

OMB Attachments: Participant Screener and Reminder Phone Script for  
2017 W&I Taxpayer Experience Survey Cognitive Interviews followed by Questionnaire and  
Cognitive Interview Script

Recruitment:

- Recruit 20 English-speaking participants
- Recruit 8 Spanish-speaking participants
  - Participants must be at least 18 years old. Recruit approximately 5 from each age group for the English speakers and a mix for the Spanish speakers:
    - 18 to 33
    - 34 to 44
    - 45 to 63
    - 65 and older
- Recruit a mix of participants by:
  - Gender
  - Geographic location
  - Education (high school or less, some college, college degree (BA/BS or above))
  - Filing status
  - Tax preparation method
  - Race/ethnicity
    - . Are you of Hispanic or Latino origin (ethnicity)?
      - Yes
      - No
    - 2. What is your race? Please select one or more. Are you...
      - White
      - Black or African American
      - Asian
      - Native Hawaiian or other Pacific Islander
      - American Indian or Alaskan Native
- Each interview will be 60 minutes
- Incentive:
  - \$40 paid to each interview participant

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Hello, my name is \_\_\_\_\_. I am calling on behalf of ICF, a research and consulting firm in the Washington DC area. We are working with the Internal Revenue Service (IRS) to develop a survey that will obtain feedback on taxpayers' satisfaction and experiences. We are seeking participants for 60-minute telephone interviews where we will ask for your feedback on the survey questions. We are offering a \$40 incentive in appreciation for your time.

[IF RESPONDENT IS CONCERNED ABOUT PRIVACY: Our contract with the IRS specifically prohibits us from revealing their name or any information about them to the IRS or anyone else. Participation in this interview will not affect your taxes or filing status].

Are you at least 18 years old and interested in participating?

- 1 Yes [CONTINUE]
- 2 No [TERMINATE: Thank you for your time. Have a wonderful day.]

**Qualifying Questions**

I just need to ask some questions to confirm that you qualify for this interview. Your answers to these questions will be held private to the extent allowed by law, meaning we will not provide your name or any identifying information to the IRS.

1. Did you or your spouse file a Federal Income Tax Return in 2017 for income earned in 2016?
  - 1 Yes [SKIP TO Q3]
  - 2 No
  
2. Did you not file a federal income tax return in 2017 for 2016 taxes because you...
  - 1 Got an extension [SKIP TO Q6]
  - 2 Were under the income limit for filing [TERMINATE: READ TERMINATION TEXT]
  - 3 Were a dependent on someone else's tax return [TERMINATE: READ TERMINATION TEXT]
  - 4 Something else [TERMINATE: READ TERMINATION TEXT]
  - 5 Not sure [TERMINATE: READ TERMINATION TEXT]
  
3. Would you say that you are most familiar with the preparation and filing of your 2016 federal income tax return?
  - 1 Yes, most familiar
  - 2 Equally familiar
  - 3 Not most/equally familiar [TERMINATE: READ TERMINATION TEXT]
  
4. Who prepared your taxes?
  - 1 I myself (with or without software)
  - 2 A friend or family member (relative)
  - 3 The IRS
  - 4 A volunteer preparer from a community organization (do not count a tax software company's promotional events)
  - 5 An independent accountant/CPA
  - 6 Tax Preparation business such as H&R Block or Jackson Hewitt
  - 7 Other paid professional

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- 8 Someone else
- 9 Don't know [*TERMINATE: READ TERMINATION TEXT*]

5. Which of the following was the filing status you used on your 2016 tax return?

- 1 Single
- 2 Married, filing jointly
- 3 Married, filing separately
- 4 Head of Household (single with dependent parent or child)
- 5 Qualifying widow(er) with dependent child
- 6 Don't know [*TERMINATE: READ TERMINATION TEXT*]

**FOR QUESTIONS 6-10, RECRUIT A MIX OF INDIVIDUALS**

6. Into which of the following categories does your age fall?

- 1 18 to 33
- 2 34 to 44
- 3 45 to 63
- 4 65 and older
- 99 *REFUSED*

7. What is your highest completed level of education?

- 1 Some High School
- 2 High School Diploma/GED
- 3 Some College or Associate's Degree
- 4 Bachelor's Degree
- 5 Graduate or Professional Degree (for example, M.D., J.D.)
- 99 *REFUSED*

8. So that we can be sure that all backgrounds are represented, could you please tell me the race and ethnic origin you identify with? [*ACCEPT MULTIPLE RESPONSES*]

- 1 White
- 2 Black or African American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native
- 99 *REFUSED*

9. Are you of Hispanic or Latino origin?

- 1 Yes
- 2 No
- 99 *REFUSED*

10. RECORD GENDER—DO NOT ASK UNLESS UNABLE TO DETERMINE]

- 1 FEMALE
- 2 MALE
- 99 *REFUSED*

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**Invitation**

Thank you for answering our questions. Based on your responses, we would like to invite you to participate in an interview. We will provide everything that you need to participate. Your participation is completely voluntary.

Are you willing to participate?

- 1 YES [READ WELCOME TEXT]
- 2 NO [TERMINATE: Thank you for your time. Have a wonderful day.]

**Welcome Text**

I'm glad that you will be able to participate! We will provide you with a \$40 stipend for your time. When are you available to participate? [ARRANGE A TIME TO CALL PARTICIPANT DURING AVAILABLE INTERVIEW TIME SLOTS.]

[RECORD APPOINTMENT DATE AND TIME]

Let me give you the telephone number to call in to. Do you have a pen and paper?

The call-in number is xxx-xxx-xxxx, and the passcode is xxxxxxxx. If you are calling from a landline and need to use a toll-free number instead, you can call 1-xxx-xxx-xxxx.

We are only inviting a few people, so if for some reason you are unable to participate, it's very important that you notify us as soon as possible so we can find someone else to take your place. If for some reason you are unable to participate, please call [RECRUITER CONTACT AND PHONE].

We will call to remind you the day before the interview is scheduled. Is [PHONE NUMBER] the best number to reach you?

- 1 YES
- 2 NO: RECORD NEW NUMBER

Thank you for this information. Lastly, we are required by law to report to you the Office of Management and Budget Control Number for this public information request, which is 1545-1349. If you like, I can give you a name and address where you can send comments and questions regarding these time estimates or suggestions for making this process simpler.

[IF REQUESTED: Please write to:  
IRS Special Services Section,  
1111 Constitution Avenue, NW,  
SE:W:CAR:MP:T:M:S - Room 6129,  
Washington, DC 20224.]

Do you have any questions?

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Great! Thank you for your time and we look forward to speaking with you.

**Termination Text**

Thank you very much for your time, and thank you for answering our questions. Unfortunately, based on the interview requirements, we cannot extend you an invitation. Have a good day.

**Reminder Phone Script**

*[TO BE USED NO MORE THAN 24 HOURS PRIOR TO THE INTERVIEW. IF PARTICIPANT IS NOT AVAILABLE, LEAVE VOICE MAIL MESSAGE.]*

Hello, may I speak to [INSERT NAME]? Hi, my name is \_\_\_\_\_ and I work for ICF. I'm calling to remind you about the interview you agreed to participate in tomorrow at [INSERT TIME]. Are you still able to participate?

Great! We look forward to talking with you tomorrow.

As a reminder, the call-in number is xxx-xxx-xxxx and the passcode is xxxxx.

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W&I Taxpayer Experience Survey 2017  
**Cognitive Interview Questions**

Thank you very much for agreeing to participate in this interview. I want to start out by introducing myself: my name is \_\_\_\_\_ and I work for a research company called ICF, which is located near Washington, D.C. *I am not an employee of the IRS.*

My company has been hired by the IRS to conduct telephone interviews with taxpayers such as yourself. We are interested in finding out how people understand and interpret questions in an IRS customer satisfaction survey. Your responses will help the IRS reduce the burden on the average taxpayer when preparing and filing your taxes. We want to know if the way the questions are worded and the answer choices provided make sense to you. We also want to make sure that the instructions for the survey are clear and make sense.

I am going to ask you some questions and invite you to give your interpretation, thoughts, and opinions. Please remember that there is no right or wrong answers; we are most interested in your honest responses and reactions to the questions. That will help the most in any steps that are taken after these interviews.

Before we begin, I'd like to go over the informed consent and some basic ground rules for our discussion today...

**INTERVIEWER: Read Informed Consent to participant and obtain verbal consent to participate.**

**INTERVIEWER, IF APPLICABLE: We also have additional team members observing via a conference line.**

I want to remind you that your participation in this interview is completely voluntary and we will not be using any of your answers to the survey questions. If, at any point during the interview you wish to stop, you may do so. We greatly appreciate any feedback you have to offer us. Please speak loudly and clearly so that our microphones can pick up your voice.

Do you have any questions?

- Yes
- No

Are you ready to begin the interview?

- Yes
- No

**INTERVIEWER: If respondent answers yes, proceed to start the interviews.**

This is a national survey that will be administered online and over the phone. During this discussion I am going to guide you through the survey. As you answer the questions, please think out loud – whatever comes to mind, please be sure to say it to me. After answering each question, I will ask you a few questions about how you arrived at your answer and what, if anything made the question unclear. I might ask you to help me think of ways to improve a question or a set of answer categories. If at any

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point you have something to say about a question or the answer choices please do not hesitate to tell me.

I know it can feel strange to think out loud as you work through the questions, so let's start with a practice. I'm going to read you the question, and I want you to think out loud as you come to the answer.

Q: How many shoes do you own?

Probe: How did you come to that answer? What were you thinking?

Probe: Did you count the number of shoes, or did you count the pairs of shoes?

Probe: Did you include slippers?

You did great! Now let's begin...

W&I Taxpayer Experience Survey 2017

**//ASK ALL//**

**CONSENT [DISPLAY]**

In an effort to improve its services, The Internal Revenue Service (IRS) is asking customers about their experiences and opinions. Your responses will help the IRS reduce the burden on the average taxpayer when preparing and filing taxes and help identify ways to improve IRS services for taxpayers.

The survey takes about 20 minutes to complete. This is an opinion survey about YOUR experiences in preparing and filing your taxes. Please complete the questions even if you used a tax professional to help prepare your return(s). We need input from a cross-section of individual taxpayers to get a true picture of what Americans think, not just what "experts" say.

This survey is conducted for the IRS by an independent national research organization, ICF. Your answers are anonymous and no personal identifying information will be released to the IRS. If you have any questions about this survey, please contact ICF at 1-301-572-0550.

The OMB Control Number for this study is 1545-1349. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please contact the Internal Revenue Service, Special Services Section, 1111 Constitution Ave. NW, SE:W:CAR:MP:T:M:S—Room 6129, Washington, DC 20224.

