

UnderStandingAmericaStudy

UAS 26: RETIREMENT PLANNING



Survey author(s): Social Security Administration

Fielded July 31, 2015 - December 15, 2017

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1 INTRODUCTION

This UAS panel survey, titled "UAS26: Retirement Planning", asks respondents how they get and/or would prefer to receive information on retirement planning from the Social Security Administration and other sources. The survey includes a few questions about whether respondents have children, and if so if they have twins. This survey is no longer in the field. Respondents were paid \$14 to complete the survey.

Note: data files for this survey were adjusted on January 29, 2019 to remove 2 unqualified respondents who were inadvertently included in the initial data files. Please contact uas-l@usc.edu with any questions.

1.1 Topics

This survey contains questions (among others) on the following topics: Demographics, Psychology, Retirement Pensions. A complete survey topic categorization for the UAS can be found [here](#).

1.2 Experiments

This survey includes experiment(s) of the following type(s): Auxiliary Randomization. Please refer to explanatory comments in the Routing section for detailed information. A complete survey experiment categorization for the UAS can be found [here](#).

1.3 Citation

Each publication, press release or other document that cites results from this survey must include an acknowledgment of UAS as the data source and a disclaimer such as, 'The project described in this paper relies on data from survey(s) administered by the Understanding America Study, which is maintained by the Center for Economic and Social Research (CESR) at the University of Southern California. The content of this paper is solely the responsibility of the authors and does not necessarily represent the official views of USC or UAS.' For any questions or more information about the UAS, contact Tania Gutsche, Project and Panel Manager, Center for Economic and Social Research, University of Southern California, at tgutsche@usc.edu.

2 SURVEY RESPONSE AND DATA

2.1 Sample selection and response rate

The sample selection for this survey was:

All active respondents.

As such, this survey was made available to 7012 UAS participants. Of those 7012 participants, 5816 completed the survey and are counted as respondents. Of those who are not counted as respondents, 33 started the survey without completing and 1163 did not start the survey. The overall response rate was 82.94%.

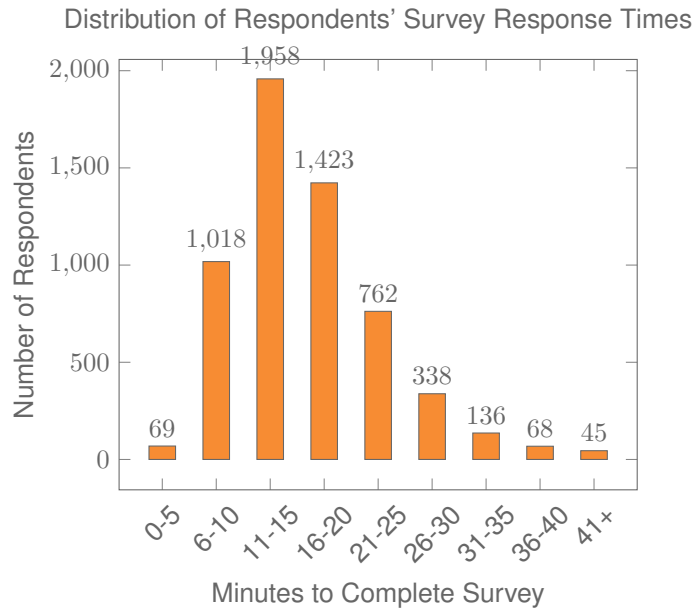
Note: We are unable to provide sample weights for a small number of UAS members (see the Sample weighting section below for details). If they completed the survey, these members are included in the data set with a weight of zero, but accounted for in the computation of total sample size and survey response rate.%.

The detailed survey response rate is as follows:

UAS26 - Response Overview	
Size of selected sample	7012
Completed the survey	5816
Started but did not complete the survey	33
Did not start the survey	1163
Response rate	82.94%

2.2 Timings

The survey took respondents an average of 17 minutes, and the full distribution of survey response times is available in the figure below. Times per question are available upon request.



2.3 Sample & Weighting

Weights are included in the data set for this survey. This survey dataset may contain respondents with a weight of zero. These respondents belong to a small group of UAS members for whom sample weights cannot be computed due to non-probability recruitment for special projects. Hence, while they are accounted for in the total number of survey respondents, they do not contribute to any statistics using sample weights. For more details on the UAS weighing procedures please refer to the UAS Weighting Procedures V1. Please contact UAS staff with any questions.

3 STANDARD VARIABLES

Each Understanding America Study data contains a series of standard variables, consisting of individual, household and sample identifiers, language indicator, time stamps and a rating by the respondent of how much he or she liked the survey:

- **uasid**: the identifier of the respondent. This identifier is assigned to a respondent at recruitment and stays with the respondent throughout each and every survey he/she participates in. When analyzing data from multiple surveys, the 'uasid' can be used to merge data sets.
- **uashhid**: the household identifier of the respondent. Every member is assigned a household identifier, stored in the variable 'uashhid'. For the primary respondent this identifier equals his or her 'uasid'. All other eligible members of the primary respondent's household (everyone who is 18 or older in the household) who become UAS respondents receive the 'uasid' of the primary respondent as their household identifier. The identifier 'uashhid' remains constant over time for all respondents. Thus it is always possible to find the original UAS household of an UAS panel member (even after they, for example, have moved out to form another household).
- **survhhid**: uniquely identifies the household a UAS panel member belongs to in a given survey. For instance, if the primary respondent and his/her spouse are both UAS members at the time of a given survey, they both receive the same 'survhhid' identifier for that survey. If they subsequently split, they receive two different 'survhhid' in subsequent surveys. They, however, always share the same 'uashhid'. The identifier 'survhhid' is set to missing (.) if no other household members are UAS panel members at the time of the survey. Since individuals can answer the same survey at different points in time (which can be relatively far apart if the survey is kept in the field for a prolonged time), it may be possible that, within the same data set, household members have different 'survhhid' reflecting different household compositions at the time they answered the survey. For instance, suppose that the primary respondent and his/her spouse are both UAS members. If the primary respondent answers the survey when he/she is living with the spouse, but the spouse answers the survey when the couple has split, they receive different 'survhhid'. Hence, the variable 'survhhid' identifies household membership of UAS panel members, at the time the respondent answers the survey. Note: in the My Household survey 'survhhid' is set to unknown (.u) for respondents who last participated in the My Household survey prior to January 21, 2015.
- **uasmembers**: is the number of other household members who are also UAS panel members at the time of the survey. Since individuals can answer the same survey at different points in time (which can be relatively far apart is the survey is kept in the field for a prolonged time), it may be possible that, within the same data set, the primary respondent of a household has a value of '0', whereas the second UAS household respondent has a value of '1'. Therefore 'uasmembers' should be interpreted as the

number of household and UAS panel members at the time the respondent answers the survey. Note: in the My Household survey 'uasmembers' is set to unknown (.u) for respondents who last participated in the My Household survey prior to January 21, 2015.

