

Account # 20278471 » MarketPoints balance as of July 24, 2014: 490

Hi Jessica,

GlobalTestMarket is looking for your opinion. Don't miss out on being rewarded for sharing your opinions. Complete this survey today!

A new survey is available

Survey Number: 307999

Reward for Survey Completion: 35 MarketPoints

Start Now!

You may also access the survey by copying the following URL into your browser:
http://www.globaltestmarket.com/survey/s.phtml?E_307999_b1aa754036e15906

Cheers,

The GlobalTestMarket Team

Add frontdesk@globaltestmarket.com to your address book so that online survey invitations are not filtered out as spam.

GlobalTestMarket validates data by analyzing the quality of responses at several key points within the survey process. As a participant, you agree to abide by our [terms of use](#). GlobalTestMarket is absolutely committed to safeguarding your privacy, view our [privacy policy](#).

You have received this invitation because you have opted in to participate in GlobalTestMarket online research. If you no longer wish to participate, you may [cancel your membership](#).

Please do not reply to this message. If you have any questions or concerns regarding this survey or your account, please [contact us](#).

[Click here](#) to read the sweepstakes rules and restrictions.

GlobalTestMarket . 1100 112th Avenue NE . Suite 200 . Bellevue, WA 98004 . USA

| Notice | CP91 | LT11 | LT27 |
|--|---|--|--|
| Sample Size | Total N=400 | Total N=400 | Total N=400 |
| Intro Text | We are conducting a web-based survey for the IRS to determine the effectiveness of its notices. The survey is voluntary, and your identity will remain anonymous. The survey will only take about 20 minutes to complete. It involves reading and answering questions about two notices; there are 7 pages in all. | We are conducting a web-based survey for the IRS to determine the effectiveness of its notices. The survey is voluntary, and your identity will remain anonymous. The survey will only take about 20 minutes to complete. It involves reading and answering questions about two notices; there are 4 pages in all. | We are conducting a web-based survey for the IRS to determine the effectiveness of its notices. The survey is voluntary, and your identity will remain anonymous. The survey will only take about 20 minutes to complete. It involves reading and answering questions about two notices; there are 7 pages in all. |
| Screeners & Demographics | | | |
| PN: | Ask everyone; Single response | | |
| QS1 | What is your gender? () Male () Female | Same | Same |
| PN: | Ask everyone; Single response | Same | Same |
| QS2 | () Under 18 (TERMINATE) () 18-29 () 30-39 () 40-49 () 50-59 () 60+ | | |
| PN: | Ask everyone; Single response | Same | Same |
| QS3 | What is your marital status? () Married () Single () Divorced/Separated () Widowed | | |
| PN: | Ask everyone; Single response | Same | Same |
| QS4 | Which of the following categories includes your annual household income? () Under \$25,000 () \$25,000-\$34,999 () \$35,000-\$49,999 () \$50,000-\$74,999 () \$75,000-\$99,999 () \$100,000-\$149,999 () \$150,000 or more () Prefer not to say | | |
| PN: | Ask everyone; Single response | Same | Same |
| QS5 | Are you of Hispanic or Latino origin (ethnicity)? () Yes () No Which of the following best describes your race? Please select one or more. Are you... Ask everyone; Multi-response () White () Black or African American () Asian () Native Hawaiian or other Pacific Islander () American Indian or Alaskan Native | | |
| PN: | Ask everyone; Single response; Drop-down menu | Same | Same |
| QS6 | In which state is your primary residence? | | |
| PN: | Ask everyone; Single response | Same | Same |
| QS7 | Have you filed a federal tax return in the past 5 years? () Yes () No (TERMINATE) | | |
| Document review | | | |
| Intro Text 2 (show before first doc) | Imagine you just received a notice in the mail from the IRS. We will ask you to review the notice and then answer questions about it. | Same | Same |
| Intro Text 3 (show before second doc) | Imagine you received a different version of the notice in the mail from the IRS. We will ask you to review the notice and then answer questions about it. | Same | Same |
| Directions for reading through document | Read through the document; you must review all pages before you can move forward (click above to navigate through the pages). Use the scroll bar on the right to scroll through each page. If you find a section confusing or hard to understand, click on it with your mouse to indicate that it's confusing. Once you've read all the pages, you'll be asked a series of questions about what you just read. | Same | Same |
| PN: | The participant reads (and clicks) through all pages. The first time the participant clicks on any section of the wireframe, a small pop-up notification will appear: "Please note that clicking a section of the document indicates that you feel it is confusing or hard to understand. A red check box will appear to indicate the section has been marked as confusing. Hit 'Next' to continue and begin clicking." If the participant doesn't click on anything, before advancing to the comprehension questions, a reminder will pop up. | | |
| PN: | "Do you want to mark anything as confusing or hard to understand? If you do, you can go back to any page and mark the document. Otherwise, you can continue to the questions." If the participant has marked items, an open-ended question will appear. | | |
| QDOC1 | You marked [X] section(s) as confusing or hard to understand. Describe what was most confusing to you. Please be as specific as possible in your response. | | |
| PN: | Show wireframe document and allow respondent to click on only 1 section. Once clicked, a pop-up open-end text box will appear with that section. | | |
| QDOC1a | Now, please click on ONE section of the entire document that you found to be the most useful in terms of the information and content it provided. Why was this section the most useful? | | |
| PN: | Show wireframe document and allow respondent to click on only 1 section. Once clicked, a pop-up open-end text box will appear with that section. | | |
| QDOC1b | And now please click on ONE section of the entire document that you found to be the least useful in terms of the information and content it provided. Why was this section the least useful? | | |
| Comprehension questions | | | |
| PN: | For Q1-Q6, display this instruction on top of the document viewer: "Please answer the following questions related to the document. You may click on any page for reference as you consider the questions." | Same | Same |
| PN: | Ask everyone; Radio buttons; Randomize statements; Multi-response | Ask everyone; Radio buttons; Randomize statements; Multi-response | Ask everyone. Radio buttons, Randomize statements; Multi-response |
| Q1 | Why did the IRS send you this notice? Mark all that apply () The IRS made changes to my tax return (X) To request payment (X) To warn me of the intent to seize Social Security benefits () To request additional information from me | Why did the IRS send you this notice? Mark all that apply (X) To warn me of the intent to seize my property or rights to property (X) To request payment () To request that I resubmit my return () To request additional information from me | Why have you received this notice? Mark all that apply. () The IRS made changes to my tax return () I've been approved for an installment agreement (X) [BEFORE: I contacted the IRS because I couldn't pay my taxes in full] [AFTER: I requested an installment agreement] (X) The IRS is awaiting additional information from me |
| PN: | Ask everyone, Radio buttons, Randomize statements; Single response | Ask everyone, Radio buttons, Randomize statements; Single response | Ask everyone, Radio buttons, Randomize statements; Single response |
| Q2 | Why is there an intent to seize your Social Security benefits? (X) I have unpaid federal taxes () The IRS has lost my return | Why is there an intent to seize your property or rights to property? (X) I have unpaid taxes () The IRS has lost my return | Why does the IRS need more information? (X) To assess whether I qualify for an installment agreement () To recalculate the amount due on my account |