Thank you in advance for your participation!

**//IF XSPANISH=2//**

**S1. What language do you *usually* speak at home?**

1      Only Spanish

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- 2 More Spanish than English
- 3 Both Spanish and English equally [TERMINATE]
- 4 More English than Spanish [TERMINATE]
- 5 Only English [TERMINATE]
- 6 Neither Spanish nor English [TERMINATE]

**//ASK ALL//**

**S1e.** Would you say you can carry on a **conversation** in English, both understanding and speaking, very well, well, not well, or not at all?

- 1 Very well [Spanish only TERMINATE if S1 = 1 or 2]
- 2 Well [Spanish only TERMINATE if S1 = 1 or 2]
- 3 Not well
- 4 Not at all

**//ASK ALL//**

**S1f.** Would you say you can **read** a newspaper or book in English very well, well, not well, or not at all?

- 1 Very well [Spanish only TERMINATE if S1e = 1 or 2]
- 2 Well [Spanish only TERMINATE if S1e = 1 or 2]
- 3 Not well
- 4 Not at all

**[PROGRAMMING: ENSURE CORRECT LANGUAGE OFFERED TO RESPONDENTS BASED ON  
PANEL DATA]**

- 1 English
- 2 Spanish

**[TERMINATE IF SKIPPED]**

**S1a.** Did you or your spouse file a Federal Income Tax Return in 2017 for income earned in 2016?

- 1 Yes, I or my spouse filed a federal tax return
- 2 No, neither I nor my spouse filed a federal tax return
- 3 Not sure/Refused

**[SC, IF S1A = 2, 3, PROMPT, TERMINATE IF SKIPPED]**

**S1c.** Did you *not* file a federal income tax return in 2017 for 2016 taxes because you...

- 1 Got an extension
- 2 Were under the income limit for filing [TERMINATE]
- 3 Were a dependent on someone else's tax return [TERMINATE]



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- 4 Something else (Specify)\_\_\_\_\_ [TERMINATE]
- 5 Not sure [TERMINATE]
- 6 Did file federal tax return

[IF S1c = 2 thru 5, TERMINATE]

**S1c=1 SKIP TO Q1**

**[TERMINATE IF SKIPPED]**

**S2.** Would you say that you are most familiar with the preparation and filing of your 2016 federal income tax return?

- 1 Yes, most familiar
- 2 Equally familiar
- 3 Not most/equally familiar [TERMINATE]

**[TERMINATE IF SKIPPED]**

**S3.** Who **prepared** your taxes?

- 1 I myself (with or without software)
- 2 A friend or family member (relative)
- 3 The IRS
- 4 A volunteer preparer from a community organization (*do not count a tax software company's promotional events*)
- 5 An independent accountant/CPA
- 6 Tax Preparation business such as H&R Block or Jackson Hewitt
- 7 Other paid professional [IF XSPANISH = 2, SHOW 'Notario']
- 8 Someone else
- 9 Don't know [TERMINATE]

**[TERMINATE IF SKIPPED]**

**S4.** Which of the following was the **filing status** you used on your 2016 tax return?

- 1 Single
- 2 Married, filing jointly
- 3 Married, filing separately
- 4 Head of Household (single with dependent parent or child)
- 5 Qualifying widow(er) with dependent child
- 6 Don't know [TERMINATE]

**[SC, GRID]**

**S6a.** Which of the following forms and schedules were filed with your 2016 return (Form 1040)? Did you file a:

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1—Yes          2—No          3—Don't Know

- 1      Schedule A for itemized deductions including home mortgage deductions, charitable contributions, and other types of deductions
- 2      Forms related to Earned Income Tax Credit (EITC/EIC) (e.g., Schedule EIC, series 886 forms)
- 3      Schedule B for interest and dividend income
- 4      Schedule C for small business income
- 5      Schedule D for capital gains or losses
- 6      Schedule E for supplemental income, such as rental income, royalties, and trusts
- 7      Schedule F for farm income
- 8      Form 2106 employee business expenses
- 9      Forms related to partnerships or S Corp (e.g., 1120, 1120s, 1065) [**TERMINATE**]

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**I. AWARENESS AND IRS INTERACTIONS IN PAST 12 MONTHS**

**AWARENESS**

**//ASK ALL//**

Q1. The following questions are about your awareness of different ways to contact the IRS. Are you **aware** that you can get information or help such as obtaining forms or tax law information, checking refund status or getting help to resolve a notice from the IRS in the following ways?

Please select one answer from each row.

	Yes (1)	No (2)
<b>Q1a.</b> Calling an IRS Toll-Free Line		
<b>Q1b.</b> Visiting a local IRS office (Taxpayer Assistance Center, walk in Center)		
<b>Q1c.</b> Visiting the IRS website (www.IRS.gov)		
<b>Q1d.</b> Sending regular mail to the IRS		
<b>Q1e.</b> Emailing the IRS		
<b>Q1f.</b> Getting help from a volunteer tax preparer from a community organization		
<b>Q1g.</b> Using IRS2Go App (for smartphone or tablet mobile device)		

**Follow up questions:**

1. [Q1] Did anything about this question make it difficult to answer? Please explain.
2. [Q1] Are there any other ways that you are aware of that aren't listed here?

**//ASK IF Q1b=1//**

**Q1b\_1.** Are you aware that some local walk-in offices require an appointment for service?

- 1     Yes
- 2     No

**//ASK ALL//**

**Q2.** Are you **aware** that the IRS provides some general tax information via the following social media channels?

	Yes (1)	No (2)
<b>Q2a.</b> IRS videos on YouTube		
<b>Q2b.</b> IRS tweets on Twitter		

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Q2c. IRS posts on Facebook		
Q2d. IRS posts on Tumblr		

**//ASK IF ANY Q2a-Q2d=1//**

**//SHOW ONLY Q2a-Q2d Responses=1//**

**Q3.** Have you looked for general tax information via the following social media channels provided by the IRS?

	Yes (1)	No (2)
Q3a. IRS videos on YouTube		
Q3b. IRS tweets on Twitter		
Q3c. IRS posts on Facebook		
Q3d. IRS posts on Tumblr		

**Follow up questions:**

1. [Q2, Q3] What, if anything, was unclear or confusing about the wording of these questions?
2. [Q3] Are you familiar with these social media channels? If not, which ones?
3. [Q3] What other social media channels would you expect to find tax information?

**//ASK IF Q1C=1//**

**//PROGRAMMER: ROTATE LIST//**

**Q4.** Which of the following IRS.gov (online) services/tools are you **aware** of?

	Yes (1)	No (2)
Q4a. Electronic Federal Tax Payment System (EFTPS) (allows taxpayers to transmit regular tax payments electronically)		
Q4b. Use Direct Pay (pay money you owe the IRS securely directly from your bank account for free)		
Q4d. Use a third party payment system from irs.gov (debit or credit card with a fee)		
Q4e. Electronic Filing PIN Request (to get a PIN to use to "sign" your tax return when you file it electronically)		
Q4d. Interactive Tax Assistant (ITA) (helps you answer a question like "How many exemptions can I claim?" by asking you a series of questions that guide you to a response tailored to your situation)		
Q4e. IP PIN (Identity Protection Personal Identification Number) a unique number from the IRS used for identity theft protection		
Q4f. IRS Withholding Calculator (helps you determine the number of withholdings you ask your employer to take on your		

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W-4)		
<b>Q4g.</b> Online Employer Identification Number (EIN) (online application to receive an EIN)		
<b>Q4h.</b> Online Payment Agreement (OPA) (online application for an installment agreement)		
<b>Q4i.</b> Tax Exempt Charity Search (online search for tax exempt organizations)		
<b>Q4j.</b> Tax Trails (helps you answer a question like “Do I qualify for a filing extension” by asking you a series of questions that guide you to a response tailored to your situation)		
<b>Q4k.</b> Where’s My Reund? (check the status of your refund)		
<b>Q4l.</b> Where’s My Amended Return? (check the status of your amended return [1040X])		
<b>Q4m.</b> Get Transcript Online (online downloading of transcript or prior year return)		
<b>Q4n.</b> Get Transcripts by Mail (online ordering of transcript or prior year return sent to you in the mail)		
<b>Q4o.</b> EITC Assistant (helps taxpayers determine Earned Income Tax Credit Eligibility)		
<b>Q4p.</b> Directory of Tax Return Preparers (find preparers in your area who hold professional credentials recognized by the IRS)		

**Follow up questions:**

1. [Q4] What were you thinking of as you answered this question?
2. [Q4] What do you think of the descriptions in the parentheses? Did they help to clarify the different response options?
3. [Q4] Did anything about this question make it difficult to answer? Please explain.
4. [Q4] Are there any other tools that you are aware of?

**//ASK IF ANY Q4a-Q4p=1//**

**//PROGRAMMER: ONLY DISPLAY OPTIONS FROM Q4a-Q4p=1//**

**Q5.** Which of the following services/tools on the IRS website did you use during the 2017 filing season?

	Yes (1)	No (2)
<b>Q5a.</b> Electronic Federal Tax Payment System (EFTPS) (allows taxpayers to transmit regular tax payments electronically)		
<b>Q5b.</b> Use Direct Pay (pay money you owe the IRS securely directly from your bank account for free)		
<b>Q5d.</b> Use a third party payment system from irs.gov (debit or credit card with a fee)		
<b>Q5e.</b> Electronic Filing PIN Request (to get a PIN to use to “sign” your tax return when you file it electronically)		

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<b>Q5d.</b> Interactive Tax Assistant (ITA) (helps you answer a question like “How many exemptions can I claim?” by asking you a series of questions that guide you to a response tailored to your situation)		
<b>Q5e.</b> IP PIN (Identity Protection Personal Identification Number) a unique number from the IRS used for identity theft protection		
<b>Q5f.</b> IRS Withholding Calculator (helps you determine the number of withholdings you ask your employer to take on your W-4)		
<b>Q5g.</b> Online Employer Identification Number (EIN) (online application to receive an EIN)		
<b>Q5h.</b> Online Payment Agreement (OPA) (online application for an installment agreement)		
<b>Q5i.</b> Tax Exempt Charity Search (online search for tax exempt organizations)		
<b>Q5j.</b> Tax Trails (helps you answer a question like “Do I qualify for a filing extension” by asking you a series of questions that guide you to a response tailored to your situation)		
<b>Q5k.</b> Where’s My Reund? (check the status of your refund)		
<b>Q5l.</b> Where’s My Amended Return? (check the status of your amended return [1040X])		
<b>Q5m.</b> Get Transcript Online (online downloading of transcript or prior year return)		
<b>Q5n.</b> Get Transcripts by Mail (online ordering of transcript or prior year return sent to you in the mail)		
<b>Q5o.</b> EITC Assistant (helps taxpayers determine Earned Income Tax Credit Eligibility)		
<b>Q5p.</b> Directory of Tax Return Preparers (find preparers in your area who hold professional credentials recognized by the IRS)		

