

## 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.phtm1?E\_307999\_blaa754036e15906

Cheers,

The GlobalTestMarket Team

Add frontdesk@qlobaltestmarket.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

	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	We are conducting a web-based survey for the IRS to determine the	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	effectiveness of its notices. The survey is voluntary, and your identity will	effectiveness of its notices. The survey is voluntary, and your identity will
	remain anonymous. The survey will only take about 20 minutes to complete.	remain anonymous. The survey will only take about 20 minutes to complete.	remain anonymous. The survey will only take about 20 minutes to complete.
	It involves reading and answering questions about two notices; there are 7	It involves reading and answering questions about two notices; there are 4	It involves reading and answering questions about two notices; there are 7
	pages in all.	pages in all.	pages in all.
Screeners &			
Demographics			
PN:	Ask everyone; Single response		
QS1	What is your gender?	Same	Same
Q01	( ) Male	Same	Sanc
	. ,		
	( ) Female		
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		
QS3	What is your marital status?	Same	Same
	( ) Married		
	( ) Single		
	( ) Divorced/Separated		
	( ) Widowed		
PN:	Ask everyone; Single response		
QS4	Which of the following categories includes your annual household income?	Same	Same
	( ) Under \$25,000		
	( ) \$25,000-\$34,999		
	( ) \$35,000–\$34,999		
	( ) \$50,000–\$74,999		
	( ) \$75,000–\$74,999		
	( ) \$100,000-\$149,999		
	( ) \$150,000 or more		
-			
DNI	( ) Prefer not to say		
PN:	Ask everyone; Single response	C	
QS5	Are you of Hispanic or Latino origin (ethnicity)?	Same	Same
	( ) Yes		
	( ) No		
1	Which of the following best describes your race? Please select one or more.	Same	Same
	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		
QS6	In which state is your primary residence?	Same	Same
PN:		Salle	Same
	Ask everyone; Single response	C	C
QS7	Have you filed a federal tax return in the past 5 years?	Same	Same
	( ) Yes		
	( ) No (TERMINATE)		
Document review			
Intro Text 2	Imagine you just received a notice in the mail from the IRS. We will ask you	Same	Same
(show before first	to review the notice and then answer questions about it.		
doc)			
Intro Text 3	Imagine you received a different version of the notice in the mail from the	Same	Same
(show before	IRS. We will ask you to review the notice and then answer questions about it.		
second doc)			
Directions for	Read through the document; you must review all pages before you can	Same	Same
	move forward (click above to navigate through the pages). Use the scroll		
document	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		
1	appear to indicate the section has been marked as confusing. Hit 'Next' to continue and begin clicking."		
1	If the participant doesn't click on anything, before advancing to the		
	comprehension questions, a reminder will pop up:		
	The second secon		
	"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		
1	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.		
1	Once clicked, a pop-up open-end text box will appear with that section.		
	Now, please click on ONE section of the entire document that you found to		
1	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.		
1	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		
1	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	Same	Same
	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	Ask everyone; Radio buttons; Randomize statements; Multi-response	Ask everyone, Radio buttons, Randomize statements; Multi-response
01	Why did the IRS send you this notice? Mark all that apply	Why did the IRS send you this notice? Mark all that apply	Why have you received this notice? Mark all that apply.
*-	are and some you and notice! mark an trial apply	The same some you and money? Mark an allat apply	you received and notice: mark an mar approx.
	( ) The IRS made changes to my tax return	(X) To warm me of the intent to seize my property or rights to property	( ) The IRS made changes to my tax return
	(X) To request payment	(X) To request payment	( ) I've been been approved for an installment agreement
	(X) To warn me of the intent to seize Social Security benefits	( ) To request that I resubmit my return	(X) [BEFORE: I contacted the IRS because I couldn't pay my taxes in full]
			[AFTER: I requested an installment agreement]
	( ) To request additional information from me	( ) To request additional information from me	(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
100	Why is there an intent to seize your Social Security benefits?	Why is there an intent to seize your property or rights to property?	Why does the IRS need more information?
Q2			
Q2	(X) I have unpaid federal taxes	(X) I have unpaid taxes	(X) To assess whether I qualify for an installment agreement
Q2		(X) I have unpaid taxes ( ) The IRS has lost my return	(X) To assess whether I qualify for an installment agreement ( ) To recalculate the amount due on my account