- **sampletype**: indicates the sampling frame from which the household of the respondent was recruited. All UAS recruitment is done through address based sampling (ABS) in which samples are acquired based on postal records. Currently, the variable 'sampletype' takes on three values reflecting three distinct recruitment categories (in future data sets the number of categories may increase due to the incorporation of new recruitment categories):
 1. Nationally Representative Sample
 2. Native Americans: recruited through ABS, where the probability of drawing a zip-code is a function of the percentage of Native Americans in the zip-code. Primary respondents in these zip-codes who are not Native Americans are not invited to join the UAS.
 3. LA County: recruited through ABS drawing from zip-codes in Los Angeles County.
- **batch**: indicates the batch from which the respondent was recruited. There are currently the following values this variable takes (in future data sets the number of categories may increase due to the usage of new recruitment samples):
 1. ASDE 2014/01 Nat.Rep.
 2. ASDE 2014/01 Native Am.
 3. ASDE 2014/11 Native Am.
 4. LA County 2015/05 List Sample
 5. MSG 2015/07 Nat.Rep.
 6. MSG 2016/01 Nat.Rep. Batch 2
 7. MSG 2016/01 Nat.Rep. Batch 3
 8. MSG 2016/01 Nat.Rep. Batch 4
 9. MSG 2016/02 Nat.Rep. Batch 5
 10. MSG 2016/03 Nat.Rep. Batch 6
 11. MSG 2016/04 Nat.Rep. Batch 7
 12. MSG 2016/05 Nat.Rep. Batch 8
 13. MSG 2016/08 LA County Batch 2
 14. MSG 2017/03 LA County Batch 3
 15. MSG 2017/11 California Batch 1
 16. MSG 2018/02 California Batch 2
 17. MSG 2018/08 Nat.Rep. Batch 9

18. MSG 2019/04 LA County Batch 4
19. MSG 2019/05 LA County Batch 5
20. MSG 2019/11 Nat. Rep. Batch 10
21. MSG 2020/08 Nat. Rep. Batch 11
22. MSG 2020/10 Nat. Rep. Batch 12
23. MSG 2021/02 Nat. Rep. Batch 13
24. MSG 2021/08 Nat. Rep. Batch 15
25. MSG 2021/08 Nat. Rep. Batch 16
26. MSG 2022/02 Nat. Rep. Batch 17 (priority)
27. MSG 2022/02 Nat. Rep. Batch 17 (regular)
28. MSG 2022/08 Nat. Rep. Batch 18
29. MSG 2022/11 LA County Batch 6
30. MSG 2022/11 Nat. Rep. Batch 20
31. MSG 2023/01 Nat. Rep. Batch 21
32. MSG 2023/06 Nat. Rep. Batch 22

- **primary_respondent**: indicates if the respondent was the first person within the household (i.e. to become a member or whether s/he was added as a subsequent member. A household in this regard is broadly defined as anyone living together with the primary respondent. That is, a household comprises individuals who live together, e.g. as part of a family relationship (like a spouse/child/parent) or in context of some other relationship (like a roommate or tenant).
- **hardware**: indicates whether the respondent ever received hardware or not. Note: this variable should not be used to determine whether a respondent received hardware at a given point in time and/or whether s/he used the hardware to participate in a survey. Rather, it indicates whether hardware was ever provided:
 1. None
 2. Tablet (includes Internet)
- **language**: the language in which the survey was conducted. This variable takes a value of 1 for English and a value of 2 for Spanish.
- **start_date (start_year, start_month, start_day, start_hour, start_min, start_sec)**: indicates the time at which the respondent started the survey.
- **end_date (end_year, end_month, end_day, end_hour, end_min, end_sec)**: indicates the time at which the respondent completed the survey.
- **cs_001**: indicates how interesting the respondent found the survey.

4 BACKGROUND DEMOGRAPHICS

Every UAS survey data set includes demographic variables, which provide background information about the respondent and his/her household. Demographic information such as age, ethnicity, education, marital status, work status, state of residence, family structure is elicited every quarter through the “My Household” survey. The demographic variables provided with each survey are taken from the most recent ‘MyHousehold’ survey answered by the respondent. If at the time of a survey, the information in “My Household” is more than three months old, a respondent is required to check and update his or her information before being able to take the survey.

The following variables are available in each survey data set:

- **gender**: the gender of the respondent.
- **dateofbirth_year**: the year of birth of the respondent.
- **age**: the age of the respondent at the start of the survey.
- **agerange**: if the respondent’s age cannot be calculate due to missing information, ‘agerange’ indicates the approximate age. Should a value for both the ‘age’ and ‘agerange’ be present, then ‘age’ takes precedence over ‘agerange’.
- **citizenus**: indicates whether the respondent is a U.S. citizen.
- **bornus**: indicates whether the respondent was born in the U.S.
- **stateborn**: indicates the state in which the respondent was born. This is set to missing (.) if the respondent was not born in the U.S.
- **countryborn**: indicates the country in which the respondent was born. This is set to missing (.) if the respondent was born in the U.S.
- **countryborn_other**: indicates the country of birth if that country is not on the drop down list of countries shown to the respondent’.
- **statereside**: the state in which the respondent is living.
- **immigration_status**: indicates whether the respondent is an immigrant. It takes one of the following values: 0 Non-immigrant, 1 First generation immigrant (immigrant who migrated to the U.S), 2 Second generation immigrant (U.S.-born children of at least one foreign-born parent), 3 Third generation immigrant (U.S.-born children of at least one U.S.-born parent, where at least one grandparent is foreign-born), or 4 Unknown immigrant status.
- **maritalstatus**: the marital status of the respondent.
- **livewithpartner**: indicates whether the respondent lives with a partner.