**//ASK IF Q5a=1//**

**Q5ab.** What type of payment was made through EFTPS?

- 1 One-time payment to the IRS filed with your return
- 2 One-time payment to the IRS not filed with your return
- 3 Installment Agreement Payments
- 4 Quarterly Estimated Payments
- 5 Other, specify: \_\_\_\_\_

**//ASK IF Q5h=1//**

**Q5hb.** What type of payment was made through an Online Payment Agreement?

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- 1 One-time set up fee
- 2 Installment Agreement Payments
- 3 Other, specify:\_\_\_\_\_

**//ASK IF Q5b=1//**

**Q5bb.** What type of payment was made through Direct Pay?

- 1 One-time payment to the IRS filed with your return
- 2 One-time payment to the IRS not filed with your return
- 3 Installment Agreement Payments
- 4 Quarterly Estimated Payments
- 5 Other, specify:\_\_\_\_\_

**Follow up questions:**

1. [Q5] What were you thinking of as you answered this question?
2. [Q5] Did anything about this question make it difficult to answer? Please explain.
3. [Q5] What, if anything, was unclear or confusing about the wording of this question?
4. [Q5] How confident are you that you can remember what services/tools you used on the IRS website?
5. [Q5ab] How confident are you that you can remember what type of payment was made through the EETPS?
6. [Q5hb] How confident are you that you can remember what type of payment was made through the Online Payment Agreement?
7. [Q5bb] How confident are you that you can remember what type of payment was made through Direct Pay?

**//ASK IF XSPANISH=2//**

**Q6.** Are you **aware** that you can get information or help such as finding forms or tax law information, checking refund status or getting help resolving a notice from the IRS in the following ways in Spanish?

	Yes (1)	No (2)
<b>Q6a.</b> Calling an IRS Toll-Free line and getting assistance in Spanish		
<b>Q6b.</b> Visiting a local IRS office (Taxpayer Assistance Center, walk-in center) and getting assistance in Spanish		
<b>Q6c.</b> Visiting the Espanol section of the IRS website		
<b>Q6d.</b> Sending regular mail to the IRS in Spanish		
<b>Q6e.</b> Spanish speaking volunteer preparers from a community organization		
<b>Q6f.</b> Where's My Refund		
<b>Q6g.</b> Using IRS2Go App (for smartphone or tablet mobile device)		

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**Follow up questions:**

1. What does "Where's my Refund" mean to you?
2. Did anything about this question make it difficult to answer? Please explain.

**//ASK ALL//**

**Q7.** Did you receive a letter (also referred to as notice) in the mail from the IRS...?

	Yes (1)	No (2)	Not Sure (96)
<b>Q7a.</b> Within the past 12 months			
<b>Q7b.</b> 1-2 years ago			
<b>Q7c.</b> 3-5 years ago			
<b>Q7d.</b> More than 5 years ago			

**//ASK IF ANY Q7a-Q7d=1//**

**//MUL=4//**

**Q7a.** Did your most recent notice...?

- 1 Indicate that you had a potential error on your return
- 2 Indicate that you owed money
- 3 Provide information about your tax account
- 4 Other, specify \_\_\_\_\_

**Follow up questions:**

1. [Q7] How confident are you that you can remember getting a letter or notice from the IRS within the past 12 months or more?
2. [Q7a] How confident are you that you can remember what the notice said?
3. Did anything about these questions make it difficult to answer? Please explain.

**//ASK IF ANY Q1a-Q1e=1 OR ANY Q6a-Q6d=1//**

**INTRO1.** The next questions are about **any** contact you may have had with the Internal Revenue Service (IRS) in the *past 12 months*, including actively using the IRS website to obtain information.

**[IF XSPANISH = 2: 'Please include all contacts regardless of whether they were in Spanish or English']**

**//ASK IF ANY Q1a-Q1e=1 OR ANY Q6a-Q6d=1//**

**Q8.** In the *past 12 months*, did you contact the IRS for any reason, using any of the following methods?

Select one answer from each row in the grid

**//PROGRAMMER: ONLY DISPLAY OPTIONS THAT MEET EACH SPECIFIC REQUIREMENT//**

	YES (1)	NO (2)



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//IF Q1A=1 OR Q6a=1//	<b>Q8a.</b> Called an IRS Toll-Free Line		
//IF Q1a=1 OR Q1b=1 OR Q6a=1 OR Q6b=1//	<b>Q8h.</b> Called an IRS Toll-Free line to make an appointment to visit a local IRS office		
//IF Q1b=1 or Q6b=1//	<b>Q8b.</b> Visited a local IRS office (Taxpayer Assistance Center, walk-in center)		
//IF Q1c=1 OR Q6c=1//	<b>Q8c.</b> Visited the IRS website to obtain specific information. .Please do not count casual browsing.		
//IF Q1d=1 OR Q6d=1//	<b>Q8d.</b> Contacted the IRS through regular mail		
//IF Q1e=1//	<b>Q8e.</b> Email the IRS		
//IF Q1f=1 OR Q6e=1//	<b>Q8f.</b> Got help from a volunteer tax preparer from a community organization		
//IF Q1f=1//	<b>Q8g.</b> Used the IRS2Go App (for smartphone or tablet mobile device)		

**Follow up questions:**

1. What were you thinking of as you answered this question?
2. Are there any methods missing from this list?
3. How confident are you that you can remember how you contacted the IRS in the past 12 months?
4. Did anything about this question make it difficult to answer? Please explain.
5. What, if anything, was unclear or confusing about the wording of this question?

**//ASK IF ALL Q8a-Q8h=2//**

**//IF Q9p IS SELECTED AND BLANK, PROMPT ONCE//**

**Q9.** In the past 12 months, did you need assistance with any of the following tax related issues?

	Yes (1)	No (2)
<b>Q9a.</b> Get a <b>form or publication</b>		
<b>Q9b.</b> Get <b>transcripts</b> or prior year tax return information		
<b>Q9c.</b> Get <b>tax law</b> information while <b>preparing</b> my return such as information on withholding, dependents, deductions, or tax credits		
<b>Q9d.</b> Get help with <b>tax return preparation</b> such as which forms to file, record keeping, filling out forms, how to file or how to get more help.		
<b>Q9e.</b> Get help making <b>tax-related calculations</b> (e.g., calculating withholdings, calculating sales tax deductions, determining Earned Income Tax Credit (EITC) eligibility)		
<b>Q9f</b> Get <b>information</b> or assistance about an <b>IRS notice</b> - notices are mailed letters about issues such as balance dues, overpayments, underpayments, information about tax credits or requests for more information.		
<b>Q9g.</b> Get <b>tax law</b> information <b>after filing</b> my tax return to help me clarify the tax process or remain/become compliant such as information about		

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estimated taxes (do not count contacts about IRS notices)		
<b>Q9h. Get information or assistance related to identity theft</b>		
<b>Q9i. Obtain an IP PIN (Identity Protection Personal Identification Number) a unique number from the IRS used for identity theft protection</b>		
<b>Q9j. File a tax return or form</b>		
<b>Q9k. Make a payment</b>		
<b>Q9l. Get information about making payments</b>		
<b>Q9m. Get information about a refund</b>		
<b>Q9n. Obtain Individual or Employer Tax ID (ITIN, EIN)</b>		
<b>Q9o. Get information about the Affordable Care Act (the Healthcare law)</b>		
<b>Q9p. Other, please specify</b>		

**//ASK IF Q9e=1//**

**Q9e1.** Did you need help for any of the following issues?

	Yes (1)	No (2)
<b>Q9e1a.</b> Find out if you are eligible for EITC		
<b>Q9e1b.</b> Determine if your child/children meet the tests for a qualifying child		
<b>Q9e1c.</b> Estimate the amount of your EITC credit		

**//ASK IF Q9b=1//**

**Q9b1.** Why did you need to obtain a transcript?

- 1 Apply for a mortgage
- 2 Prequalify for a mortgage
- 3 Apply for business loan
- 4 Apply for some other line of credit (credit card, personal loan, etc.)
- 5 Apply for student loans (FAFSA)
- 6 File for bankruptcy
- 7 Provide to United States Citizenship and Immigration Services (USCIS)
- 8 Employment
- 9 Personal records
- 10 File, re-file, or amend a tax return
- 11 Other \_\_\_\_\_

**Follow up questions:**

1. [Q9b1] What were you thinking about as you answered this question?
2. [Q9b1] Did anything about these questions make it difficult to answer? Please explain.
3. [Q9b1] What does "transcript" mean to you?
4. [Q9b1] How confident are you that you can remember why you needed to obtain a transcript?
5. [Q9b1] In your opinion, what is the difference between applying for a mortgage and prequalifying for a mortgage?

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6. [Q9b1] Are there any other reasons you would need to obtain a transcript?

**//ASK IF ANY Q9a-Q9p=1//**

**//PROGRAMMER: RANDOMLY SELECT UP TO 3 Q9a-Q9p=1 RESPONSES, GIVING PREFERENCE TO Q9h, Q9i, and Q9o//**

**//PROGRAMMER: CYCLE THROUGH Q10A\_X and Q10B\_X FOR EACH OF THE 3 SELECTED Q9a-Q9p RESPONSE OPTIONS//**

**Q10a\_X.** What was the first information source you used in order to [INSERT Q9 RESPONSE OPTION]?

- 1 A friend or family member
- 2 Volunteer tax preparation site
- 3 Tax preparation company
- 4 A tax professional
- 5 Accountant/bookkeeper
- 6 Non-IRS book or publication
- 7 Non-IRS Website
- 8 Non-IRS Social Media
- 9 Tax software
- 10 Other (please specify) \_\_\_\_\_

**//ASK IF ANY Q9a-Q9p=1//**

**//PROGRAMMER: ROTATE LIST//**

**//MUL=9//**

**Q10b\_x.** What reasons best describe why you didn't contact the IRS about this issue

- 1 I did not need to contact the IRS/I could handle the issue on my own
- 2 I got help from my tax software
- 3 I got help from a friend or family member
- 4 I got help from my tax preparer/accountant/lawyer
- 5 I don't know how to contact the IRS
- 6 It's hard to contact the IRS
- 7 I don't trust the IRS to act in my best interest (fair enforcement)
- 8 I don't trust the IRS to help me understand my issue
- 9 I don't understand my issue well enough to work with the IRS alone

**Follow up questions:**

1. How confident are you that you can remember who you used in order to [insert from Q9]?
2. [Q10a\_x] Is there anything missing from this list?
3. [Q10a\_x] How confident are you that you can remember the first information source you used?
4. [Q10b\_x] Are there any reasons missing from this list?
5. [Q10b\_x] How confident are you that you can remember why you didn't contact the IRS about your issue?
6. Did anything about these questions make it difficult to answer? Please explain.

