



**CUSTOM QUESTIONS**

IRS Spanish Survey

MID:

Date: 5/13/2013

**red & strike-through:** DELETE

**underlined & italicized:** RE-ORDER

**pink:** ADDITION

**blue + -->:** REWORDING

**violet (bold):** SKIP-LOGIC

**IRS Spanish Survey CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		How frequently do you visit this website?	First time Daily About once a week About once a month Every 6 months or less		Drop down, select one	Single	Y
		Which category best describes you? Are you ...?	An individual taxpayer Representing a business A tax professional (i.e. accountant, attorney, tax consultant, tax preparer, etc.) A VITA/TCE volunteer Other		Radio button, one-up vertical	Single	Y
		What is your primary reason for coming to the IRS.gov website today?	File a return Find my refund Find forms and publications Find out about earned income tax credit Research information for new people in the United States Get information on e-file Explore questions and answers for truckers filing electronic tax Get general information Learn more about identity theft Get a personal identification number (ITIN) Find out about criminal investigation Research social security number requirements Set up payment arrangements, installment plans Read about my civil rights Find information for small business Review farmers information center Learn about disaster tax relief Find taxpayer advocate services Explore appeals and tax dispute resolutions Research information by tax issues Find information for residents of Puerto Rico Find other government sites or resources Check videos on the IRS YouTube channel Read the IRS notices Read the press reports Other, please specify:	A	Radio button, one-up vertical	Single	Y
	A	If you answered "Other" as a primary reason, please specify.			Text area, no char limit		N
		Were you able to satisfy your Primary Reason for using IRS.gov on this current visit to our website?	Yes No Don't know / Not sure	A A	Drop down, select one	Single	Y
	A	Why do you feel that your Primary Reason for coming to the website was not completely resolved today?	The information was too difficult to locate on the IRS.gov website The information was too difficult to understand Other, please specify:	B	Drop down, select one	Single	Y
	B	Please specify why do you feel that your Primary Reason for coming to the website was not completely resolved.			Text area, no char limit		N
		How did you find information on our website today? (Please mark all that apply.)	IRS.gov search Advanced search Forms and publications area Site navigation Links on a page Site Map Bookmarks Internet search engine (e.g., Google, MSN Search, Yahoo! Search, etc.) Links to IRS.gov from other websites Other		Checkbox, one-up vertical	Multi	Y

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		Did you <b>find</b> the information you were <b>looking for</b> ?	Yes No Partially	A A	Drop down, select one	Single	Y
	A	If you <b>didn't find</b> what you were looking for, what <b>specific type</b> of information were you trying to find? Please specify.			Text area, no char limit		N
		<b>How could we improve</b> the IRS.gov website so that you could find the information you were looking for more readily?			Text area, no char limit		N

<b>Special instructions</b>	<b>CQ Label</b>
	Frequency
	Role
Skip logic	Reason
	Other reason/general info
Skip logic	Satisfy reason
	Unresolved reason
	Why unresolved reason
	Method

Special instructions	CQ Label
Skip logic	Find
	No info found
	Improvement