| Notice | CP91 | LT11 | LT27 |
|-----------------------------------|---|--|--|
| | <input type="checkbox"/> I failed to file a tax return | <input type="checkbox"/> I failed to file a tax return | <input type="checkbox"/> I failed to file a tax return |
| | <input type="checkbox"/> The tax information on my return was incomplete | <input type="checkbox"/> The tax information on my return was incomplete | <input type="checkbox"/> The tax information on my return was incomplete |
| PN: | Ask everyone; Radio buttons; Randomize statements; Multi-response | Ask everyone; Radio buttons; Randomize statements; Multi-response | Ask everyone; Radio buttons; Randomize statements; Multi-response |
| Q3 | What happens if you do not contact the IRS or pay the amount due? Mark all that apply. | What happens if you do not take action by June 1? Mark all that apply. | What happens if you do not contact the IRS or pay the amount due? Mark all that apply. |
| | <input checked="" type="checkbox"/> The IRS may seize funds from my Social Security account | <input checked="" type="checkbox"/> The IRS may file a Notice of Tax Lien | <input type="checkbox"/> The IRS will cancel my installment agreement |
| | <input type="checkbox"/> I will be charged a \$200 failure-to-pay penalty | <input type="checkbox"/> I'll be taken to court for a Collection Due Process hearing | <input checked="" type="checkbox"/> (for BEFORE) The IRS may seize my property |
| | <input type="checkbox"/> Social Security will cease contributions to my account | <input checked="" type="checkbox"/> The IRS may seize my property | <input checked="" type="checkbox"/> (for AFTER) I will be charged additional interest and penalties |
| | <input type="checkbox"/> Nothing | <input type="checkbox"/> Nothing | <input type="checkbox"/> Nothing |
| PN: | Ask everyone; Radio buttons; Randomize statements; Single response | Ask everyone; Radio buttons; Randomize statements; Single response | Ask everyone; Radio buttons; Randomize statements; Single response |
| Q4 | What is a Low Income Taxpayer Clinic? | What's the difference between a lien and a levy? | If you qualify, when will you receive your installment agreement? |
| | <input type="checkbox"/> A branch of the Social Security Administration that helps people pay their taxes | <input checked="" type="checkbox"/> A lien is a claim against your property, while a levy is the seizure of your property | <input type="checkbox"/> I already have an installment agreement in place |
| | <input checked="" type="checkbox"/> An organization that helps people resolve their tax issues with the IRS | <input type="checkbox"/> A lien is a warning, while a levy is the final notice | <input type="checkbox"/> By June 1, 2014 |
| | <input type="checkbox"/> A branch of the IRS that provides options to paying taxes | <input type="checkbox"/> A lien is based on interest charges, while a levy is based on penalty charges | <input checked="" type="checkbox"/> After I submit Form 433F |
| | <input type="checkbox"/> A branch of the IRS that helps people pay their taxes | <input type="checkbox"/> Nothing | <input type="checkbox"/> After I pay the amount due in full |
| PN: | Ask everyone; Radio buttons; Randomize statements; Multi-response | Ask everyone; Radio buttons; Randomize statements; Single response | Ask everyone; Radio buttons; Randomize statements; Multi-response |
| Q5 | What action does the notice instruct you to take? Mark all that apply. | What action does the notice instruct you to take? | What do you need to do to be considered for an installment agreement? Mark all that apply. |
| | <input checked="" type="checkbox"/> Pay the amount due | <input checked="" type="checkbox"/> Pay the amount due | <input type="checkbox"/> I don't need to do anything |
| | <input type="checkbox"/> File an amended return | <input type="checkbox"/> File an amended return | <input type="checkbox"/> File an amended return |
| | <input type="checkbox"/> Contact the Social Security Administration | <input type="checkbox"/> Turn over my levied property or rights to property to the IRS | <input checked="" type="checkbox"/> Pay as much as I can |
| | <input checked="" type="checkbox"/> Call the IRS if I can't pay the amount due | <input type="checkbox"/> I don't need to take any action | <input checked="" type="checkbox"/> Submit Form 433F |
| PN: | Ask everyone; Radio buttons; Randomize statements; Multi-response | Ask everyone; Radio buttons; Randomize statements; Multi-response | Ask everyone; Radio buttons; Randomize statements; Single response |
| Q6 | What should you do if you are unable to pay the full amount due? Mark all that apply. | What should you do if you are unable to pay the full amount due? Mark all that apply. | What happens if you're approved for an installment agreement? |
| | <input checked="" type="checkbox"/> Pay as much as I can now | <input checked="" type="checkbox"/> Pay as much as I can now | <input checked="" type="checkbox"/> I get charged a fee as part of my first installment payment |
| | <input checked="" type="checkbox"/> Make payment arrangements that allow me to pay off the rest over time | <input checked="" type="checkbox"/> Make payment arrangements that allow me to pay off the rest over time | <input type="checkbox"/> I can indefinitely delay payment to the IRS |
| | <input type="checkbox"/> Wait to contact the IRS until I can pay in full | <input type="checkbox"/> Wait to contact the IRS until I can pay in full | <input type="checkbox"/> My failure-to-pay penalty is waived |
| | <input checked="" type="checkbox"/> Contact the IRS to discuss my options | <input checked="" type="checkbox"/> Contact the IRS to discuss my options | <input type="checkbox"/> The IRS will amend my tax return |
| Simplicity Index Questions | | | |
| PN: | Ask everyone; Radio buttons, 1-5; Randomize statements | | |