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**[PROGRAMMING: SKIP TO Q25 IF ALL Q2a thru Q2h is not yes (all are no)]**

ALL QUESTIONS IN THE LOOP are required. (Q16 to Q16F)

**//ASK IF NOT ALL Q8a -Q8h=2//**

**Q11.** You mentioned that you have contacted the IRS in the *past 12 months*. Contacting the IRS includes calling an IRS Toll-Free line, visiting a local IRS office (Taxpayer Assistance Center, walk-in center), visiting the IRS website (*not casual browsing*), contacting the IRS through regular mail, emailing the IRS, or using the IRS2Go App. For which of the following reasons have you contacted the IRS in the *past 12 months*?

	Yes (1)	No Answer (Hidden)
<b>Q16a.</b> Get a <b>form or publication</b>		
<b>Q16b.</b> Get <b>transcripts</b> online or by mail		
<b>Q16c.</b> Get help with <b>tax law</b> while <b>preparing</b> my return such as information on withholding, dependents, deductions, or tax credits		
<b>Q16d.</b> Get <b>tax return preparation help</b> such as which forms to file, record keeping, filling out forms, how to file or how to get more help		
<b>Q16e.</b> Get help making tax-related <b>calculations</b>		
<b>Q16f.</b> Get <b>information</b> or assistance about an <b>IRS notice</b> — notices are mailed letters about issues such as balance dues, overpayments, underpayments, information about tax credits or requests for more information		
<b>Q16g.</b> Get <b>tax law</b> information <b>after filing</b> my tax return to help me clarify the tax process or remain/become compliant such as information about estimated taxes (do <i>not</i> count contacts about IRS notices)		
<b>Q16h.</b> Get information or assistance related to <b>identity theft</b>		
<b>Q16i.</b> Obtain an <b>IP PIN</b> (Identity Protection Personal Identification Number) a unique number from the IRS used for identity theft protection		
<b>Q16j.</b> File a <b>tax return</b> or form		
<b>Q16k.</b> Make a <b>payment</b>		
<b>Q16l.</b> Get <b>information</b> about making <b>payments</b>		
<b>Q16m.</b> Get <b>information</b> about a <b>refund</b>		
<b>Q16n.</b> Obtain <b>Individual</b> or <b>Employer Tax ID</b> (ITIN, EIN)		
<b>Q16o.</b> Get information about the <b>Affordable Care Act</b> (the Healthcare law)		
<b>Q16p.</b> Other, specify [if “Other” selected and nothing entered in blank, prompt once] [include in loop]		

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**Follow up questions:**

1. [Q11] What were you thinking about as you answered this question?
2. [Q16b. If not already asked] What does “transcript” mean to you?
3. [Q16a thru Q16p] Are there any response options that don’t make sense to you?
4. [Q11] Did anything about this question make it difficult to answer? Please explain.
5. [Q11] How confident are you that you can remember why you contacted the IRS in the past 12 months?
6. [Q11] Are there any other reasons missing from this list?

**//BEGIN REASONS LOOP - A MAXIMUM OF THREE (3) REASONS (Q16a-Q16p) WILL PROCEED THROUGH THE FOLLOWING CHANNEL EXPERIENCE LOOP.//**

**//PROGRAMMER: If a respondent selects more than 3 reasons (Q16a-Q16p=1): Initial Preference is given to: Q16o. Second preference to ID theft (Q16h) and IP PIN (Q16i). After this initial selection, then the REASON (Q16a-Q16p) with the fewest “Yes” responses should be selected, until there are three total reasons//**

**//ASK IF Q16n=1//**

**//MUL=3//**

**Q16na.** What service did you expect the IRS to provide regarding the Affordable Care Act?  
Please select all that apply.

- 1 Information about how your health insurance may affect your income taxes
- 2 Information about what to do if you don’t have health insurance
- 3 Other, specify\_\_\_\_\_

**//ASK IF Q16n=1//**

**//MUL=12//**

**Q16nb.** For which of the following reasons did you contact the IRS about the Affordable Care Act?

- 1 To learn about the tax credit (known as the Premium Tax Credit) designed to help individuals afford health insurance through the Marketplace
- 2 To learn about advance monthly payments of the Premium Tax Credit
- 3 To learn about the requirement for individuals to purchase health insurance
- 4 To learn about the Health Insurance Marketplace
- 5 To learn about Form 1095-A, 1095-B or 1095-C
- 6 To learn about making a payment (known as the Individual Shared Responsibility Payment) to the IRS if individuals do not purchase health insurance
- 7 To learn about exemptions from the requirement to purchase health insurance
- 8 I received a notice regarding advance payments of the Premium Tax Credit
- 9 I received a notice regarding the Shared Responsibility Payment

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- 10 I received a notice that I may be eligible for an exemption from the coverage requirement
- 11 I received a notice regarding another issue related to the Premium Tax Credit
- 12 Other

**Follow up questions:**

- 1. [Q16nb] Did anything about this question make it difficult to answer? Please explain.
- 2. [Q16nb] How confident are you that you can remember why you contacted the IRS in the past 12 months?
- 3. [Q16nb] Are there any other reasons missing from this list?

**//ASK IF Q16h=1//**

**//MUL=4//**

**Q16ha.** What service did you expect the IRS to provide regarding identity theft? Please select all that apply.

- 1 How to report identity theft to the IRS
- 2 Tips on keeping my tax records safe
- 3 How to determine if my tax account was affected by identity theft
- 4 Other, specify \_\_\_\_\_

**//ASK IF Q16h=1 OR Q16i=1//**

**Q16ib.** Did the IRS issue you an Identity Protection Personal Identification Number (IP PIN), a unique number from the IRS used for identity theft protection?

- 1 Yes
- 2 No

**//ASK IF Q16ib=1//**

**Q16ic.** Did you use the Identity Protection Personal Identification Number (IP PIN) when filing your return this past filing season?

- 1 Yes
- 2 No

**//ASK IF Q16ib=1//**

**Q16id.** Did you have any issue using your IP PIN that caused you to contact the IRS?

- 1 Yes
- 2 No

**//ASK IF Q16id=1//**

**Q16ie.** Please describe the issue that caused you to contact the IRS.

- 1 Misplaced IP PIN
- 2 Theft of IP PIN

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- 3 Failed online account login/forgot my password
- 4 Failed to authenticate my identity
- 5 Other, specify \_\_\_\_\_

**Follow up questions:**

1. [Q16ha thru Q16ie] How confident are you that you can remember this information about your IP PIN?

**//ASK IF Q16F=1//**

**Q16fa.** What was your *most recent* notice about?

- 1 Filing issue
- 2 Error on return
- 3 Payment
- 4 Refund issue
- 5 Request for information/proof for items on my tax return (correspondence exam)
- 6 Credits you might be eligible for but did not claim
- 7 Other (specify)
- 8 The purpose of the notice was not clear
- 9 Do not recall

**//ASK IF Q16fa=1//**

**Q16fb.** Which of the following best describes the filing issue regarding your most recent notice?

- 1 Didn't file a return
- 2 Didn't sign return or form
- 3 Resubmitting/missing forms
- 4 Penalty for late filing
- 5 Other (specify)

**//ASK IF Q16fa=2//**

**Q16fd.** Which of the following best describes the error on return regarding your most recent notice?

- 1 Under-reported income
- 2 Incorrect amount of withholding
- 3 Incorrect filing status
- 4 Incorrect Social Security Number
- 5 Made an error with the Shared Responsibility Payment
- 6 Made an error reconciling advance payments of the Premium Tax Credit
- 7 Claimed a credit for which I didn't qualify
- 8 Other (specify)

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**//ASK IF Q16fa=2//**

**Q16fe.** Did this result in a refund or you owing money to the IRS?

- 1 Refund
- 2 Owed money to IRS
- 3 No change

**//ASK IF Q16fa=3,4//**

**Q16ff.** Which of the following best describes the payment / refund issue regarding your most recent notice?

- 1 Didn't make a payment with my return
- 2 Didn't pay the full amount due with my return
- 3 Didn't make an Installment Agreement payment
- 4 My refund was being held
- 5 My refund was used to pay a tax debt from a prior year
- 6 Received additional / larger refund
- 7 Other (specify)

**Follow up questions:**

1. [Q16fa] How confident are you that you can remember what your most recent notice was?
2. [Q16fb] How confident are you that you can remember the filing issue on your notice?
3. [Q16fd] How confident are you that you can remember the error on your return?
4. [Q16ff] How confident are you that you can remember the payment/refund issues?
5. [Q16ff] What does "Installment Agreement Payment" mean to you?
6. [Q16fa thru Q16ff] Are there any other issues/reasons missing from these response options?
7. [Q16fa thru Q16ff] Did anything about these questions make it difficult to answer? Please explain.
8. [Q16fa thru Q16ff] What, if anything, was unclear or confusing about the wording of these questions?

**//ASK IF Q16fd=2//**

**Q16ka.** You indicated earlier that your most recent notice said that you owed money to the IRS. Which of the following actions did you take to resolve your balance due notice? (Select one)

- 1 Paid the full amount owed to the IRS
- 2 Arranged for an Installment Agreement with the IRS
- 3 Arranged for an Offer In Compromise
- 4 None of the above

**Follow up questions:**

1. [Q16ka] How confident are you that you can remember what actions you took?
2. [Q16ka] Are there any other actions that are missing from this list?

**//ASK IF Q16k=1//**

**Q16kb.** What type of payment was made?



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- 1 One-time payment to the IRS filed with your return
- 2 One-time payment to the IRS not filed with your return
- 3 Installment Agreement Payments
- 4 Quarterly Estimated Payments
- 5 Other, specify:

**Follow up questions:**

1. [Q16kb] How confident are you that you can remember the type of payment that was made?
2. [Q16kb] Are there any other payment types that are missing from this list?