- **education**: the highest level of education attained by the respondent.
- **hisplativo**: indicates whether the respondent identifies him or herself as being Hispanic or Latino. This variable is asked separately from race.
- **hisplatinogroup**: indicates which Hispanic or Latino group a respondent identifies him or herself with. This is set to missing (.) if the respondent does not identify him or herself as being Hispanic or Latino.
- **white**: indicates whether the respondent identifies him or herself as white (Caucasian).
- **black**: indicates whether the respondent identifies him or herself as black (African-American).
- **nativeamer**: indicates whether the respondent identifies him or herself as Native American (American Indian or Alaska Native).
- **asian**: indicates whether the respondent identifies him or herself as Asian (Asian-American).
- **pacific**: indicates whether the respondent identifies him or herself as Native Hawaiian or Other Pacific Islander.
- **race**: indicates the race of the respondent as singular (e.g., '1 White' or '2 Black') or as mixed (in case the respondent identifies with two or more races). The value '6 Mixed' that the respondent answered 'Yes' to at least two of the single race categories. This variable is generated based on the values of the different race variables (white, black, nativeamer, asian, pacific). This composite measure is not conditional on hisplativo, so an individual may identify as Hispanic or Latino, and also as a member of one or more racial groups.
- **working**: indicates whether the respondent is working for pay.
- **sick_leave**: indicates whether the respondent is not working because sick or on leave.
- **unemp_layoff**: indicates whether the respondent is unemployed or on lay off.
- **unemp_look**: indicates whether the respondent is unemployed and looking for a job.
- **retired**: indicates whether the respondent is retired.
- **disabled**: indicates whether the respondent has a disability.
- **If_other**: specifies other labor force status.
- **laborstatus**: indicates the labor force status of the respondent as singular (e.g., '1 Working for pay' or '2 On sick or other leave') or as mixed (in case the respondent selects two or more labor statuses). The value '8 Mixed' indicates that the respondent answered 'Yes' to at least two of the single labor force status variables. This variable is generated based on the values of the different labor status variables (working, sick_leave, unempl_layoff, unempl_look, retired, disabled, If_other).

- **employmenttype**: indicates the employment type of the respondent (employed by the government, by a private company, a nonprofit organization, or self-employed). This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **workfullpart**: indicates whether the respondent works full or part-time. This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **hourswork**: indicates the number of hours the respondent works per week. This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **hhincome**: is the total combined income of all members of the respondent's household (living in their household) during the past 12 months.
- **anyhhmember**: indicates whether there were any members in the respondent's household at the time he/she answered the survey as reported by the respondent.
- **hhmembervnumber**: indicates the number of household members in the respondent's household at the time of the survey as reported by the respondent. It may be that 'anyhhmember' is 'Yes', but 'hhmembervnumber' is missing if the respondent did not provide the number of household members at the time of the survey.
- **hhmemberin_#**: indicates whether a household member is currently in the household as reported by the respondent. Household members are never removed from the stored household roster and their information is always included in survey data sets. The order of the roster is the same order in which household members were specified by the respondent in the 'MyHousehold' survey. The order is identified by the suffix _# (e.g., _1 indicates the first household member, _2 the second household member, etc.).

As an example, if the first household member is in the household at the time of the survey, 'hhmemberin_1' is set to '1 HH Member 1 is in the HH'; if he/she has moved out, 'hhmemberin_1' is set to '0 HH member 1 is no longer in the HH'. Since information of other household members (stored in the variables listed below) is always included in survey data sets, information about 'hhmemberin_1' is available whether this person is still in the household or has moved out.

- **hhmembergen_#**: indicates the gender of another household member as reported by the respondent.
- **hhmemberage_#**: indicates the age of another household member. The age is derived from the month and year of birth of the household member as reported by the respondent.
- **hhmemberrel_#**: indicates the relationship of the respondent to the other household member as reported by the respondent.

- **hhmemberuasid_#**: is the 'uasid' of the other household member if this person is also a UAS panel member. It is set to missing (.) if this person is not a UAS panel member at the time of the survey. Since this identifier is directly reported by the respondent (chosen from a preloaded list), it may differ from the actual (correct) 'uasid' of the UAS member it refers to because of reporting error. Also, this variable should not be used to identify UAS members in a given household at the time of the survey. This is because the variables 'hhmemberuasid_#' are taken from the most recent 'My Household' and changes in household composition involving UAS members may have occurred between the time of the respondent answered 'My Household' and the time the respondent answers the survey. To follow UAS members of a given household, it is advised to use the identifiers 'uashhid' and 'survhhid'.
- **lastmyhh_date**: the date on which the demographics variables were collected through the 'My Household' survey.

5 MISSING DATA CONVENTIONS

Data files provide so-called clean data, that is, answers given to questions that are not applicable anymore at survey completion (for example because a respondent went back in the survey and skipped over a previously answered question) are treated as if the questions were never asked. In the data files all questions that were asked, but not answered by the respondent are marked with (.e). All questions never seen by the respondent (or any dirty data) are marked with (.a). The latter may mean that a respondent did not view the question because s/he skipped over it; or alternatively that s/he never reached that question due to a break off. If a respondent did not complete a survey, the variables representing survey end date and time are marked with (.c). Household member variables are marked with (.m) if the respondent has less household members (e.g. if the number of household members is 2, any variables for household member 3 and up are marked with (.m)).

UAS provides data in STATA and CSV format. Stata data sets come with include variable labels that are not available in the CSV files. Value labels are provided for single-response answer option. In STATA these labels will include the labels 'Not asked' and 'Not answered' for (.a) and (.e), and will show in tabulations such as 'tab q1, missing'. For multiple-response questions a binary variable is created for each answer option indicating whether the option was selected or not. A summary variable is also provided in string format reflecting which options were selected and in which order. For example, if a question asked about favorite animals with options cat, dog, and horse, then if a respondent selected horse and then cat, the binary variables for horse and cat will be set to yes, while the overall variable would have a string value of '3-1'. If no answer was given, all binary variables and the summary variable will be marked with '.e'.