Notice	CP91	LT11	LT27
	( ) I failed to file a tax return	( ) I failed to file a tax return	( ) I failed to file a tax return
PN:	( ) The tax information on my return was incomplete Ask everyone; Radio buttons; Randomize statements; Multi-response	( ) The tax information on my return was incomplete Ask everyone; Radio buttons; Randomize statements; Multi-response	( ) The tax information on my return was incomplete 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		What happens if you do not contact the IRS or pay the amount due? Mark all
	the apply.  (X) The IRS may seize funds from my Social Security account	(X) The IRS may file a Notice of Tax Lien	that apply. ( ) The IRS will cancel my installment agreement
	( ) I will be charged a \$200 failure-to-pay penalty	( ) I'll be taken to court for a Collection Due Process hearing	(X for BEFORE) The IRS may seize my property
	( ) Social Security will cease contributions to my account ( ) Nothing	(X) The IRS may seize my property ( ) Nothing	(X for AFTER) I will be charged additional interest and penalties ( ) 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?
Q4	( ) A branch of the Social Security Administration that helps people pay their	(X) A lien is a claim against your property, while a levy is the seizure of your	( ) I already have an installment agreement in place
	taxes (X) An organization that helps people resolve their tax issues with the IRS	property ( ) A lien is a warning, while a levy is the final notice	( ) By June 1, 2014
	(X) All organization that helps people resolve their tax issues with the IRS	( ) A lien is a warning, write a levy is the final notice	
	( ) A branch of the IRS that provides options to paying taxes	( ) A lien is based on interest charges, while a levy is based on penalty charges	(X) After I submit Form 433F
	( ) A branch of the IRS that helps people pay their taxes	( ) Nothing	( ) 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 the apply.	What action does the notice instruct you to take?	What do you need to do to be considered for an installment agreement?
	(X) Pay the amount due	(X) Pay the amount due	Mark all that apply. ( ) I don't need to do anything
	( ) File an amended return	( ) File an amended return	( ) File an amended return
	( ) Contact the Social Security Administration (X) Call the IRS if I can't pay the amound due	( ) Turn over my levied property or rights to property to the IRS ( ) I don't need to take any action	(X) Pay as much as I can (X) 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	What should you do if you are unable to pay the full amount due? Mark all	What happens if you're approved for an installment agreement?
Qo	that apply.	that apply.	what happens if you're approved for an installment agreement?
	(X) Pay as much as I can now	(X) Pay as much as I can now (X) Make payment arrangements that allow me to pay off the rest over time	(X) I get charged a fee as part of my first installment payment ( ) I can indefinitely delay payment to the IRS
	(X) Make payment arrangements that allow me to pay off the rest over time		
	( ) Wait to contact the IRS until I can pay in full	( ) Wait to contact the IRS until I can pay in full	( ) My failure-to-pay penalty is waived
Simplicity Index	(X) Contact the IRS to discuss my options	(X) Contact the IRS to discuss my options	( ) The IRS will amend my tax return
Questions	Advances Paris Influence 4 5 D. H. S. H. S		
PN: QDOC2	Ask everyone; Radio buttons, 1–5; Randomize statements  Based on the document you just reviewed, please tell us how much you	Same	Same
	agree or disagree with the following statements, where 5 is "Strongly agree" and 1 is "Strongly disagree."		
Clarity	and 1 is Subligity disagree.		
	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		
Freshness	The notice helps me understand my situation		
7.0000	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 looks better than respected		
	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 estima I can take next	Comp	Comp
Usefulness	The notice helps me understand what actions I can take next The notice anticipates my questions	Same	Same
Usefulness	The notice anticipates my questions The notice provides an appropriate level of detail	Same	Same
	The notice anticipates my questions	Same	Same
Usefulness Inspiration	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 The notice makes me feel that the IRS wants me to be well informed	Same 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  Behavioral questions	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 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		
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PN: QDOC4  PN: QDOC5 PN: QDOC5 PN: QDOC5 PN: QDOC5 PN: QDOC6 PN: QDOC6 PN:	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 The notice makes me feel that the IRS wants me to be well informed 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  Ask everyone; Radio buttons To what extent does the presentation and tone of the notice make you more likely to read the entire document? () Much more likely () Somewhat more likely () Much less likely () More provided 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: () Not open it immediately; wait a few days/weeks until I had the time to focus on it () Contact the IRS to ask a question () Go to the IRS website (www.irs.gov) for help () Find an IRS publication for an explanation () Find an IRS publication for an explanation () Find an IRS publication for an explanation () Other (please specify) [OE] () Submit payment () Contact the IRS to discuss my options  Repeat all questions from after the screener for the other version (Before or All Show the wireframe document and allow the respondent to click on only one document.  Click on the notice you preferred.  Ask everyone; Open-ended text box What is it about this notice that you preferred?  Ask everyone; Open-ended text box	Same  Same  Ask everyone; Radio buttons; Randomize statements 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:  () Not open it immediately, wait a few days/weeks until I had the time to locus on it  () Contact an accountant for help () Contact the IRS to ask a question () Go to the IRS website (www.irs.gov) for help () Find an IRS publication for an explanation () Find an IRS publication for an explanation () Wait to see if I receive another notice () Undurit do anything () Other (please specify) [OE] () Submit payment () Contact the IRS to discuss my options  Repeat all questions from after the screener for the other version (Before or After Same	Same  Same  Ask everyone; Radio buttons; Randomize statements 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:  () Not open it immediately, wait a few days/weeks until I had the time to docus on It  () Contact an accountant for help () Contact the IRS to ask a question () Go to the IRS website (www.irs.gov) for help () Find an IRS publication for an explanation () Find an IRS tax clinic () Walt to see if I receive another notice () I wouldn't do anything () Other (please specify) [OE] () Submit payment () Submit the requested information () Contact the IRS to discuss my options Repeat all questions from after the screener for the other version (Before or Af Same
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PN: QDOC4  PN: QDOC5 PN: QDOC5 PN: QDOC5 PN: QDOC5 PN: QDOC6 PN: QDOC6 PN: QDOC7  Thank you screen	The notice provides an appropriate level of detail The notice provides factual information for me to base my decision on The notice provides factual information for me to base my decision on 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  Ask everyone; Radio buttons To what extent does the presentation and tone of the notice make you more likely to read the entire document? () Much more likely () Somewhat more likely () No difference () Somewhat less likely () Much less likely () Much less likely () Much less likely () Much geometry for more 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: () Not open it immediately; wait a few days/weeks until I had the time to focus on it () Contact the IRS to ask a question () Contact the IRS to ask a question () Find an IRS publication for an explanation () Find an IRS publication for an explanation () Find an IRS publication for an explanation () So to the IRS website (www.irs.gov) for help () Find an IRS publication for an explanation () So be the IRS to discuss my options  Repeat all questions from after the screener for the other version (Before or Al Show the wireframe document and allow the respondent to click on only one document.  Click on the notice you preferred.  Ask everyone; Open-ended text box 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.	Same  Ask everyone; Radio buttons; Randomize statements 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;  () Not open it immediately; wait a few days/weeks until I had the time to focus on it () Contact an accountant for help () Contact the IRS to ask a question () Go to the IRS website (www.irs.gov) for help () Find an IRS publication for an explanation () Other (please specify) [OE] () Submit payment () Contact the IRS to discuss my options  Repeat all questions from after the screener for the other version (Before or All Same  Same	Same  Same  Ask everyone; Radio buttons; Randomize statements 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:  () Not open it immediately, wait a few days/weeks until I had the time to focus on it () Contact an accountant for help () Contact the IRS to ask a question () Go to the IRS website (www.irs.gov) for help () Find an IRS publication for an explanation () Find an IRS publication for an explanation () Find an IRS tax clinic () Wait to see if I receive another notice () I wouldn't do anything () Other (please specify) [OE] () Submit the requested information () Contact the IRS to discuss my options Repeat all questions from after the screener for the other version (Before or Af Same  Same
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Notice	CP207		
Sample Size	Total N=400  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		
Intro Text			
	pages in all.		
Screeners & Demographics			
PN:	Ask everyone; Single response		
QS1	What is your gender?		
	( ) Male		
	( ) Female		
PN:	Ask everyone; Single response		
QS2	( ) Under 18 (TERMINATE)		
	( ) 18–29		
	( ) 30–39 ( ) 40–49		
	( ) 50–59		
	( ) 60+		
PN:	Ask everyone; Single response		
QS3	What is your marital status?		
<del>Q</del> 00	( ) Married		
	( ) Single		
	( ) Divorced/Separated		
	( ) Widowed		
PN:	Ask everyone; Single response		
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		
DNI.	( ) Prefer not to say		
PN:	Ask everyone; Single response		
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		
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.		
	( ) CFO or Treasurer for a company		
	( ) Small business owner		
	( ) Internal or Management Accountant (for a company)		
	( ) Public Accountant (self-employed or for an accounting firm)		
DNI	( ) None of the above (EXCLUSIVE, TERMINATE)		
PN:	Ask everyone; Single response		
QS8 	Have you filed a federal tax return on the behalf of a <b>business</b> in the past 5 years?		
	() Yes		
	( ) No (TERMINATE)		