| QDOC2 | Based on the document you just reviewed, please tell us how much you agree or disagree with the following statements, where 5 is "Strongly agree" and 1 is "Strongly disagree." | Same | Same |
| Clarity | | | |
| | The notice is well organized | Same | Same |
| | It is easy for me to understand the content and wording in the notice | | |
| | The notice is visually clear | | |
| | The typeface and type size are easy to read | | |
| | The notice helps me understand my situation | | |
| Freshness | | | |
| | The tone of the notice is better than I expected | Same | Same |
| | The tone of the notice is respectful | | |
| | The notice looks better than I expected | | |
| Honesty | | | |
| | The notice is straightforward | Same | Same |
| | The notice explains the IRS's decisions and the reasoning behind them | | |
| Usefulness | | | |
| | The notice helps me understand what actions I can take next | Same | Same |
| | The notice anticipates my questions | | |
| | The notice provides an appropriate level of detail | | |
| | The notice provides factual information for me to base my decision on | | |
| Inspiration | | | |
| | The notice makes me feel that the IRS wants me to be well informed | Same | Same |
| | The notice makes me feel like I can contact the IRS for help if I need it | | |
| Behavioral questions | | | |
| PN: | Ask everyone; Radio buttons | | |
| QDOC3 | To what extent does the presentation and tone of the notice make you more likely to read the entire document? | Same | Same |
| | <input type="checkbox"/> Much more likely | | |
| | <input type="checkbox"/> Somewhat more likely | | |
| | <input type="checkbox"/> No difference | | |
| | <input type="checkbox"/> Somewhat less likely | | |
| | <input type="checkbox"/> Much less likely | | |
| PN: | Ask everyone; Radio buttons; Randomize statements | Ask everyone; Radio buttons; Randomize statements | Ask everyone; Radio buttons; Randomize statements |
| QDOC4 | If you received this notice, what would you do? The more honest you can be about your response, the more it will help us create effective communications. Mark all that apply: | If you received this notice, what would you do? The more honest you can be about your response, the more it will help us create effective communications. Mark all that apply: | If you received this notice, what would you do? The more honest you can be about your response, the more it will help us create effective communications. Mark all that apply: |
| | <input type="checkbox"/> Not open it immediately; wait a few days/weeks until I had the time to focus on it | <input type="checkbox"/> Not open it immediately; wait a few days/weeks until I had the time to focus on it | <input type="checkbox"/> Not open it immediately; wait a few days/weeks until I had the time to focus on it |
| | <input type="checkbox"/> Contact an accountant for help | <input type="checkbox"/> Contact an accountant for help | <input type="checkbox"/> Contact an accountant for help |
| | <input type="checkbox"/> Contact the IRS to ask a question | <input type="checkbox"/> Contact the IRS to ask a question | <input type="checkbox"/> Contact the IRS to ask a question |
| | <input type="checkbox"/> Go to the IRS website (www.irs.gov) for help | <input type="checkbox"/> Go to the IRS website (www.irs.gov) for help | <input type="checkbox"/> Go to the IRS website (www.irs.gov) for help |
| | <input type="checkbox"/> Find an IRS publication for an explanation | <input type="checkbox"/> Find an IRS publication for an explanation | <input type="checkbox"/> Find an IRS publication for an explanation |
| | <input type="checkbox"/> Find an IRS tax clinic | <input type="checkbox"/> Find an IRS tax clinic | <input type="checkbox"/> Find an IRS tax clinic |
| | <input type="checkbox"/> Wait to see if I receive another notice | <input type="checkbox"/> Wait to see if I receive another notice | <input type="checkbox"/> Wait to see if I receive another notice |
| | <input type="checkbox"/> I wouldn't do anything | <input type="checkbox"/> I wouldn't do anything | <input type="checkbox"/> I wouldn't do anything |
| | <input type="checkbox"/> Other (please specify) [OE] | <input type="checkbox"/> Other (please specify) [OE] | <input type="checkbox"/> Other (please specify) [OE] |
| | <input type="checkbox"/> Submit payment | <input type="checkbox"/> Submit payment | <input type="checkbox"/> Submit payment |
| | <input type="checkbox"/> Contact the IRS to discuss my options | <input type="checkbox"/> Contact the IRS to discuss my options | <input type="checkbox"/> Submit the requested information |
| | | | <input type="checkbox"/> Contact the IRS to discuss my options |
| PN: | Repeat all questions from after the screener for the other version (Before or After) | Repeat all questions from after the screener for the other version (Before or After) | Repeat all questions from after the screener for the other version (Before or After) |
| Preference questions | | | |
| PN: | Show the wireframe document and allow the respondent to click on only one document. | Same | Same |
| QDOC5 | Click on the notice you preferred. | | |
| PN: | Ask everyone; Open-ended text box | Same | Same |
| QDOC6 | What is it about this notice that you preferred? | | |
| PN: | Ask everyone; Open-ended text box | Same | Same |
| QDOC7 | Is there any other information that was left out of the document, but would have helped you understand your situation and/or respond? If so, please describe. | | |
| Thank you screen | | | |
| Disclaimer | The Paperwork Reduction Act requires that the IRS display an OMB Control Number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the Internal Revenue Service, Tax Products Coordinating Committee, SE:W-CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224. | Same | Same |