Questions that are asked multiple times are often implemented as so-called array questions. Supposing the name of such question was Q1 and it was asked in 6 different instances, your data set would contain the variables Q1_1_ to Q1_6_. To illustrate, if a survey asked the names of all children, then child_1_ would contain the name of the first child the respondent named and so on.

More information about the UAS data in general can be found on the UAS Data Pages web site.

6 ROUTING SYNTAX

The survey with routing presented in the next section includes all of the questions that make up this survey, the question answers when choices were provided, and the question routing. The routing includes descriptions of when questions are grouped, conditional logic that determines when questions are presented to the respondent, randomization of questions and answers, and fills of answers from one question to another.

If you are unfamiliar with conditional logic statements, they are typically formatted so that **if** the respondent fulfills some condition (e.g. they have a cellphone or a checking account), **then** they are presented with some other question or the value of some variable is changed. If the respondent does not fulfill the condition (e.g. they are not a cellphone adopter or they do not have a checking account), something **else** happens such as skipping the next question or changing the variable to some other value. Some of the logic involved in the randomization of questions or answers being presented to the respondent is quite complex, and in these instances there is documentation to clarify the process being represented by the routing.

Because logic syntax standards vary, here is a brief introduction to our syntax standards. The syntax used in the conditional statements is as follows: '=' is equal to, '<' is less than, '>' is greater than, and '!= ' is used for does not equal. When a variable is set to some number N, the statement looks like 'variable := N'.

The formatting of the questions and routing are designed to make it easier to interpret what is occurring at any given point in the survey. Question ID is the bold text at the top of a question block, followed by the question text and the answer selections. When a question or variable has associated data, the name links to the appropriate data page, so you can easily get directly to the data. Text color is used to indicate the routing: **red** is conditional logic, **gold** is question grouping, **green** is looping, and **orange** is used to document randomization and other complex conditional logic processes. The routing is written for a computer to parse rather than a human to read, so when the routing diverges significantly from what is displayed to the respondent, a screenshot of what the respondent saw is included.

The name of the randomization variables are defined in proximity to where they are put into play, and like the question ID the names of the randomization variables can be used to link directly to the associated data page.

7 SURVEY WITH ROUTING

Start of section **Channels**

introSurvey (intro in section Channels)

In the first part of this survey, we will ask you some questions about how you prefer to receive information about retirement planning in general, and about Social Security.

ch001 (retired in section Channels)

Are you retired?

- 1 Yes
- 2 No

ch002 (ever tried figure out how much to save for retirement in section Channels)

In the past, have you ever tried to figure out how much your household should save for retirement?

- 1 Yes
- 2 No

ch003 (tried develop retirement plan in section Channels)

Have you ever tried to develop a plan for your retirement?

- 1 Yes
- 2 No

ch004.intro (ever sought information about retirement planning in section Channels)

Have you ever sought information about **retirement planning** from any of the following-sources? Please select all that apply.

- 1 Family, friends and/or colleagues
- 2 Employer
- 3 Television, radio, newspaper and other media
- 4 Social Security Administration website
- 5 Social Security Administration office
- 6 Social Security Administration mailed information
- 7 Social Security Administration phone line
- 8 Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 9 Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 10 Financial advisors/planner, accountant, insurance agent, banks and/or broker
- 11 Websites of nonprofit organizations e.g. AARP
- 12 Offices of nonprofit organizations e.g. AARP
- 13 Community organizations such as churches, libraries and community centers
- 14 None of the above

ch038_intro (ever attended in the following activities in section Channels)

Have you ever participated in the following **activities** to obtain information about **retirement planning**? Please select all that apply.

- 1 Attended in-person classes/seminars
- 2 Participated in online classes/seminars
- 3 Scheduled one-one-one meetings or consultations
- 4 None of the above

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch041_intro (Section Channels)

How **useful** do you think these sources are when providing information about **retirement planning**? If you have never used them, please give us your best guess.

SUBGROUP OF QUESTIONS

ch041a (retirement planning Family, friends and/or colleagues in section Channels)

Family, friends and/or colleagues

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041b (retirement planning Employer in section Channels)

Employer

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041c (retirement planning Television and/or radio in section Channels)

Television, radio, newspaper and other media

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041d (retirement planning Social Security Administration website in section Channels)

Social Security Administration **website**

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful

4 Not useful at all

ch041e (retirement planning Social Security Administration office in section Channels)
Social Security Administration **office**

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041f (retirement planning Social Security Administration mailed information in section Channels)

Social Security Administration **mailed information**

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041g (retirement planning Social Security Administration phone line in section Channels)

Social Security Administration **phone line**

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041h (retirement planning websites other agencies in section Channels)

Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041i (retirement planning offices other agencies in section Channels)

Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041j (retirement planning Financial advisors/planner, accountant, insurance agent, banks and/or broker in section Channels)

Financial advisors/planner, accountant, insurance agent, banks and/or broker

- 1 Very useful

- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041k (retirement planning Websites of nonprofit organizations e.g. AARP in section Channels)

Websites of nonprofit organizations e.g. AARP

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041l (retirement planning Offices of nonprofit organizations e.g. AARP in section Channels)

Offices of nonprofit organizations e.g. AARP

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch041m (retirement planning Community organizations such as churches, libraries and community centers in section Channels)

Community organizations such as churches, libraries and community centers

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

END OF SUBGROUP

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch005.intro (Section Channels)

How **accurate** do you think these sources are when providing information about **retirement planning**? If you have never used them, please give us your best guess.