**//PROGRAMMER: Cyle through Q17\_x- Q22b\_x 3 times to select 1<sup>st</sup>, 2<sup>nd</sup>, and third reasons//**

**Q17\_x.**What was the [first/second/third] information source you used in order to [INSERT from Q16]?

	Yes (1)	NO Answer (Hidden)
Q17a_x. IRS forms and instruction booklets		
Q17b_x. IRS Website (www.IRS.gov)		
Q17c_x. Visited Healthcare.gov		
Q17d_x. IRS2GO App		
Q17e_x. IRS Social Media (e.g., Facebook, YouTube, Twitter, Tumblr)		
Q17f_x. IRS Tax Assistance Center (walk-in sites)		
Q17g_x. Automated IRS phone system		
Q17h_x. IRS phone representative		
Q17i_x. IRS phone representative to make an in-person appointment at a Tax Assistance Center		
Q17j_x. Email with the IRS		
Q17k_x. Written correspondence through mail with the IRS		
Q17l_x. A friend or family member		
Q17m_x. Volunteer tax preparation site		
Q17n_x. Tax preparation company		
Q17o_x. A tax professional		
Q17p_x. Accountant/bookkeeper		
Q17q_x. Non-IRS book or publication		
Q17r_x. Non-IRS Website		
Q17s_x. Non-IRS Social Media		
Q17t_x. Tax software		
Q17u_x. Other (please specify)		

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**Follow up questions:**

1. [Q17\_x] How confident are you that you can list your first, second, and third information source?
2. [Q17\_x] Are there any information sources that are missing from this list?
3. [Q17\_x] Did anything about this question make it difficult to answer? Please explain.

**CHANNEL EXPERIENCE**

**Toll -Free Section**

**//ASK IF XSPANISH=2//**

**Q18\_x.** Have you called the IRS Español Toll-Free Line?

- 1 \_\_\_\_\_ Yes (Continue)  
2 \_\_\_\_\_ No

**//ASK IF Q17h\_x=1 OR Q17i\_x=1//**

**Q18a\_x.** Did you hang up *before* speaking with an IRS representative?

- 1 Yes  
2 No

**//ASK IF Q18a\_x=1//**

**//MUL=7//**

**Q18ab\_x.** What were your reasons for hanging up?

- 1 Got a busy signal  
2 Placed on hold too long  
3 Kept getting transferred  
4 Couldn't understand the menu system  
5 Too many choices on the menu system  
6 Recorded message suggested going to IRS.gov  
7 Other

**//ASK IF Q18ab\_x NE 3//**

**Q18ac\_x.** Were you transferred *more than once* when you called?

- 1 Yes  
2 No  
3 Don't know/Not sure

**//ASK IF Q17h\_x=1 OR Q17i\_x=1 AND Q18a\_x=2//**

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**Q18b\_x.** Did the representative try to resolve your issue over the phone so you wouldn't have to make an appointment?

- 1 Yes
- 2 No
- 3 Not sure

**//ASK IF Q17h\_x=1 OR Q17i\_x=1 AND Q18b\_x=1**

**Q18ba\_x.** Was the issue resolved over the phone?

- 1 Yes
- 2 No
- 3 Not sure

**//ASK IF Q17h\_x=1 or Q17i\_x=1//**

**Q18c\_x.** Did you end up scheduling an appointment over the phone?

- 1 Yes
- 2 No
- 3 Not sure

**//ASK IF Q17h\_x=1 OR Q17i\_x=1 AND Q18c\_x=1//**

**Q18ca\_x.** Did you visit the IRS office at your scheduled appointment time?

- 1 Yes
- 2 No
- 3 Not yet, appointment is scheduled for a future date
- 4 Not sure

**Follow up questions:**

1. [Q18ab\_x] What do you think of this list? Are there any other reasons for hanging up?
2. [Q18ab\_x thru Q18ca\_x] How confident are you that you remember these details of your interactions with the IRS over the phone?
3. [Q18ab\_x thru Q18ca\_x] Did anything about these questions make it difficult to answer? Please explain.
4. [Q18ab\_x thru Q18ca\_x] What, if anything, was unclear or confusing about the wording of these questions?

**//ASK IF Q18a=2 AND Q17i\_x=1 AND Q18b\_x=1//**

**Q18d.** How well did you **understand** the information that was provided to you when you called the IRS toll-free line?

- 1 Not at all

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- 2 Not very well
- 3 Somewhat
- 4 Very well

**//ASK IF Q18a=2 AND Q17i\_x=1 AND Q18b\_x=1//**

**Q18e.** Were all of your questions answered when you called the IRS toll-free line?

- 1 Yes
- 2 No

**//ASK IF Q17i=1 AND Q18ca\_x=1//**

**Q18f.** How well did you **understand** the information that was provided to you at the local IRS office?

- 1 Not at all
- 2 Not very well
- 3 Somewhat
- 4 Very well

**//ASK IF Q17i=1 AND Q18ca\_x=1//**

**Q18g.** Were all of your questions answered during your visit?

- 1 Yes
- 2 No

**Follow up questions:**

1. [Q18d thru Q18g] How confident are you that you can remember if your questions were answered?

**//ASK IF Q17f\_x=1//**

**Q19a\_x.** How well did you **understand** the information that was provided to you at the local IRS office?

- 1 Not at all
- 2 Not very well
- 3 Somewhat

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4 Very well

**//ASK IF Q17f\_x=1//**

**Q19b\_x.** Were all of your questions answered during your visit?

- 1 Yes
- 2 No

**//ASK IF XSPANISH=2//**

**Q19c\_x.** Did you *need* assistance in Spanish when you visited a local IRS office (Taxpayer Assistance Center, walk-in center)?

- 1 Yes
- 2 No

**//ASK IF Q19c\_x=1//**

**Q19ca\_x.** Did you receive assistance in Spanish?

- 1 Yes
- 2 No

**//ASK IF Q17b\_x=1 AND XSPANISH=2//**

**Q20\_x.** When you used the IRS website to get information, did you use the Español section of the IRS website, the English section of the IRS website, or both?

- 1 Español only
- 2 English only
- 3 Both Español and English

**//ASK IF XSPANISH=2 AND Q20\_x=3//**

**Q20a\_x.** Which language section of the IRS website did you use *more*?

- 1 Español
- 2 English
- 3 About the same

**//ASK IF XSPANISH=2 AND Q20\_x=2//**

**//MUL=4//**

**Q20b\_x.** What were the reasons you have *not* used the Español section of the IRS website?

- 1 I'm not aware of the Español section of website

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2. I'm not aware that tax information is available in Spanish
3. I prefer the English section of the website
4. Other (specify)\_\_\_\_\_

**Follow up questions:**

1. [Q19a\_x thru Q20b\_x] How confident are you that you can remember the details of your visit to your local IRS office?
2. [Q19a\_x thru Q20b\_x] Did anything about these questions make it difficult to answer? Please explain.
3. [Q19a\_x thru Q20b\_x] What, if anything, was unclear or confusing about the wording of these questions?

**//ASK IF Q17b\_x=1 AND XSPANISH=2//**

**Q20c\_x.** Did you find the information you were looking for?

1. Yes
2. No
3. Partially

**//ASK IF Q20c\_x=1 OR 3//**

**Q20d\_x.** How well did you **understand** the information?

1. Not at all
2. Not very well
3. Somewhat
4. Very well

**//ASK IF Q20c\_x=2//**

**Q20e\_x.** If you *didn't* find what you were looking for, what specific type of information were you

trying to find?

Please specify

\_\_\_\_\_

**//ASK IF Q17j\_x=1//**

**Q21.** How well did you **understand** the information that was provided to you by mail from the IRS?

1. Not at all
2. Not very well
3. Somewhat

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- 4 Very well
- 5 Have not received a response from the IRS

**//ASK IF Q17j\_x=1//**

**Q21a\_x.** Were all of your questions answered through mailing to IRS?

- 1 Yes
- 2 No
- 3 In process

**Follow up questions:**

1. [Q20c\_x thru Q21a\_x] How confident are you that you can remember if your IRS questions were answered?
2. [Q20c\_x] What does the term, "Partially" mean to you?
3. [Q20d\_x] Please repeat this question using your own words.
4. [Q20d\_x] What does the term "understand" mean to you?
5. [Q20c\_x thru Q21a\_x] Did anything about these questions make it difficult to answer? Please explain.
6. [Q20c\_x thru Q21a\_x] What, if anything, was unclear or confusing about the wording of these questions?

**//ASK IF Q17j\_x=1//**

**Q21\_x.b.** What was the reason that [from Q17] was your [first/second/third] choice in your effort to [from Q16]?

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**//ASK IF Q17\_x = NOT BLANK//**

**Q22\_x.** Did the [from Q17] resolve [from Q16] or did you need to go to another source?

- 1 Completely resolved - needed no further effort [CONTINUE to Q16d]
- 2 Needed to go to another source [LOOP TO Q16a]
- 3 [Phone and ONLINE: PHONE DO NOT READ] Left unresolved and did not go to another source [SKIP TO Q16c\_1]

**If after third choice and Q16c=Need to go to another source, ask Q16C\_N and then go to the next REASON (if already on the 3<sup>rd</sup> REASON, skip to Q16e. )**

**//ASK IF Q22\_x=3//**

**Q22a\_x.** Why did you leave [Q16] unresolved without going to another source? (open end) [GO TO Q16e]

**//ASK IF Q22\_x=2//**

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**Q22b\_x.** How did you resolve [Q16]?

**//ASK IF ???//**

**Q22c\_x.** Please rate your satisfaction with the following aspects of getting your information. [if Q16=1, change question text from “your information” to “the form or publication”]. How satisfied were you with...

	Very Dissatisfied (1)	Dissatisfied (2)	Neither satisfied nor dissatisfied (Neutral) (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (6)
<b>Q22ca_x.</b> The time it took to resolve your issue						
<b>Q22cb_x.</b> The number of steps needed to obtain information you sought.						
<b>Q22cc_x.</b> The accuracy of the information you received						
<b>Q22cd_x.</b> The clarity of the information you received						

**//CYCLE BACK THROUGH Q17\_x-Q22b\_x//**

**//PROGRAMMER: ONLY COMPLETE Q17\_X - Q22b\_x 3 TIMES//**

**//ASK IF Q8a=2 AND Q8b=2//**

**//MUL=8//**

**Q23.** What are the *main* reasons you visited a local office instead of visiting the IRS website to get information from the IRS? Select all that apply.

