Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Examples

Welcome Text Example

Welcome Text

Thank you for visiting IRS Direct Pay. You've been randomly chosen to take part in a brief survey about this service.

Please take a few minutes to share your opinions which will help us create the best experience possible for you.

Thank You Text Example
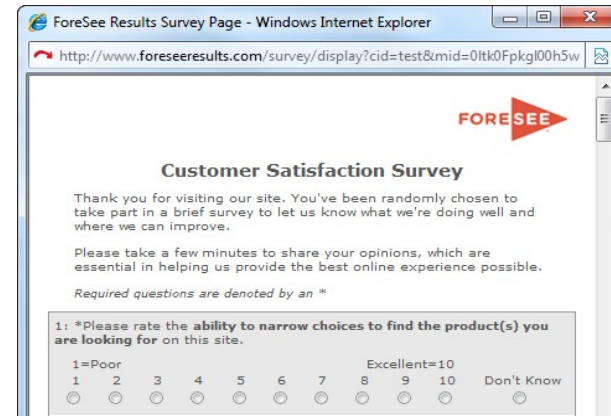

DEFAULT Thank You Text

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

'web site' has been corrected to now read 'website' in the text to the left
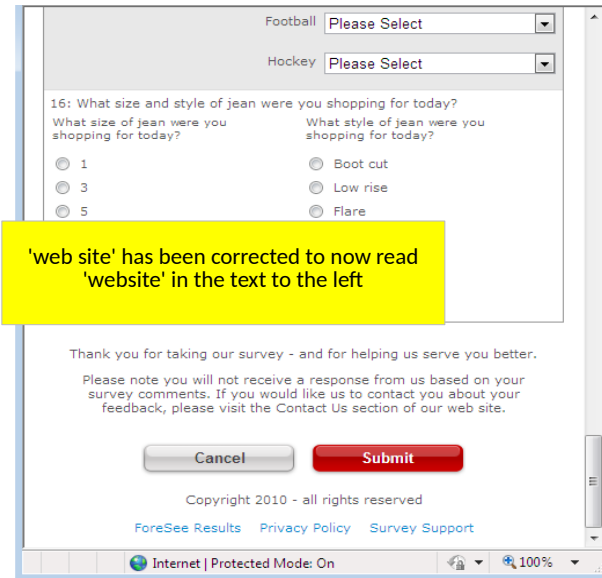
ALTERNATE WEB Thank You Text

~~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.~~

Model Instance Name:
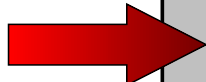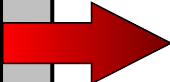*IRS ACH*
MID:
Partitioned (Y/N)? Y
Date: 11/01/2013

FORESEE

IRS ACH
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Site Information (1=Poor, 10=Excellent, Don't Know)	**Satisfaction**	**Recommend (1=Very Unlikely, 10=Very Likely)**
1 Please rate the **thoroughness of information** provided on IRS Direct Pay.	16 What is your **overall satisfaction** with IRS Direct Pay? *(1=Very Dissatisfied, 10=Very Satisfied)*	19 How likely are you to **recommend IRS Direct Pay** to someone else?
2 Please rate how **understandable information** is on IRS Direct Pay.	17 How well does IRS Direct Pay **meet your expectations**? *(1=Falls Short, 10=Exceeds)*	**Return (1=Very Unlikely, 10=Very Likely)**
3 Please rate how well IRS Direct Pay **information provides answers to your questions**.	18 How does IRS Direct Pay **compare to your idea of an ideal pay service**? *(1=Not Very Close, 10=Very Close)*	20 How likely are you to **return to IRS Direct Pay in** the future?
Site Performance (1=Poor, 10=Excellent, Don't Know)		**Use Service (1=Very Unlikely, 10=Very Likely)**
4 Please rate how **quickly pages load** on IRS Direct Pay.		21 How likely are you to **use IRS Direct Pay** again in the future?
5 Please rate the **consistency of speed from page to page** on IRS Direct Pay.		
6 Please rate the **ability to load pages without getting error messages** on IRS Direct Pay.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate **how well IRS Direct Pay is organized**.		
8 Please rate the **options available for navigating** IRS Direct Pay.		
9 Please rate **how well IRS Direct Pay layout helps you find what you are looking for.**		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
10 Please rate the **visual appeal** of IRS Direct Pay.		
11 Please rate the **balance of graphics and text** on IRS Direct Pay.		
12 Please rate the **readability of the pages** on IRS Direct Pay.		
Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)		
13 Please rate the **simplicity** of the **process for completing task(s)** on IRS Direct Pay.		
14 Please rate the **clarity of instructions for completing task(s)** on IRS Direct Pay.		
15 Please rate the **verification of task completion** on IRS Direct Pay.		

		Model Instance Name:		
		IRS ACH		
		MID:		
		Date: 11/01/2013		

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

IRS ACH 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	Special Instructions	CQ Label
		What is your **age**?	16-21		Drop down, select one	S	N		Age
			22-35						
			36-50						
			51-65						
			Above 66						
			Prefer not to respond						
		What is your **gender**?	Male		Drop down, select one	S	N		Gender
			Female						
			Prefer not to respond						
		What is your **income** level?	Under $30,000		Drop down, select one	S	N		Income
			$30,000-$50,000						
			$50,0000-$80,000						
			$80,000-$120,000						
			Above $120,000						
			Prefer not to respond						
		Is this your **first time** using IRS Direct Pay?	Yes		Radio button, one-up vertical	S	Y		First time
			No						
		What **features or benefits** prompted you to use IRS Direct Pay?	Online payment option		Checkbox, one-up vertical	M	Y		Features
			No fees						
			No registration						
			All of the above						
			None of the above						
			Other						
		Did you previously use an **alternative method** to submit payments to the IRS?	Yes	A	Radio button, one-up vertical	S	Y		Alternate method
			No						
	A	Which of the following **methods** did you use?	Paper process		Checkbox, one-up vertical	M	Y		Methods
			Online Credit Card Payment						
			EFTPS						
			Other						
		Would you **use** IRS Direct Pay **in the future**?	Yes		Radio button, one-up vertical	S	Y		Use again
			Not sure						
			No						
		How **easy it was to complete** your payment transaction today?	Very easy		Radio button, one-up vertical	S	Y		Ease of transaction
			Somewhat easy						
			Somewhat difficult	A					
			Very difficult	A					
			No opinion						
	A	Please tell us what **prevented** you from completing your transaction today.			Text area, no char limit		N		Incomplete transaction
		From the following list, please tell us what **additional services** would you like to have within IRS Direct Pay?	Save your bank account information for easier future payments		Checkbox, one-up vertical	M	Y		Additional services
			Look up your payment history						
			View your outstanding payment balance due to the IRS						
			Other, please specify	A					
	A	Please tell us what **other** additional service would you like to have within IRS Direct Pay.			Text area, no char limit		N		Other service
		How likely are you to **call customer service** as a result of your visit today?	1=Very Unlikely		Radio button, scale, has don't know	S	Y		Customer service
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			10=Very Likely						
			Don't know						
		If you could improve **one thing** within IRS Direct Pay service, please tell us what that would be?			Text area, no char limit		N		Improvement