SUBGROUP OF QUESTIONS

ch005a (Accurate Family, friends and/or colleagues in section Channels)

Family, friends and/or colleagues

- 1 Very accurate
- 2 Somewhat accurate

- 3 Not very accurate
- 4 Not accurate at all

ch005b (Accurate Employer in section Channels)
Employer

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not accurate at all

ch005c (Accurate Television and/or radio in section Channels)
Television, radio, newspaper and other media

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not accurate at all

ch005d (Accurate Social Security Administration website in section Channels)
Social Security Administration **website**

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not accurate at all

ch005e (Accurate Social Security Administration office in section Channels)
Social Security Administration **office**

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not accurate at all

ch005f (Accurate Social Security Administration mailed information in section Channels)
Social Security Administration **mailed information**

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not accurate at all

ch005g (Accurate Social Security Administration phone line in section Channels)
Social Security Administration **phone line**

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate

4 Not accurate at all

ch005h (Accurate Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation) in section Channels)

Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

1 Very accurate

2 Somewhat accurate

3 Not very accurate

4 Not accurate at all

ch005i (Accurate Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation) in section Channels)

Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

1 Very accurate

2 Somewhat accurate

3 Not very accurate

4 Not accurate at all

ch005j (Accurate Financial advisors/planner, accountant, insurance agent, banks and/or broker in section Channels)

Financial advisors/planner, accountant, insurance agent, banks and/or broker

1 Very accurate

2 Somewhat accurate

3 Not very accurate

4 Not accurate at all

ch005k (Accurate Websites of nonprofit organizations e.g. AARP in section Channels)

Websites of nonprofit organizations e.g. AARP

1 Very accurate

2 Somewhat accurate

3 Not very accurate

4 Not accurate at all

ch005l (Accurate Offices of nonprofit organizations e.g. AARP in section Channels)

Offices of nonprofit organizations e.g. AARP

1 Very accurate

2 Somewhat accurate

3 Not very accurate

4 Not accurate at all

ch005m (Accurate Community organizations such as churches, libraries and community centers in section Channels)

Community organizations such as churches, libraries and community centers

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not accurate at all

END OF SUBGROUP

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch006.intro (Section Channels)

How **easy** is it for you to **understand** information about **retirement planning** from these sources? If you have never used them, please give us your best guess.

SUBGROUP OF QUESTIONS

ch006a (Understand Family, friends and/or colleagues in section Channels)

Family, friends and/or colleagues

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006b (Understand Employer in section Channels)

Employer

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006c (Understand Television, radio, newspaper and other media in section Channels)

Television, radio, newspaper and other media

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006d (Understand Social Security Administration website in section Channels)

Social Security Administration **website**

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006e (Understand Social Security Administration office in section Channels)
Social Security Administration **office**

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006f (Understand Social Security Administration mailed information in section Channels)

Social Security Administration **mailed information**

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006g (Understand Social Security Administration phone line in section Channels)

Social Security Administration **phone line**

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006h (Understand Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation) in section Channels)

Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006i (Understand Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation) in section Channels)

Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

- 1 Very easy
- 2 Somewhat easy

- 3 Somewhat difficult
- 4 Very difficult

ch006j (Understand Financial advisors/planner, accountant, insurance agent, banks and/or broker in section Channels)

Financial advisors/planner, accountant, insurance agent, banks and/or broker

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006k (Understand Websites of nonprofit organizations e.g. AARP in section Channels)

Websites of nonprofit organizations e.g. AARP

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006l (Understand Offices of nonprofit organizations e.g. AARP in section Channels)

Offices of nonprofit organizations e.g. AARP

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch006m (Understand Community organizations such as churches, libraries and community centers in section Channels)

Community organizations such as churches, libraries and community centers

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

END OF SUBGROUP

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch007_intro (Section Channels)

How **easy** is it for you to **access** information about **retirement planning** from these sources? If you have never used them, please give us your best guess.

SUBGROUP OF QUESTIONS

ch007a (Access Family, friends and/or colleagues in section Channels)
Family, friends and/or colleagues

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch007b (Access Employer in section Channels)
Employer

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch007c (Access Television, radio, newspaper and other media in section Channels)
Television, radio, newspaper and other media

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch007d (Access Social Security Administration website in section Channels)
Social Security Administration **website**

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch007e (Access Social Security Administration office in section Channels)
Social Security Administration **office**

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch007f (Access Social Security Administration mailed information in section Channels)
Social Security Administration **mailed information**

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult

4 Very difficult

ch007g (Access Social Security Administration phone line in section Channels)

Social Security Administration **phone line**

1 Very easy

2 Somewhat easy

3 Somewhat difficult

4 Very difficult

ch007h (Access Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation) in section Channels)

Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

1 Very easy

2 Somewhat easy

3 Somewhat difficult

4 Very difficult

ch007i (Access Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation) in section Channels)

Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

1 Very easy

2 Somewhat easy

3 Somewhat difficult

4 Very difficult

ch007j (Access Financial advisors/planner, accountant, insurance agent, banks and/or broker in section Channels)

Financial advisors/planner, accountant, insurance agent, banks and/or broker

1 Very easy

2 Somewhat easy

3 Somewhat difficult

4 Very difficult

ch007k (Access Websites of nonprofit organizations e.g. AARP in section Channels)

Websites of nonprofit organizations e.g. AARP

1 Very easy

2 Somewhat easy

3 Somewhat difficult

4 Very difficult

ch007I (Access Offices of nonprofit organizations e.g. AARP in section Channels)

Offices of nonprofit organizations e.g. AARP

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

ch007m (Access Community organizations such as churches, libraries and community centers in section Channels)

Community organizations such as churches, libraries and community centers

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult

END OF SUBGROUP

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch008 (ever visited any websites to get information in section Channels)

Have you ever visited any of the following websites to get information about **retirement planning**? Please select all that apply.

- 1 Social Security Administration
- 2 Mymoney.gov
- 3 Department of Labor website
- 4 Internal Revenue Service website
- 5 Pension Benefit Guarantee Corporation website
- 6 FINRA Investor Education Foundation website
- 7 AARP website
- 8 American Institute of Certified Public Accountants website
- 9 Other, please specify:
- 10 None of the above

ch008.other (other ever visited any websites to get information in section Channels)

STRING

END OF GROUP

IF ch001 != 1 THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch009_intro (Section Channels)

Please tell us how strongly you agree or disagree with the following statements:

SUBGROUP OF QUESTIONS

ch009a (I currently have enough information to plan for my retirement in section Channels)

I currently have enough information to plan for my retirement

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch009b (I am not interested in learning about retirement planning in section Channels)

I am not interested in learning about retirement planning

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch009c (I don't know what the best source is for information about planning for retirement in section Channels)

I don't know what the best source is for information about planning for retirement

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch009d (D. I am comfortable performing online transactions regarding my bank account/s and other financial services in section Channels)

I am comfortable performing online transactions regarding my bank account/s and other financial services

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch009e (I am comfortable going online to seek information about retirement planning in section Channels)

I am comfortable going online to seek information about retirement planning

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree

4 Strongly disagree

ch009f (I am comfortable going online to seek information about government services in general in section Channels)

I am comfortable going online to seek information about government services in general

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

END OF SUBGROUP

END OF GROUP

END OF IF

ch011_intro (Section Channels)

Have you ever sought information about your **Social Security retirement benefits** from the following sources? Please select all that apply.