- 1 It was easier to go to a local IRS office
- 2 I don't have Internet access
- 3 I used local IRS offices before
- 4 I didn't believe I could get my questions answered by using the IRS website
- 5 I did try to use the IRS website
- 6 I wasn't aware of the IRS website
- 7 The letter I received from the IRS said to go to a local office



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8      Something else (specify)

**Follow up questions:**

1. [Q23] Are there any other reasons to visit a main office besides what is listed?
2. [Q22cc\_x] What does “The accuracy of the information you received” mean to you?
3. [Q22cd\_x] What does “The clarity of the information you received” mean to you?
4. Did anything about these questions make it difficult to answer? Please explain.
5. What, if anything, was unclear or confusing about the wording of these questions?

[SC, IF YES TO 2A, B, C, D, E, F, G, H]

**//ASK IF Q8A=1 OR Q8B=1 OR Q8C=1 OR Q8D=1 OR Q8E=1 OR Q8F=1 OR Q8G=1 OR Q8H=1//**

**Q24.** Did you contact the IRS for any *other* reasons you have *not* mentioned?

- 1 Yes
- 2 No

**//ASK IF Q24=1//**

**Q24a.** What other reasons? \_\_\_\_\_

[PHONE ONLY ADD QUESTION]

**//ASK ALL//**

**Q24b.** Would you use the internet for any tax related activities such as getting a form, getting tax law information, or making a payment?

- 1 Yes
- 2 No [SKIP Q25]

**Follow up questions:**

1. [Q24] Please repeat this question using your own words
2. [Q24] What do you think of when you hear “tax related activities?”
3. [Q24] In what situations would you use the internet for tax related activities?
4. [Q24] In what situations would you **not** use the internet for tax related activities?
5. [Q24 thru Q24b] Did anything about these questions make it difficult to answer? Please explain.

**//ASK IF Q24=1//**

**Q25.** Please assume you have a need to perform each of the following tax related activities. In the future, if you had to perform these activities, how likely are you to use the IRS website ([www.irs.gov](http://www.irs.gov)) for each task?

	Very Unlikely (1)	Somewhat Unlikely (2)	Neither Unlikely nor Likely (3)	Somewhat Likely (4)	Very Likely (5)
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<b>Q25a.</b> Get an IRS form or publication					
<b>Q25b.</b> Get information about completing a tax form					
<b>Q25c.</b> Find an answer to a tax law question					
<b>Q25d.</b> Determine my eligibility for a tax benefit or whether certain requirements apply to me					
<b>Q25e.</b> Get help making tax-related calculations.					
<b>Q25f.</b> Get help preparing a tax return or form					
<b>Q25g.</b> File a tax return or form					
<b>Q25h.</b> Set up a payment plan					
<b>Q25i.</b> Make a payment					
<b>Q25j.</b> Get information about a refund					
<b>Q25k.</b> Respond to a notice or letter received from the IRS					
<b>Q25l.</b> Get a transcript or prior year tax return information					
<b>Q25m.</b> Get information about the Affordable Care Act (the healthcare law)					
<b>Q25n.</b> Get information about tax credits such as EITC, child tax credit and education credit.					
<b>Q25o.</b> Sign up for an IP PIN (Identity Protection Personal Identification Number) a unique number from the IRS used for identity theft protection					
<b>Q25p.</b> Something else (specify)					

[PHONE ONLY ADD QUESTION:]

**//ASK ALL//**

**Q26.** Would you use a smartphone app for any tax related activities such as getting a form, getting tax law information, or making a payment?

- 1 Yes
- 2 No [SKIP Q14b]

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**//ASK IF Q26=1//**

**Q27.** Please assume you have a need to perform each of the following tax related activities. In the future, if you had to perform these activities, how likely are you to use the IRS2Go App (for iPhone and Android mobile devices) for each task?

	Very Unlikely (1)	Somewhat Unlikely (2)	Neither Unlikely nor Likely (3)	Somewhat Likely (4)	Very Likely (5)
<b>Q27a.</b> Get an IRS form or publication					
<b>Q27b.</b> Get information about completing a tax form					
<b>Q27c.</b> Find an answer to a tax law question					
<b>Q27d.</b> Determine my eligibility for a tax benefit or whether certain requirements apply to me					
<b>Q27e.</b> Get help making tax-related calculations.					
<b>Q27f.</b> Get help preparing a tax return or form					
<b>Q27g.</b> File a tax return or form					
<b>Q27h.</b> Set up a payment plan					
<b>Q27i.</b> Make a payment					
<b>Q27j.</b> Get information about a refund					
<b>Q27k.</b> Respond to a notice or letter received from the IRS					
<b>Q27l.</b> Get a transcript or prior year tax return information					
<b>Q27m.</b> Get information about the Affordable Care Act (the healthcare law)					
<b>Q27n.</b> Get information about tax credits such as EITC, child tax credit and education credit.					
<b>Q27o.</b> Sign up for an IP PIN (Identity Protection Personal Identification Number) a unique number from the IRS used for identity theft protection					

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Q27p. Something else (specify)					
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**Follow up questions:**

1. [Q25] Please repeat this question using your own words.
2. Are there any tax related activities that you do not understand?
3. [Q25, Q27] Did anything about this question make it difficult to answer? Please explain.
4. [Q25, Q27] What, if anything, was unclear or confusing about the wording of this question?
5. [Q26] How likely would you be to use a smartphone app for tax-related activities?

### III. PREPARING AND COMPLETING YOUR RETURN AND FILING

**PLEASE NOTE: S1c=1 SKIP SECTIONS III and IV. Except for two questions noted below.**

[INCLUDE S1c=1]

**//ASK ALL//**

**//MUL=19//**

**Q28.** In the *future*, where would you prefer to get **general tax information**, including information about changes in tax laws? Check all that apply.

	Yes	No Answer (Hidden)
Q28a. IRS forms and publications		
Q28b. IRS website in English		
Q28c. IRS website in Spanish		
Q28d. IRS telephone contact		
Q28e. IRS in-person/local IRS office (Taxpayer Assistance Center, walk-in center)		
Q28f. IRS sponsored tax class or seminar		
Q28g. IRS2Go App (for iPhone and Android mobile device)		
Q28h. IRS e-Pubs (electronic publications)		
Q28i. IRS (other)		
Q28j. Accountant/tax preparer (H&R Block, Jackson Hewitt)		
Q28k. Employer/Union/Trade Organization		
Q28l. Family/Friend		
Q28m. Library		
Q28n. Media such as radio, television, or newspapers		
Q28o. <b>//IF XSPANISH=2//</b> Notario		
Q28p. Post Office		

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<b>Q28q.</b> Tax preparation software (TurboTax, TaxAct, etc.)		
<b>Q28r.</b> Social Media (Facebook, Twitter, etc)		
<b>Q28s.</b> Other (Specify)		

[PHONE ONLY: Skip Q29 if Q25=YES]

**//ASK ALL//**

**Q29.** The IRS is considering creating individual online accounts for taxpayers to receive communications and other information. How likely are you to do the following where 1 is “Very Unlikely” and 5 is “Very Likely”?

	Very Unlikely (1)	Somewhat Unlikely (2)	Neither unlikely nor likely (3)	Somewhat Likely (4)	Very Likely (5)
<b>Q29a.</b> Create an online account on IRS.gov					
<b>Q29b.</b> Receive IRS notices through an online account rather than in the mail					
<b>Q29c.</b> Receive information on tax law changes through an online account					
<b>Q29d.</b> View your current balance due through an online account					
<b>Q29e.</b> View your payment history through an online account					
<b>Q29f.</b> Confirm IRS received a document you sent through an online account					

**//ASK IF S1c NE 1//**

**Q30.** How comfortable are you giving the IRS each of the following types of information to verify who you are when requesting information from the IRS or signing into an online account with the IRS?

	Very Uncomfortable (1)	Somewhat Uncomfortable (2)	Neither Uncomfortable nor Comfortable (3)	Somewhat Comfortable (4)	Very Comfortable (5)
<b>Q30a.</b> Name					
<b>Q30b.</b> Address					
<b>Q30c.</b> Social					

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Security Number					
<b>Q30d.</b> Bank, credit card, or loan account number					
<b>Q30e.</b> Personal cell phone number					

**//ASK IF S1c NE 1//**

**Q31.** How comfortable are you with the IRS sharing each of the following types of information with third parties such as banks, credit unions, and credit bureaus to help verify who you are?

	Very Uncomfortable (1)	Somewhat Uncomfortable (2)	Neither Uncomfortable nor Comfortable (3)	Somewhat Comfortable (4)	Very Comfortable (5)
<b>Q31a.</b> Name					
<b>Q31b.</b> Address					
<b>Q31c.</b> Social Security Number					
<b>Q31d.</b> Bank, credit card, or loan account number					
<b>Q31e.</b> Personal cell phone number					

**//ASK IF S1c NE 1//**

**Q32.** How comfortable are you with the IRS sharing each of the following types of information with other federal agencies (e.g., Veteran's Association, Social Security Administration)?

	Very Uncomfortable (1)	Somewhat Uncomfortable (2)	Neither Uncomfortable nor (3)	Somewhat Comfortable (4)	Very Comfortable (5)

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			Comfortable (3)		
<b>Q32a.</b> Name					
<b>Q32b.</b> Address					
<b>Q32c.</b> Social Security Number					
<b>Q32d.</b> Bank, credit card, or loan account number					
<b>Q32e.</b> Personal cell phone number					

**Follow up questions:**

1. [Q29 thru Q30] What were you thinking about as you answered these questions?
2. [Q29] How comfortable would you be creating an online account on IRS.gov? Why/why not?
3. [Q29] Are there certain activities you would feel more comfortable performing on an online account versus others?
4. [Q30] How comfortable would you be providing this type of information on the online account?
5. [Q31] How comfortable would you be sharing this type of information with banks, credit unions, and credit bureaus? Are there certain things you would feel more comfortable sharing over others?
6. [Q32] How comfortable would you be with the IRS sharing this type of information with federal agencies? Are there certain things you would feel more comfortable sharing over others?
7. [Q29 thru Q32] Did anything about these questions make it difficult to answer? Please explain.

**//ASK IF S1c NE 1//**

**FINTRO.** The next questions are about completing and filing your 2016 taxes.

**//ASK IF S1c NE 1//**

**Q33.** Are you **aware** of the Earned Income Tax Credit (EITC/EIC)?

- 1 Yes
- 2 No

**//ASK IF S1c NE 1 AND Q33=1//**

**Q33a.** Did you **apply** for the Earned Income Tax Credit (EITC/EIC) when you filed your 2016 federal tax return?

- 1 Yes

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2 No

**//ASK IF S1c NE 1 AND Q33a=1//**

**Q33b.** Did you **qualify** for Earned Income Tax Credit (EITC)/EIC for the 2016 tax year?

- 1 Yes
- 2 No
- 3 Don't know

**Follow up questions:**

1. [Q33 thru Q33b] Did anything about these questions make them difficult to answer? Please explain.