| | |
|-------------------------------------|--|
| Notice | CP207 |
| Sample Size | Total N=400 |
| Intro Text | We are conducting a web-based survey for the IRS to determine the effectiveness of its notices. The survey is voluntary, and your identity will remain anonymous. The survey will only take about 20 minutes to complete. It involves reading and answering questions about two notices; there are 7 pages in all. |
| Screeners & Demographics | |
| PN: | Ask everyone; Single response |
| QS1 | What is your gender? |
| | <input type="checkbox"/> Male |
| | <input type="checkbox"/> Female |
| PN: | Ask everyone; Single response |
| QS2 | <input type="checkbox"/> Under 18 (TERMINATE) |
| | <input type="checkbox"/> 18–29 |
| | <input type="checkbox"/> 30–39 |
| | <input type="checkbox"/> 40–49 |
| | <input type="checkbox"/> 50–59 |
| | <input type="checkbox"/> 60+ |
| PN: | Ask everyone; Single response |
| QS3 | What is your marital status? |
| | <input type="checkbox"/> Married |
| | <input type="checkbox"/> Single |
| | <input type="checkbox"/> Divorced/Separated |
| | <input type="checkbox"/> Widowed |
| PN: | Ask everyone; Single response |
| QS4 | Which of the following categories includes your annual household income? |
| | <input type="checkbox"/> Under \$25,000 |
| | <input type="checkbox"/> \$25,000–\$34,999 |
| | <input type="checkbox"/> \$35,000–\$49,999 |
| | <input type="checkbox"/> \$50,000–\$74,999 |
| | <input type="checkbox"/> \$75,000–\$99,999 |
| | <input type="checkbox"/> \$100,000–\$149,999 |
| | <input type="checkbox"/> \$150,000 or more |
| | <input type="checkbox"/> Prefer not to say |
| PN: | Ask everyone; Single response |
| QS5 | Are you of Hispanic or Latino origin (ethnicity)? |
| | <input type="checkbox"/> Yes |
| | <input type="checkbox"/> No |
| | Which of the following best describes your race? Please select one or more. Are you... |
| | Ask everyone; Multi-response |
| | <input type="checkbox"/> White |
| | <input type="checkbox"/> Black or African American |
| | <input type="checkbox"/> Asian |
| | <input type="checkbox"/> Native Hawaiian or other Pacific Islander |
| | <input type="checkbox"/> American Indian or Alaskan Native |
| PN: | Ask everyone; Single response; Drop-down menu |
| QS6 | In which state is your primary residence? |
| PN: | Ask everyone; Single response; Randomize |
| QS7 | In the past 5 years, have you been employed in any of the following capacities? Mark all that apply. |
| | <input type="checkbox"/> CFO or Treasurer for a company |
| | <input type="checkbox"/> Small business owner |
| | <input type="checkbox"/> Internal or Management Accountant (for a company) |
| | <input type="checkbox"/> Public Accountant (self-employed or for an accounting firm) |
| | <input type="checkbox"/> None of the above (EXCLUSIVE, TERMINATE) |
| PN: | Ask everyone; Single response |
| QS8 | Have you filed a federal tax return on the behalf of a business in the past 5 years? |
| | <input type="checkbox"/> Yes |
| | <input type="checkbox"/> No (TERMINATE) |
| Document review | |