- 1 Family, friends and/or colleagues
- 2 Employer
- 3 Television, radio, newspaper and other media
- 4 Social Security Administration website
- 5 Social Security Administration office
- 6 Social Security Administration mailed information
- 7 Social Security Administration phone line
- 8 Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 9 Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 10 Financial advisors/planner, accountant, insurance agent, banks and/or broker
- 11 Websites of nonprofit organizations e.g. AARP
- 12 Offices of nonprofit organizations e.g. AARP
- 13 Community organizations such as churches, libraries and community centers
- 14 None of the above

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch039 (kind of information sought in section Channels)

In the past, what kind of information have you sought about Social Security retirement benefits? Please select all that apply.

- 1 Claiming strategies
- 2 Your retirement age or that of a family member
- 3 When is the best age to claim
- 4 Effects of pensions on Social Security

- 5 Taxes on Social Security benefits
- 6 How work earnings affect benefits
- 7 The importance of Social Security benefits
- 8 Other, please specify:
- 9 None of the above

ch039.other (other info sought in section Channels)
STRING

END OF GROUP

ch012.intro (ever sought information about SS survivor benefits in section Channels)
Have you ever sought information about your **Social Security survivor benefits** from the following sources? Please select all that apply.

- 1 Family, friends and/or colleagues
- 2 Employer
- 3 Television, radio, newspaper and other media
- 4 Social Security Administration website
- 5 Social Security Administration office
- 6 Social Security Administration mailed information
- 7 Social Security Administration phone line
- 8 Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 9 Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 10 Financial advisors/planner, accountant, insurance agent, banks and/or broker
- 11 Websites of nonprofit organizations e.g. AARP
- 12 Offices of nonprofit organizations e.g. AARP
- 13 Community organizations such as churches, libraries and community centers
- 14 None of the above

ch013.intro (ever sought information about SS disability benefits in section Channels)
Have you ever sought information about your **Social Security disability benefits** from the following sources? Please select all that apply.

- 1 Family, friends and/or colleagues
- 2 Employer
- 3 Television, radio, newspaper and other media
- 4 Social Security Administration website
- 5 Social Security Administration office
- 6 Social Security Administration mailed information
- 7 Social Security Administration phone line
- 8 Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 9 Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)

- 10 Financial advisors/planner, accountant, insurance agent, banks and/or broker
- 11 Websites of nonprofit organizations e.g. AARP
- 12 Offices of nonprofit organizations e.g. AARP
- 13 Community organizations such as churches, libraries and community centers
- 14 None of the above

ch014.intro (used any of the following sources to get info from ssa in section Channels)
 There are different ways in which you can get information about your benefits from Social Security.

Have you used any of the following sources to get information from the Social Security Administration? Please select all that apply.

- 1 Visited the Social Security Administration's Facebook page
- 2 Read a tweet from Social Security Administration
- 3 Watched a YouTube video from Social Security Administration
- 4 None of the above

IF 4 IN ch004.intro OR 4 IN ch011.intro THEN

ch015.intro (any of following activities on SSA site in section Channels)
 You mentioned before that you visited the Social Security Website. Please let us know if you did any of the following activities on the site. Please select all that apply.

- 1 Apply for Social Security benefits
- 2 Get your Social Security Statement
- 3 Appeal a decision about your benefits
- 4 Find out if you qualify for benefits
- 5 Estimate future benefits
- 6 Get a letter with proof of benefits
- 7 Get a replacement SSA-1099 or SSA-1042S
- 8 Check Social Security benefits and personal information
- 9 Check Medicare benefits and personal information
- 10 Check Supplemental Security Income (SSI) benefits and personal information
- 11 Block electronic access to your information
- 12 Link services with other businesses, governments, payees and third parties
- 13 Request a letter saying you do not receive benefits from SSA
- 14 Look for information
- 15 None of the above

END OF IF

ch040.intro (after visiting SSA website did any of the following in section Channels)
 After you have visited the Social Security Administration's website to obtain information or conduct a transaction, have you done any of the following? Please select all that apply.

- 1 Bring it to a financial planner
- 2 Call the SSA and speak to a live person
- 3 Share information with family and friends
- 4 Look for another source to confirm and/or clarify

5 None of the above

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch016_intro (Section Channels)

Now, thinking only about the future, please tell us how *useful* you would find the following sources of information about Social Security benefits.

SUBGROUP OF QUESTIONS

ch016a (Information mailed by the Social Security Administration to my home in section Channels)

Information mailed by the Social Security Administration to my home

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch016b (Public service announcements in the print media in section Channels)

Public service announcements in the print media

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch016c (Public service announcements in the television or radio in section Channels)

Public service announcements in the television or radio

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch016d (Public service announcements via social media in section Channels)

Public service announcements via social media (Facebook or Twitter)

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch016e (Information posted in community spaces in section Channels)

Information posted in community spaces such as churches, libraries and community centers

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful

4 Not useful at all

ch016f (Information provided by a Social Security Administration representative in person in section Channels)

Information provided by a Social Security Administration representative in person, in a location such as community center or local school

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch016g (Information provided at my place of work in section Channels)

Information provided at my place of work

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch016h (Web-based tutorials by the Social Security Administration (such as on YouTube) in section Channels)

Web-based tutorials by the Social Security Administration (for example in the form of YouTube videos or other platforms)

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

ch016i (A Social Security Administration smartphone application (app) in section Channels)

A Social Security Administration smartphone application (app)

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not useful at all

END OF SUBGROUP

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch017.intro (Section Channels)

Please tell us how strongly you agree or disagree with the following statements:

SUBGROUP OF QUESTIONS

ch017a (have enough information about Social Security retirement eligibility and benefits in section Channels)

I currently have enough information about my Social Security retirement eligibility and benefits

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch017b (receive more information from Social Security about benefits and planning for retirement in section Channels)

I would like to receive more information from Social Security about my benefits and planning for my retirement

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch017c (trust more Social Security than other government sources in section Channels)

I **trust** information about retirement planning provided by the Social Security Administration more than information from other government sources

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch017d (trust Social Security more than private or non-government sources in section Channels)

I **trust** information about retirement planning provided by the Social Security Administration more than information from private or non-government sources

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch017e (can easily find information about Social Security retirement eligibility and benefits in section Channels)

I can **easily find** the information I want/need about my Social Security retirement eligibility and benefits

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree

4 Strongly disagree

ch017f (Information provided in person by a Social Security representative is more relevant in section Channels)

Information provided in person by a Social Security representative is more relevant to me and my specific situation than the information I can find on the website

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch017g (always open and carefully read all mail received from Social Security Administration in section Channels)

I always open and carefully read all mail I receive from the Social Security Administration

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch017h (comfortable performing online transactions related to Social Security benefits in section Channels)

I am comfortable performing online transactions related to my Social Security benefits

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

END OF SUBGROUP

END OF GROUP

ch018 (heard about my social security in section Channels)

My Social Security is an online account anyone with a social security number can set up through the Social Security Administration.

Have you previously heard about *My Social Security*?

- 1 Yes
- 2 No

IF ch018 = 1 THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch019 (how heard about my social security in section Channels)

Where did you hear about *my Social Security*? Please check all that apply.

- 1 Family, friends and/or colleagues
- 2 Employer
- 3 Television, radio, newspaper and other media
- 4 Social Security Administration **website**
- 5 Social Security Administration **office**
- 6 Social Security Administration **mailed information**
- 7 Social Security Administration **phone line**
- 8 Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 10 Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 11 Financial advisors/planner, accountant, insurance agent, banks and/or broker
- 12 Websites of nonprofit organizations e.g. AARP
- 13 Offices of nonprofit organizations e.g. AARP
- 14 Community organizations such as churches, libraries and community centers
- 15 Other, please specify:
- 16 None of the above

ch019_other (other how heard about my social security in section Channels)

STRING

END OF GROUP

ch020 (set up a my Social Security account in section Channels)

Have you set up a *my Social Security* account?

- 1 Yes
- 2 No

IF ch020 = 1 THEN

ch022_intro (done any with my social security account in section Channels)

Have you ever used *my Social Security* to do any of the following? Please select all that apply.

- 1 Track and verify your earnings
- 2 Get an estimate of future benefits
- 3 Get a letter with proof of benefits
- 4 Change your personal information such as address
- 5 Start or change your direct deposit
- 6 Get a replacement Medicare card
- 7 Get a replacement SSA-1099 or SSA-1042S
- 8 None of the above

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch023.intro (Section Channels)

We are interested in your views about your *my Social Security* account. Please tell us the extent to which you agree or disagree with the following statements:

SUBGROUP OF QUESTIONS

ch023a (confident in the security of personal information in section Channels)

I am confident in the security of my personal information

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch023b (My Social Security account is easy to use in section Channels)

My Social Security account is easy to use

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch023c (personal information on my Social Security account is timely and accurate in section Channels)

The personal information on *my Social Security* account is timely and accurate

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch023d (Transactions made on my Social Security account are reliable in section Channels)

Transactions made on *my Social Security* account are reliable

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch023e (My Social Security account allows to perform most of the transactions needed in section Channels)

My Social Security account allows me to perform most of the transactions I need to conduct with regarding Social Security

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

| END OF SUBGROUP

| END OF GROUP

ELSE

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch021 (Why not set up my social security in section Channels)
Why not? Please check the main reason.

- 1 Do not like to provide or receive personal information online
- 2 Too burdensome to set up
- 3 Not very useful / no need right now
- 4 Tried but was not able to complete registration for technical reasons
- 5 Do not know enough about it
- 6 No particular reason
- 7 Other, please specify:

ch021_other (other reason not set up my social security account in section Channels)
STRING

| END OF GROUP

END OF IF

ELSE

ch024 (willing to set up a my Social Security Account in section Channels)
Would you be willing to set up a *my Social Security Account*?

- 1 Yes
- 2 No
- 3 Maybe/Don't know

IF ch024 = 1 THEN

ch026_intro (Which of the following services do you think you would be likely to use in section Channels)

Which of the following do you think you would be likely to do through your *my Social Security account*? Please select all that apply.

- 1 Track and verify your earnings
- 2 Get an estimate of future benefits
- 3 Get a letter with proof of benefits
- 4 Change your personal information such as address
- 5 Start or change your direct deposit
- 6 Get a replacement Medicare card
- 7 Get a replacement SSA-1099 or SSA-1042S
- 8 None of the above

ELSE

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch025 (why not set up my social security in section Channels)

Why not? Please check the main reason.

- 1 Do not like to provide or receive personal information online
- 2 Too burdensome to set up
- 3 Not very useful / no need right now
- 4 I don't think I would be eligible for *my Social Security Account*
- 5 Do not know enough about it
- 6 No particular reason
- 7 Other, please specify:

ch025_other (other why not set up my social security account in section Channels)

STRING

END OF GROUP

END OF IF

END OF IF

ch027 (heard about retirement estimator in section Channels)

The *Retirement Estimator* is an online tool for estimating benefits based on your own Social Security information.

Have you previously heard about the *Retirement Estimator*?

- 1 Yes
- 2 No

IF ch027 = 1 THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch028 (how heard estimator in section Channels)

Where did you hear about it? Please select all that apply.

- 1 Family, friends and/or colleagues
- 2 Employer
- 3 Television, radio, newspaper and other media
- 4 Social Security Administration **website**
- 5 Social Security Administration **office**
- 6 Social Security Administration **mailed information**
- 7 Social Security Administration **phone line**
- 8 Websites of other government agencies (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 9 Offices of other government agencies' (e.g. Department of Labor, Consumer Financial Protection Bureau or the Federal Deposit Insurance Corporation)
- 10 Financial advisors/planner, accountant, insurance agent, banks and/or broker

- 11 Websites of nonprofit organizations e.g. AARP
- 12 Offices of nonprofit organizations e.g. AARP
- 13 Community organizations such as churches, libraries and community centers
- 14 Other, please specify:
- 15 None of the above

ch028_other (other heard estimator in section Channels)
STRING

END OF GROUP

ch029 (ever used estimator in section Channels)
Have you ever used the *Retirement Estimator*?
1 Yes
2 No

IF ch029 = 1 THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch031_intro (Section Channels)
We are interested in your experience with the *Retirement Estimator*. Please tell us the extent to which you agree or disagree with the following statements:

SUBGROUP OF QUESTIONS

ch031a (calculator confident in the security of personal information in section Channels)
I am confident in the security of my personal information
1 Strongly agree
2 Somewhat agree
3 Somewhat disagree
4 Strongly disagree

ch031b (The Retirement Estimator is easy to use in section Channels)
The *Retirement Estimator* is easy to use
1 Strongly agree
2 Somewhat agree
3 Somewhat disagree
4 Strongly disagree

ch031c (estimates Retirement Estimator accurate in section Channels)
The estimates given by the *Retirement Estimator* reflect my personal information accurately.
1 Strongly agree
2 Somewhat agree

- 3 Somewhat disagree
- 4 Strongly disagree

ch031d (possible actual benefits will vary from the Retirement Estimator in section Channels)

It is possible that my actual benefits will vary from the estimates given by the *Retirement Estimator*

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch031e (confident in acting on the estimates given Retirement Estimator in section Channels)

I would be confident in acting on the estimates given by the *Retirement Estimator*

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

ch031f (need additional information besides Retirement Estimator in section Channels)

I would need additional information other than the estimates given by the *Retirement Estimator* to make decisions about my retirement savings

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree

END OF SUBGROUP

END OF GROUP

ELSE

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch030 (why not used retirement estimator in section Channels)

Why not? Please check the main reason.

- 1 Do not like to provide or receive personal information online
- 2 Too burdensome to set up
- 3 Not very useful / no need right now
- 4 Tried but was not able to use it for technical reasons
- 5 Not eligible to use it
- 6 Do not know enough about it
- 7 No particular reason


```

8 Other, please specify:

ch030_other (other reason not used retirement estimator in section Channels)
STRING

END OF GROUP
END OF IF
ELSE
ch032 (willing to use the Retirement Estimator in section Channels)
Would you be willing to use the Retirement Estimator?
1 Yes
2 No

IF ch032 = 1 THEN
ELSE
GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

ch033 (Why not use retirement estimator in section Channels)
Why not? Please check the main reason.
1 Do not like to provide or receive personal information online
2 Too burdensome to set up
3 Don't think results would be accurate
4 Not very useful / no need right now
5 I don't think I would be eligible
6 Do not know enough about it
7 No particular reason
8 Other, please specify:

ch033_other (other Why not use retirement estimator in section Channels)
STRING

END OF GROUP
END OF IF
END OF IF

```

Fill code of question FL_ch037 executed

```

ch037 (age eligible for retirement without reduction in section Channels)
At what age (will you/would you have been) be eligible to receive Social Security retirement
benefits without a reduction for early retirement?
1 60 or younger
2 61
3 62
4 63

```

- 5 64
- 6 65
- 7 66
- 8 67
- 9 68
- 10 69
- 11 70 or older
- 12 Never/Not eligible
- 13 Already eligible
- 14 Don't know

End of section **Channels**

Start of section **Difficulty**

introD (Section Difficulty)

We now have some questions on a few more topics for you.

For the next set of questions, please indicate how much you agree or disagree with each of the following statements by selecting the response that corresponds most closely to your opinion.

/ The questions DY001 to DY012 are asked in a randomized order in accordance with the values listed in DY015_order. For example, if DY015_order_1 is equal to DY004, then the first question asked would have been that question. The question texts for DY001 to DY012 can be found within the loop below. /**

IF DY015_order(1) = EMPTY THEN

DY015_order := shuffleArray(array(1 →"DY001", 2 →"DY002", 3 →"DY003", 4 →"DY004", 5 →"DY005", 6 →"DY006", 7 →"DY007", 8 →"DY008", 9 →"DY009", 10 →"DY010", 11 →"DY011", 12 →"DY012"))

END OF IF

LOOP FROM 1 TO 12

Value of question DY015_order(DYcnt) asked as question

DY001: If I'm working on a task that feels difficult, it means that the task is important

DY002: A sign that a task is important to me is how difficult it feels while working on it. If it feels difficult, it's important

DY003: Struggling to complete a task reminds me that the task is important.

DY004: If a task is difficult, it is probably important for me to do well at it.

DY005: Tasks that feel difficult are important tasks.

DY006: If a task is difficult, it means that it's important for me.
DY007: If I feel stuck on a task, it's a sign that my effort is better spent elsewhere.
DY008: If working on a task feels very difficult, that type of task may not be possible for me.
DY009: Sometimes people work at things that just aren't meant for them. If a task feels too difficult, I should move on to something else.
DY010: I know that when working on a task feels hard, that feeling means it's not for me.
DY011: Finding a task really difficult tells me that I can't complete that task.
DY012: If a task feels really difficult, it may not be possible for me.

DY001-DY012 answer options:

1 1 Strongly disagree
2 2
3 3
4 4
5 5
6 6 Strongly agree

END OF LOOP

End of section **Difficulty**

Start of section **Background**

b001_intro (Section Background)

Finally, we would like to ask you one or two questions for a future survey we are planning.

b001 (have children in section Background)

Do you have any children?

1 Yes
2 No

IF b001 = 1 THEN

b002 (any twins in section Background)

Do you have twins?

1 Yes
2 No

IF b002 = 1 THEN

b003 (twins below 6 years old in section Background)

Are your twins below the age of 6?

1 Yes
2 No

b004 (number of children before twins in section Background)

How many children did you already have **before you had twins**? Please just enter zero if none.

END OF IF

END OF IF

End of section **Background**

Start of section **Closing**

CS_001 (HOW PLEASANT INTERVIEW in section Closing)

Could you tell us how interesting or uninteresting you found the questions in this interview?

1 Very interesting

2 Interesting

3 Neither interesting nor uninteresting

4 Uninteresting

5 Very uninteresting

CS_003 (comments in section Closing)

Do you have any other comments on the interview? Please type these in the box below.(If you have no comments, please click next to complete this survey.)

STRING

/ Please note that although question CS_003 is listed in the routing, the answers are not included in the microdata in the event identifiable information is captured. Cleaned responses are available by request. */*

End of section **Closing**