**//ASK IF S1c NE 1//**

**Q34.** Which of the following describes how your 2016 federal taxes were **prepared**? By this, we mean filling out the forms and **NOT** the actual filing task.

	Yes (1)	No Answer (Hidden)
<b>Q34a.</b> By hand, using IRS tax forms		
<b>Q34b.</b> On a computer, using tax software (for example, TurboTax or TaxAct)		
<b>Q34c.</b> Went to IRS.gov, found a Free File company and used their tax software (Traditional Free File)		
<b>Q34d.</b> Went to IRS.gov and used Free File Fillable Forms - filled in blank tax forms online without using tax software.		
<b>Q34e.</b> Went to IRS.gov Espanol, found a Free File company and used their tax software in Spanish (Traditional Free File)		
<b>Q34f.</b> Both by hand and using purchased tax software (for example, TurboTax or TaxAct)		
<b>Q34g.</b> Other (specify)		
<b>Q34h.</b> Don't Know		
<b>Q34i.</b> Accountant/tax preparer/someone else prepared my return		

**Follow up questions:**

1. [Q34] Please repeat this question in your own words.
2. [Q34] What were you thinking as you answered this question?
3. [Q34] How confident are you that you can remember how your 2016 taxes were prepared?
4. [Q34] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1c NE 1//**

**Q35.** Are you **aware** that you can file your federal tax return electronically?



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- 1 Yes
- 2 No

**//ASK IF S1c NE 1//**

**Q36.** How did you file your 2016 federal tax return in 2017? Was the return:

- 1 Sent by U.S. mail or commercial delivery service
- 2 Filed electronically (e-file)
- 3 Delivered in person
- 4 Don't know

**Follow up questions:**

1. [Q35] What does "filing your federal tax return" mean to you?
2. [Q36] How confident are you that you can remember how you filed your 2016 federal tax return?
3. [Q36] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1c NE 1//**

**//PROGRAMMER: ONLY DISPLAY THE OPTIONS THAT MEET THE LOGIC REQUIREMENTS FOR EACH//**

**Q37.** Here are some questions about **preparing** and **filing** your return. How satisfied were you with the following:

		Very Dissatisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)
<b>//IF S3=1//</b>	<b>Q37a.</b> The time you spent completing your federal tax return					
<b>//IF S3=1//</b>	<b>Q37b.</b> The ease of understanding what materials and documents to include with your federal tax return					
<b>//IF</b>	<b>Q37c.</b> The ease					

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<b>Q36=1,3//</b>	of understanding where to send your return					
<b>//IF Q34=2,6//</b>	<b>Q37d.</b> The amount of money you spent to file your federal tax return electronically					

**Follow up questions:**

1. [Q37] Please repeat this question using your own words.
2. [Q37] What were you thinking about as you answered this question?
3. [Q37] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1c NE 1 AND S3 NE 1//**

**Q38.** Taking *all* factors into account, please rate your overall satisfaction with the **person** who completed your return.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

**Follow up questions:**

1. [Q38] Please repeat this question using your own words.
2. [Q38] What did you think about as you answered this question?

**//ASK IF S1c NE 1 AND S3 NE 1//**

**Q39.** Taking *all* factors into account, please rate your overall satisfaction with the **filing process** (the actual filing task) of your federal return.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied
- 6 Not applicable/someone else filed my tax return

**//ASK IF S1c NE 1 AND S3=1//**

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**Q40.** Taking *all* factors into account, please rate your overall satisfaction with **preparing** and **filing** your federal return.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

**Follow up questions:**

1. [Q39, Q40] Please repeat this question using your own words.
2. [Q39, Q40] What did you think about as you answered this question?
3. [Q39] What does “filing process” mean to you?
4. [Q40] What does “preparing and filing your federal return” mean to you?

**IV. GETTING YOUR REFUND FROM THE IRS**

**//ASK IF S1c NE 1//**

**RINTRO.** Following are some questions about getting a refund from the IRS for your 2016 federal tax return.

**//ASK IF S1c NE 1//**

**Q41.** When you prepared your 2016 federal tax return, did you think you would get a tax refund or that you owed taxes?

- 1 Thought I owed taxes
- 2 Expected a refund
- 3 Neither
- 4 Don't know

**//ASK IF S1c NE 1//**

**Q42.** In the end, did you get a refund, owe money or neither?

- 1 Got refund
- 2 Owed money
- 3 Neither
- 4 Don't know

**//ASK IF S1c NE 1 AND Q42=1//**

**Q43.** Have you **received** your refund for your 2016 tax return yet? If you were expecting a refund, but it was withheld for any reason, please answer “No”.

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- 1 Yes
- 2 No
- 3 Applied to prior year balance
- 4 Applied to 2017 estimated tax

**Follow up questions:**

1. [Q41 thru Q43] What were you thinking about as you answered these questions?
2. [Q41] What does "tax refund" mean to you?
3. [Q43] How confident are you that you did or did not receive your refund from your 2016 tax return?

**//ASK IF S1c NE 1 and Q42=1//**

**Q44.** Please rate your satisfaction with the following aspects of getting your refund from the IRS.

How satisfied were you with...

	Very dissatisfied (1)	Dissatisfied (2)	Neither satisfied nor dissatisfied (Neutral) (3)	Satisfied (4)	Very Satisfied (5)	Not Applicable (6)
<b>Q44a.</b> The time it took to receive your refund from the IRS						
<b>Q44b.</b> The accuracy of your refund						
<b>Q44c.</b> The IRS' explanation of any adjustments to your refund						

**Follow up questions:**

1. [Q44] What were you thinking about as you answered this question?
2. [Q44] What does "adjustments to your refund" mean to you?
3. [Q44] What does "accuracy of your refund" mean to you?

**//ASK IF S1c NE 1 AND Q42=1//**

**Q45.** Taking *all* factors into account, please rate your satisfaction with getting your refund from the

IRS for the 2016 tax season

- 1 Very dissatisfied
- 2 Dissatisfied

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- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

**Follow up questions:**

- 1. [Q45] Please repeat this question using your own words.
- 2. [Q45] What were you thinking about as you answered this question?
- 3. [Q45] What do you think this question is asking you?

**V. AFFORDABLE CARE ACT**

**//ASK IF S1a=1//**

**Q46.** Are you **aware** of the need to report whether or not you and everyone on your tax return had health insurance coverage (or an exemption from coverage) on your tax return?

- 1 Yes
- 2 No

**//ASK IF S1a=1 AND Q46=1//**

**Q46a.** Did you report whether or not you and everyone on your tax return had health insurance coverage (or an exemption from coverage) on your 2016 tax return?

- 1 Yes
- 2 No
- 3 Not Sure

**//ASK IF S1a=1//**

**Q46b.** Are you **aware** that under the Affordable Care Act, individuals may have to make a payment when filing their tax return for any month they do not have health insurance coverage (or an exemption from coverage)?

- 1 Yes
- 2 No

**//ASK IF S1a=1 AND Q46b=1//**

**Q46c.** Did you have to make a payment to the IRS when you filed your return because anyone on your return did not have health insurance coverage (or an exemption from coverage) 2016?

- 1 Yes
- 2 No
- 3 Not Sure

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**//ASK IF S1a=1 AND Q46b=1//**

**Q46d.** Are you **aware** that certain circumstances will exempt individuals from the requirement to purchase health insurance?

- 1 Yes
- 2 No

**//ASK IF S1a=1 AND Q46d=1//**

**Q46e.** Did you request an exemption from the requirement to purchase health insurance coverage (Form 8965 Health Coverage Exemptions)?

- 1 Yes
- 2 No
- 3 Not Sure

**Follow up questions:**

1. [Q46] Please repeat this question using your own words.
2. [Q46] What do you think this question is asking you?
3. [Q46a] How confident are you that you can remember if you reported whether you or everyone on your tax return had health insurance coverage?
4. [Q46b] Please repeat this question using your own words.
5. [Q46b] What do you think this question is asking you?
6. [Q46b] What does "Affordable Care Act" mean to you?
7. [Q46b] What does "exemption from coverage" mean to you?
8. [Q46b] Did anything about this question make it difficult to answer? Please explain.
9. [Q46c] How confident are you that you can remember if you reported whether you or everyone on your tax return had health insurance coverage?
10. [Q46d] Please repeat this question using your own words.
11. [Q46d] What do you think this question is asking you?
12. [Q46d] What does "exempt" mean to you?
13. [Q46d] Did anything about this question make it difficult to answer? Please explain.
14. [Q46e] How confident are you that you can remember if you requested an exemption to purchase health insurance coverage?

**//ASK IF S1a=1//**

**//MUL=13//**

**Q47.** How would you prefer to get information about the requirement to purchase health insurance?

	Yes (1)	No Answer (Hidden)
<b>Q47a.</b> Health Insurance Marketplace website ( <a href="http://www.healthcare.gov">www.healthcare.gov</a> )		
<b>Q47b.</b> IRS website ( <a href="http://www.irs.gov">www.irs.gov</a> )		

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Q47c. Internet websites other than the IRS and Health Insurance Marketplace websites		
Q47d. Health Insurance Marketplace phone representatives		
Q47e. IRS phone representatives		
Q47f. Health insurance company		
Q47g. Physician		
Q47h. Accountant/bookkeeper		
Q47i. Tax preparation company		
Q47j. Tax preparation software		
Q47k. Direct Mail		
Q47l. Other (please specify)		

**//ASK IF S1a=1//**

**//MUL=13//**

Q48. How would you prefer to get information about **exemptions** to the requirement to purchase health insurance?

	Yes (1)	No Answer (Hidden)
Q48a. Health Insurance Marketplace website (www.healthcare.gov)		
Q48b. IRS website (www.irs.gov)		
Q48c. Internet websites other than the IRS and Health Insurance Marketplace websites		
Q48d. Health Insurance Marketplace phone representatives		
Q48e. IRS phone representatives		
Q48f. Health insurance company		
Q48g. Physician		
Q48h. Accountant/bookkeeper		
Q48i. Tax preparation company		
Q48j. Tax preparation software		
Q48k. Direct Mail		
Q48l. Other (please specify)		

**Follow up questions:**

1. [Q47, Q48] Please repeat this question using your own words.
2. [Q47, Q48] What do you think of the response options? Are there any other ways you would prefer to get information?
3. [Q47, Q48] In your opinion, what is the difference between “health insurance company” and “health insurance agents and brokers.”
4. [Q47, Q48] Who would you expect the “direct mail” to come from?

