
				4			1			
	<u></u> _			Strongly Agree=5						
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	-	-	4			
				3	+	+-	1			
				4	+	+	1			
				Strongly Agree=5		1	1			
			I .		_	_	1	1	1	1

SBD9263Q015		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree		Υ	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
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6/1/2021 Blue: 6

QID	AP Questi on Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answ er Tag		Туре	Special Instructions	CQ Label
SBD9263Q001				Myself			Y	Radio button, one-up vertical	Skip Logic Group*	Reporting for
				My Spouse						
				Myself and Spouse			-			
				Myself and Other	Q1		4			
0000000000		- 01	NAME - A in consequent and the second	Other	Q1			T+ E-1-1 -100 -h	Older Landa Consumb	OF Balatianahia
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			Y	Radio button, one-up vertical		Reporting multiple employers
				No						
0000000001			In this case Earth time are this are 0	Don't know				Dadis button and constitution	Older Landa Consumb	First Time Heima Ann
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
		Α		Yes			N	Radio button, one-up vertical	Skip Logic Group*	Receive Instruction Packet
				No	1		-			
				Don't know			1			
SBD9263Q005			How helpful was the instruction package you received?	Very helpful			Y	Radio button, one-up vertical		Instructions Packet
0220200000				Helpful			1 .	Tradio Battori, orio ap vortical		modedadno i dokot
				Not helpful						
				I did not receive an instruction package.			1			
			How was your experience using the camera feature to take a picture of your paystub?	1=Poor			Y	Radio button, scale, has don't know		Camera Feature
				2			1			
				3			1			
				4						
				Excellent=5			1			
				Did not use.						
			How was your experience using the file upload tool to upload your paystub?	1=Poor			Y	Radio button, scale, has don't know		File Upload Tool
				2						
				3						
				4						
				Excellent=5						
				Did not use.						
SBD9263Q006			Have you ever used your mobile device to access other online Social Security applications or services?	Yes	Α		Y	Radio button, one-up vertical	Skip Logic Group*	Use Other Apps with Mobile
				No						
SBD9263Q007		Α	Which online Social Security application(s) or service(s) did you use? (Select all that apply.)				N	Checkbox, one-up vertical	Skip Logic Group*	Other app used
				View my Benefits and Payment Details						
				Enroll in or update my direct deposit			4			
				Change my address with SSA		-	4			
				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			1			
				Add Extra Security to my online account					Mutually avaluation	
SBD9263Q008			Did you accomplish what you wanted to with the CCA	None of these			Y	Radio button, one un vertical	Mutually exclusive	Accomplish
3DD9203Q008			Did you accomplish what you wanted to with the SSA app?	Yes	_		,	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				Partially No	A		1			
SBD9263Q009		Α	What do you plan to do next?	Try again to complete my task online	A		Y	Radio button, one-up vertical	Skip Logic Group*	Do next
2223230009		^	Time do you plair to do riext.	Call Social Security's 1-800 number			1 '	Tada battori, one up vertical	Cimp Logic Croup	SO HOAL
				Visit my local Social Security office						
				Call my local Social Security office			1			
				Other (please specify)	В					
SBD9263Q010		В	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			Y	Radio button, scale, no don't know		A11-Satisfied
				2	-	+	1			
				3			1			
				4						
				Strongly Agree=5						

SBD9263Q012	This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree	Y	Radio button, scale, no don't know	A11-Trust
		3	_		
		4			
		Strongly Agree=5			
SBD9263Q013	My need was addressed.	1=Strongly Disagree	Y	Radio button, scale, no don't know	A11-Quality
		2			
		3			
		4			
		Strongly Agree=5			
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

Model Name Model ID Partitioned Date SSA Mobile Wage Reporting 2021 85IBo9EdgJo4ldpsYEMIAQ4C

6/1/2021

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



QID	AP Questi on Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answ er Tag	Required Y/N	Туре	Special Instructions	CQ Label
BD9263Q001			Who are you reporting wages for?	Myself			Υ	Radio button, one-up vertical	Skip Logic Group*	Reporting for
				My Spouse		-				
				Myself and Spouse	Q1	_				
				Myself and Other Other	Q1					
BD9263Q002		Q1	What is your relationship to the individual you are reporting	Other	- QI		N	Text field, <100 char	Skip Logic Group*	OE Relationship
BD9263Q003		•	wages for? Are you reporting for more than one employer for the same	Yes			Y	Radio button, one-up vertical		Reporting multiple employers
			person?	No		-		·		
				Don't know						
BD9263Q004			Is this your first time using this app?	Yes	Α		Y	Radio button, one-up vertical	Skip Logic Group*	First Time Using App
				No				·		
		Α	Did you receive an instruction package prior to using the app?	Yes			N	Radio button, one-up vertical	Skip Logic Group*	Receive Instruction Packet
				No .						
				Don't know						
BD9263Q005			How helpful was the instruction package you received?	Very helpful		-	Y	Radio button, one-up vertical		Instructions Packet
				Helpful Not helpful						
				I did not receive an instruction package.						
BD9263Q006			Have you ever used your mobile device to access other online	Yes	Α		Υ	Radio button, one-up vertical	Skip Logic Group*	Use Other Apps with Mobile
2202000000			Social Security applications or services?		"		·	Tradio Battori, one ap vortical	Chip Logic Group	ose care, rippe mar mosne
				No						
BD9263Q007		Α	Which online Social Security application(s) or service(s) did you use? (Select all that apply.)	Get a Benefit Verification Letter			N	Checkbox, one-up vertical	Skip Logic Group*	Other app used
				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		1				
				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					Mutually exclusive	
BD9263Q008			Did you accomplish what you wanted to with the SSA app?	Yes			Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				Partially No	A					
BD9263Q009		A	What do you plan to do next?	Try again to complete my task online	A		Y	Radio button, one-up vertical	Skip Logic Group*	Do next
BD9203Q009		A		Try again to complete my task milline Call Social Security's 1-800 number Visit my local Social Security office			Ť	Radio buttori, orie-up vertical	Skip Logic Group	Do next
				Call my local Social Security office						
				Other (please specify)	В					
BD9263Q010		В	What do you plan to do next?				N	Text area, no char limit	Skip Logic Group*	OE_Other plan next
BD9263Q011			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			Y	Radio button, scale, no don't know		A11-Satisfied
				2						
				3						
				4						
				Strongly Agree=5						
3D9263Q012			This interaction increased my confidence in the Social Security Administration.	1=Strongly Disagree			Y	Radio button, scale, no don't know		A11-Trust
				2						
				3	-	-				
				4 Strongly Agroo-E		_				
BD9263Q013			My need was addressed.	Strongly Agree=5 1=Strongly Disagree			Y	Radio button, scale, no don't know		A11-Quality
				2						
				3						
				La .	1	1	l .	I .	1	1
				4		_				
BD9263Q014			It was easy to complete what I needed to do.	Strongly Agree=5 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.			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