| | |
|--|---|
| Notice | CP207 |
| Intro Text 2 (show before first doc) | Imagine you just received a notice in the mail from the IRS. We will ask you to review the notice and then answer questions about it. |
| Intro Text 3 (show before second doc) | Imagine you received a different version of the notice in the mail from the IRS. We will ask you to review the notice and then answer questions about it. |
| Directions for reading through document | Read through the document; you must review all pages before you can move forward (click above to navigate through the pages). Use the scroll bar on the right to scroll through each page. |
| | If you find a section confusing or hard to understand, click on it with your mouse to indicate that it's confusing. |
| | Once you've read all the pages, you'll be asked a series of questions about what you just read. |
| PN: | The participant reads (and clicks) through all pages. The first time the participant clicks on any section of the wireframe, a small pop-up notification will appear: "Please note that clicking a section of the document indicates that you feel it is confusing or hard to understand. A red check box will appear to indicate the section has been marked as confusing. Hit 'Next' to continue and begin clicking." If the participant doesn't click on anything, before advancing to the comprehension questions, a reminder will pop up: |
| | "Do you want to mark anything as confusing or hard to understand? If you do, you can go back to any page and mark the document. Otherwise, you can continue to the questions." |
| PN: | If the participant has marked items, an open-ended question will appear: |
| QDOC1 | You marked [X] section(s) as confusing or hard to understand. Describe what was most confusing to you. Please be as specific as possible in your response. |
| PN: | Show wireframe document and allow respondent to click on only 1 section. Once clicked, a pop-up open-end text box will appear with that section. |
| QDOC1a | Now, please click on ONE section of the entire document that you found to be the most useful in terms of the information and content it provided. Why was this section the most useful? |
| PN: | Show wireframe document and allow respondent to click on only 1 section. Once clicked, a pop-up open-end text box will appear with that section. |
| QDOC1b | And now please click on ONE section of the entire document that you found to be the least useful in terms of the information and content it provided. Why was this section the least useful? |
| Comprehension questions | |
| PN: | For Q1–Q6, display this instruction on top of the document viewer: "Please answer the following questions related to the document. You may click on any page for reference as you consider the questions." |
| PN: | Ask everyone, Radio buttons, Randomize statements; Multi-response |
| Q1 | Why have you received this notice? Mark all that apply. |
| | <input type="checkbox"/> I filed the required deposits late |
| | <input checked="" type="checkbox"/> I filed an incomplete or inaccurate Record of Federal Tax Liability |
| | <input type="checkbox"/> I need to submit a payment |
| | <input checked="" type="checkbox"/> The IRS is awaiting additional information from me |
| PN: | Ask everyone, Radio buttons, Randomize statements; Single response |
| Q2 | Why does the IRS need additional information? |
| | <input type="checkbox"/> To calculate my penalty |
| | <input type="checkbox"/> To average my total tax liability and distributing it equally throughout the tax period |
| | <input checked="" type="checkbox"/> To verify whether I made my deposits correctly and on time |
| | <input type="checkbox"/> To determine my total tax liability |
| PN: | Ask everyone; Radio buttons; Randomize statements; Multi-response |
| Q3 | What happens if you do not take action by June 1? Mark all that apply. |
| | <input type="checkbox"/> I'll incur additional tax liabilities |
| | <input type="checkbox"/> I'll have to reapply my deposits and payments in date order |
| | <input checked="" type="checkbox"/> I'll receive a penalty |
| | <input type="checkbox"/> Nothing |