**//ASK IF S1a=1//**

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**Q49.** Are you aware of the Premium Tax Credit, which is a tax credit designed to help individuals afford health insurance through the Health Insurance Marketplace?

- 1 Yes
- 2 No

**//ASK IF S1a=1 AND Q49=1//**

**Q49a.** Did you receive Premium Tax Credit assistance to help you afford health insurance (based on Form 8962 Premium Tax Credit)?

- 1 Yes
- 2 No
- 3 Not Sure

**//ASK IF S1a=1 AND Q49=1//**

**Q49b.** How did you learn about the Premium Tax Credit? [Prompt for response once if skips, then allow to skip]

[Open End]

**Follow up questions:**

- 1. [Q49b] How confident are you that you received Premium Tax Credit assistance?
- 2. [Q49b] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1a=1 AND Q49=1//**

**Q49c.** Are you **aware** of the option to arrange advance monthly payments of the tax credit from the government to your insurance company to reduce your monthly premium?

- 1 Yes
- 2 No

**Follow up questions:**

- 1. [Q49c] Please repeat this question using your own words
- 2. [Q49c] What does "monthly premium" mean to you?

**//ASK IF S1a=1 AND Q49=1//**

**Q49d.** Are you **aware** of the following requirements in order to be eligible for the Premium Tax Credit?

	Yes (1)	No (2)
<b>Q49da.</b> Buying health insurance through the Marketplace		
<b>Q49db.</b> Not having coverage through an employer, private coverage, or government plan		



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<b>Q49dc.</b> Being within certain income limits		
<b>Q49dd.</b> Filing a federal income tax return for the year you claim the credit		
<b>Q49de.</b> Not filing a Married Filing Separately tax return		
<b>Q49df.</b> Not being claimed as a dependent by another person		

**Follow up questions:**

1. [Q49d] Please repeat this question using your own words
2. [Q49d] What does "eligible" mean to you?
3. [Q49d] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1a=1 AND Q49c=1//**

**Q49e.** Are you **aware** that if an individual receives advance payments of the tax credit, it is important to report changes in income or family size to the Marketplace to avoid getting too much or too little credit in advance?

- 1 Yes
- 2 No

**Follow up questions:**

1. [Q49e] Please repeat this question using your own words.
2. [Q49e] What do you think this question is asking you?

**//ASK IF S1a=1//**

**Q49f.** Are you **aware** that the IRS offers information about the Affordable Care Act provisions on IRS.gov/aca?

- 1 Yes
- 2 No

**Follow up questions:**

1. [Q49f] What does "Affordable Care Act provisions" mean to you?

**VI. BANKING AND SCAM QUESTIONS**

**//ASK ALL//**

**Q50.** Do you currently have a checking or savings account that you use at least once a month?

- 1 Yes, I have used my checking or savings account within the last month
- 2 No, I have not used my checking or savings account within the last month
- 3 No, I do not currently have a checking or savings account
- 4 No, I have never had a checking or savings account

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**//ASK IF Q50=1//**

**Q50a.** How long has it been since you used your checking or savings account?

- 1 2 to 6 months
- 2 7 to 12 months
- 3 Over a year

**Follow up questions:**

1. [Q50a] How confident are you that you can remember how often you use your checking or savings account?

**VI. OVERALL SATISFACTION: ALL RESPONDENTS**

**//ASK IF S1a=1 and XSPANISH=2//**

**Q51.** Please rate your *overall* satisfaction with the Spanish-language assistance you received from the

IRS for your 2016 federal taxes.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very Satisfied

**//ASK IF S1a=1//**

**Q52.** Considering *all* factors concerning your 2016 federal tax return (including getting information, preparation and filing, and refund or notice issues), please rate your *overall* satisfaction with the **entire**

**2016 tax filing process.**

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very Satisfied

**//ASK IF S1a=1//**

**Q53.** What could the IRS have done to improve your **2016 tax filing process** experience? Please comment on IRS service or products rather than tax laws or codes. If you have no suggestions, please

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enter "None."

**Follow up questions:**

1. [Q52] Please repeat this question using your own words
2. [Q52] What did you think about as you answered this question?

**VII. PSYCHOGRAPHIC QUESTIONS**

**//ASK IF S1a=1//**

**//PROGRAMMER: ROTATE LIST//**

**Q54.** The next set of questions ask your opinion on Internet-related issues. Please indicate the extent to which you **agree** or **disagree** with each of the following statements.

	Strongly Disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly Agree (5)
<b>Q54a.</b> I enjoy doing research on the internet					
<b>Q54b.</b> Technology is important to me					
<b>Q54c.</b> I preform financial activities (i.e., pay bills, credit cards, insurance, mortgages, etc) on the Internet					
<b>Q54d.</b> I make purchases on the Internet					
<b>Q54e.</b> I use the internet to help find information					
<b>Q54f.</b> I am confident using a computer					
<b>Q54g.</b> I can usually find what I need online					
<b>Q54h.</b> I enjoy trying new things on a computer					
<b>Q54i.</b> I feel secure sharing personal financial information on the internet.					

**Follow up questions:**

1. [Q54] What did you think about as you answered this question?
2. [Q54] What do "financial activities" mean to you? What do you think of the examples provided?
3. [Q54] What does "personal financial information mean to you?"

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4. [Q54] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1a=1//**

**//PROGRAMMER: ROTATE LIST//**

**Q55.** The next set of questions ask your opinion on finance-related issues. Please indicate the extent to which you **agree** or **disagree** with each of the following statements.

	Strongly Disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly Agree (5)
<b>Q55a.</b> I regularly save money					
<b>Q55b.</b> I have an emergency fund/financial safety net					
<b>Q55c.</b> I'm confident in my ability to solve financial problems that come up in my everyday life					
<b>Q55d.</b> I think preparing tax returns should be made easier					
<b>Q55e.</b> I am knowledgeable about U.S. Tax Code (tax laws)					
<b>Q55f.</b> I pay attention to changes proposed or made to the U.S. Tax Code which may or may not impact my personal tax situation					
<b>Q55g.</b> I understand what I need to do to meet my tax obligations					
<b>Q55h.</b> I am confident that the information I provide to the IRS is correct.					

**Follow up questions:**

1. [Q55] What did you think about as you answered this question?
2. [Q55] What does "regularly save money" mean to you?
3. [Q55] What does "emergency fund/financial safety net" mean to you?
4. [Q55] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1a=1//**

**Q56.** The next set of questions ask your opinion on tax-related issues. Please indicate the extent to

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which you **agree** or **disagree** with each of the following statements.

	Strongly Disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly Agree (5)
<b>Q56a.</b> I try to keep myself up to date with tax issues that might affect me					
<b>Q56b.</b> I often need help completing tax forms					
<b>Q56c.</b> I can easily calculate my required taxes					
<b>Q56d.</b> I am confident I receive all tax benefits and credits I am entitled to					
<b>Q56e.</b> I understand where I need to go for help with my taxes					
<b>Q56f.</b> I proactively plan for and minimize my tax burden throughout the year by tracking deductible expenses, making purchases to qualify for tax credits, selling investments to offset capital gains, making charitable donations, etc.					
<b>Q56g.</b> Paying a tax bill would come before other debts I have					
<b>Q56h.</b> I think electronic filing should be free to everyone					
<b>Q56i.</b> I think there should be an alternative tax system to replace the income tax system					

**Follow up questions:**

1. [Q56] What did you think about as you answered this question?
2. [Q56] What do “tax benefits and credits” mean to you?
3. [Q56] What does “proactively plan for and minimize my tax burden” mean to you. In your opinion, what are ways you accomplish this?
4. [Q56] Did anything about this question make it difficult to answer? Please explain.

**//ASK IF S1a=1//**

**Q57.** The next questions ask your opinion on IRS issues. Please indicate the extent to which you **agree** or **disagree** with each of the following statements.

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	Strongly Disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly Agree (5)
<b>Q57a.</b> I believe the IRS has their priorities right					
<b>Q57b.</b> I believe the IRS administraters the tax system fairly					
<b>Q57c.</b> I believe the IRS is effective at cathing those who cheat the system					
<b>Q57d.</b> I think that the taxes I am obligated to pay are fair					
<b>Q57e.</b> I believe the tax system is fair to all Americans					
<b>Q57f.</b> Paying taxes is a social responsibility					
<b>Q57g.</b> The fear of getting caught stops people from cheating on taxes					
<b>Q57h.</b> It's okay to cheat on taxes because the government wates taxpayers money					
<b>Q57i.</b> I am aware of ways to cheat the system					
<b>Q57j.</b> I understand how the Affordable Care Act affects me					

**Follow up questions:**

1. [Q57] What did you think about as you answered this question?
2. [Q57] Did anything about this question make it difficult to answer? Please explain.

**VIII. DEMOGRAPHICS: ALL RESPONDENTS**

**//ASK ALL//**

**DINTRO.** The following few questions are for classification purposes only.

**//ASK ALL//**

D1. Do you have a computer at home?

- 1 Yes
- 2 No

[SKIP IF SAID NO INTERNET USE EARLIER IF WE ADD QUESTION]

**//ASK ALL//**

D2. How often do you access the Internet, [ONLINE ONLY: apart from taking surveys] ?

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- 1 Several times a day or more
- 2 Once a day
- 3 Several times a week
- 4 Once a week
- 5 Less than once a week
- 6 Never

**//ASK IF D2 NE 6//**

**D2a.** What devices do you use to access the Internet? (Select **all** that apply)

- 1 Desktop computer
- 2 Smartphone
- 3 Laptop, netbook or notebook computer
- 4 Smart TV (web enabled TV)
- 5 Tablet computer
- 6 Game console
- 7 eBook reader
- 8 Portable gaming device
- 9 Smartwatch
- 10 Other, specify \_\_\_\_\_

**//ASK IF D2 NE 6//**

**D2b.** Which one of the following best describes how you access the Internet?

- 1 Broadband connection (e.g. ADSL, DSL, cable, satellite, Wifi)
- 2 Mobile Internet
- 3 Dial-up connection
- 4 I do not use internet
- 5 Don't know

**Follow up questions:**

1. [QD2b] What does "mobile internet" mean to you?
2. [QD2b] What does "broadband connection" mean to you?

**//ASK ALL//**

**D3.** Do you have Internet access at home?

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- 1 Yes
- 2 No

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**//ASK ALL//**

**D4.** Do you regularly use a mobile phone?

- 1 Yes, regular mobile phone
- 2 Yes, Smartphone (mobile phone with applications and Internet access)
- 3 No

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**//ASK ALL//**

**//MUL=9//**

**D5.** