

Understanding Taxpayer Use of Paper Products Survey

Step	Qnum	Prompt Text	Response Categories	Skips
0		Please press the star key when you are ready to take the survey.	Star key	Go to step 1
1		Thank you for participating in this voluntary survey. This survey is being conducted by EurekaFacts, an independent, third-party organization, to assist the IRS in improving its services. Your identity will remain anonymous to the IRS. Your information will be combined with all others who take the survey and will be shared only in total with the IRS. It will take less than 5 minutes to complete. During this survey you will be asked to rate the service you received from the IRS on your recent visit to obtain tax forms and publications.		Go to step 2
2	1	For our first question - Everything considered, rate your overall satisfaction with obtaining IRS tax forms and publications.	[Satisfaction 1-5, 9 scale] Press 5 for very satisfied Press 4 for somewhat satisfied Press 3 for neither satisfied nor dissatisfied Press 2 for somewhat dissatisfied Press 1 for very dissatisfied If you are not sure, press 9	Go to step 3
3	2	What form or publication did you visit the IRS office to obtain?	[WAV Capture]	Go to step 4
4	3	During your visit to the local IRS office, did the forms rack have the forms and publications you were looking for?	[Yes 1, No 2]	If 1, Go to step 6 If 2, Go to step 5
5	4	Because the form or publication you were searching for was unavailable what was your next step?	<ol style="list-style-type: none"> 1. Ask an IRS employee at the local office for help 2. Come back to the local IRS office to check again 3. Go on IRS.gov and print off the form 4. Call the IRS Toll-Free line to request the form 5. Contact a tax professional 6. Use tax software 7. Visit a library 8. Other 	Go to step 6
6	5	During your visit to the IRS office to obtain forms or publications did you have to ask someone for assistance to find the form or publication you were looking for?	[Yes 1, No 2]	Go to step 7
7	6	Was this your first time visiting a local IRS office to obtain IRS forms or publications?	[Yes 1, No 2]	If 1, Go to step 9 If 2, Go to step 8
8	7	If this was not your first time, how many times have you visited a local IRS office to obtain IRS forms or publications in the past year?	[Numeric amount entered and verified]	Go to step 9

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9	8	Why did you decide to travel to a local office to obtain an IRS form or publication rather than some other method?	[WAV Capture]	Go to step 10
10	9	Are you aware that you can obtain IRS forms and publications online at the IRS.gov website?	[Yes 1, No 2]	If 1, Go to step 11 If 2, Go to step 12
11	10	Did you try to obtain the needed IRS forms or publications on the IRS.gov website prior to visiting the local office?	[Yes 1, No 2]	Go to step 12
12	11	Have you ever used an electronic version of any federal tax form or publication from the IRS website?	1. Yes 2. No	Go to step 13
13	12	What category describes your current age?	1. 18 to 24 years 2. 25 to 34 years 3. 35 to 44 years 4. 45 to 54 years 5. 55 to 64 years 6. 65 to 74 years 7. 75 to 84 years 8. 85 years and over	Go to step 14
14	13	What is the highest level of education you have completed?	1. Less than 9th grade 2. 9th grade to 12th grade, no diploma 3. High school graduate (or GED) 4. Some technical or vocational school 5. Technical or vocational school graduate 6. Some college, no degree 7. Associate Degree 8. Bachelor Degree 9. Master Degree 10. Post-Master Degree	Go to step 15
15	14	What category best describes your household income from all sources?	1. Less than \$15,000 2. \$15,000 but less than \$25,000 3. \$25,000 but less than \$35,000 4. \$35,000 but less than \$50,000 5. \$50,000 but less than \$75,000 6. \$75,000 but less than \$100,000 7. \$100,000 or more	Go to step 16
16	15	The IRS has asked EurekaFacts to do additional research on tax form and publication usage. We need to find respondents for this research. Would you be willing to participate in future research? If so, please provide us with your phone number and email address if you have	If you would like to participate, press 1. If you do not want to participate, press 2.	If 1, go to step 17 If 2, go to step 21

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		one. This information will be anonymous to the IRS and used only for the purpose of survey research. Research participants may receive a small monetary incentive to participate depending on the research project.		
17	16	Please enter your 10-digit telephone number, including area code.	[Enter 10 digits]	Go to step 18
18	17	You entered: (XXX) XXX-XXXX	If this is correct, press 1. To re-enter, press 2.	Go to step 19
19	18	Please state and spell your name. Press any key when you are finished.	If this is correct, press 1. To re-enter, press 2.	Go to step 20
20	19	Please state and spell your e-mail address. Press any key when you are finished.	[WAV Capture] 3.	Go to step 21
21		That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.		Go to step 22
22		Would you like the address to mail your comments?	If Yes, press 1 If No, press 2	If 1, go to step 22 If 2, go to step 24
23		Mail your comments to: Internal Revenue Service Tax Products Coordinating Committee 1111 Constitution Ave, NW, Room 6510-S Washington, DC 20224	To repeat this address, press 1. Otherwise, press 2.	Go to step 24
24		Thank you for participating in this survey. Your information will help improve the services provided by the IRS. On behalf of the IRS and EurekaFacts, thank you. Goodbye.		

Example: Signage

We want your opinion!

Please share your opinions and thoughts regarding
obtaining
IRS forms, instructions, and publication in local IRS
offices.

Please take a survey invitation card, located below this sign, to
access the brief survey by telephone or online.

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Example: Survey Invitation Card

We want your opinion!

Please take a brief survey to share your opinions and thoughts about obtaining IRS forms, instructions, and publications at local IRS offices. The survey is voluntary and will take less than 5 minutes.

You may access the survey either by phone at: 1-800-XXX-XXXX or online at:
www.surveyproducts/XXXX