| | |
|-----------------------------------|---|
| Notice | CP207 |
| PN: | Ask everyone; Radio buttons; Randomize statements; Single response |
| Q4 | What tax period does this notice apply to? |
| | <input type="checkbox"/> May 1, 2014 |
| | <input type="checkbox"/> June 1, 2014 |
| | <input checked="" type="checkbox"/> March 31, 2014 |
| | <input type="checkbox"/> The notice doesn't say |
| PN: | Ask everyone; Radio buttons; Randomize statements; Single response |
| Q5 | What action does the notice instruct you to take? |
| | <input type="checkbox"/> Pay the amount due |
| | <input type="checkbox"/> File an amended return |
| | <input checked="" type="checkbox"/> Submit Schedule B |
| | <input type="checkbox"/> I don't need to take any action |
| PN: | Ask everyone; Radio buttons; Randomize statements; Single response |
| Q6 | What should you do to ensure your Schedule B is accepted? Mark all that apply. |
| | <input checked="" type="checkbox"/> Report each tax liability |
| | <input checked="" type="checkbox"/> Apply any negative amounts to later liability amounts |
| | <input checked="" type="checkbox"/> List total liability amounts according the right deposit schedule |
| | <input type="checkbox"/> Include my deposits |
| Simplicity Index Questions | |
| PN: | Ask everyone; Radio buttons, 1–5; Randomize statements |
| QDOC2 | Based on the document you just reviewed, please tell us how much you agree or disagree with the following statements, where 5 is "Strongly agree" and 1 is "Strongly disagree." |
| Clarity | |
| | The notice is well organized |
| | It is easy for me to understand the content and wording in the notice |
| | The notice is visually clear |
| | The typeface and type size are easy to read |
| | The notice helps me understand my situation |
| Freshness | |
| | The tone of the notice is better than I expected |
| | The tone of the notice is respectful |
| | The notice looks better than I expected |
| Honesty | |
| | The notice is straightforward |
| | The notice explains the IRS's decisions and the reasoning behind them |
| Usefulness | |
| | The notice helps me understand what actions I can take next |
| | The notice anticipates my questions |
| | The notice provides an appropriate level of detail |
| | The notice provides factual information for me to base my decision on |
| Inspiration | |
| | The notice makes me feel that the IRS wants me to be well informed |
| | The notice makes me feel like I can contact the IRS for help if I need it |
| Behavioral questions | |
| PN: | Ask everyone; Radio buttons |
| QDOC3 | To what extent does the presentation and tone of the notice make you more likely to read the entire document? |
| | <input type="checkbox"/> Much more likely |
| | <input type="checkbox"/> Somewhat more likely |
| | <input type="checkbox"/> No difference |
| | <input type="checkbox"/> Somewhat less likely |
| | <input type="checkbox"/> Much less likely |
| PN: | Ask everyone; Radio buttons; Randomize statements |
| QDOC4 | If you received this notice, what would you do? The more honest you can be about your response, the more it will help us create effective communications. Mark all that apply: |
| | <input type="checkbox"/> Not open it immediately; wait a few days/weeks until I had the time to focus on it |