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 <b>most useful</b> 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 <b>least useful</b> 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.
	( ) I filed the required deposits late
	(X) I filed an incomplete or inaccurate Record of Federal Tax Liability  ( ) I need to submit a payment
	(X) 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?
	( ) To calculate my penalty
	( ) To average my total tax liability and distributing it equally throughout the tax period
	(X) To verify whether I made my deposits correctly and on time
	( ) 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.
	( ) I'll incur additional tax liabilities ( ) I'll have to reapply my deposits and payments in date order
	(X) I'll receive a penalty
	( ) Nothing

Notice	CP207	
PN:	Ask everyone; Radio buttons; Randomize statements; Single response	
Q4	What tax period does this notice apply to?	
	( ) May 1, 2014	
	( ) June 1, 2014	
	(X) March 31, 2014	
	( ) The notice doesn't say	
PN:	Ask everyone; Radio buttons; Randomize statements; Single response	
0.5	Miles to action of a continuous for the continuous for the land	
Q5	What action does the notice instruct you to take?  ( ) Pay the amount due	
	( ) File an amended return	
	(X) Submit Schedule B	
	(X) Submit Schedule B ( ) I don't need to take any action	
PN:	Ask everyone; Radio buttons; Randomize statements; Single response	
	Plant everyone, readio battoria, realizabilitze statementa, olingie response	
Q6	What should you do to ensure your Schedule B is accepted? Mark all that apply.	
	(X) Report each tax liability	
	(X) Apply any negative amounts to later liability amounts	
	(X) List total liability amounts according the right deposit schedule	
	( ) 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	
Honestv	The fields to the botter than Foxposed	
	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	
Inspiration	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	The house makes me reer like I can contact the II/O for help if I fleed it	
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?	
	( ) Much more likely	
	( ) Somewhat more likely	
	( ) No difference	
	( ) Somewhat less likely	
	( ) 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:	
	( ) Not open it immediately; wait a few days/weeks until I had the time to focus on it	

Notice	CP207	
	( ) Contact an accountant for help	
	( ) Contact the IRS to ask a question	
	( ) Go to the IRS website (www.irs.gov) for help	
	( ) Find an IRS publication for an explanation	
	( ) Find an IRS tax clinic	
	( ) Wait to see if I receive another notice	
	( ) I wouldn't do anything	
	( ) Other (please specify) [OE]	
	( ) Submit payment	
	( ) Submit the requested information	
	( ) Contact the IRS to discuss my options	
PN:	Repeat all questions from after the screener for the other version (Before or At	
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.	