| | |
|-----------------------------|---|
| Notice | CP207 |
| | <input type="checkbox"/> Contact an accountant for help |
| | <input type="checkbox"/> Contact the IRS to ask a question |
| | <input type="checkbox"/> Go to the IRS website (www.irs.gov) for help |
| | <input type="checkbox"/> Find an IRS publication for an explanation |
| | <input type="checkbox"/> Find an IRS tax clinic |
| | <input type="checkbox"/> Wait to see if I receive another notice |
| | <input type="checkbox"/> I wouldn't do anything |
| | <input type="checkbox"/> Other (please specify) [OE] |
| | <input type="checkbox"/> Submit payment |
| | <input checked="" type="checkbox"/> Submit the requested information |
| | <input type="checkbox"/> Contact the IRS to discuss my options |
| PN: | Repeat all questions from after the screener for the other version (Before or After) |
| Preference questions | |
| PN: | Show the wireframe document and allow the respondent to click on only one document. |
| QDOC5 | Click on the notice you preferred. |
| PN: | Ask everyone; Open-ended text box |
| QDOC6 | What is it about this notice that you preferred? |
| PN: | Ask everyone; Open-ended text box |
| QDOC7 | Is there any other information that was left out of the document, but would have helped you understand your situation and/or respond? If so, please describe. |
| Thank you screen | |
| Disclaimer | The Paperwork Reduction Act requires that the IRS display an OMB Control Number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224. |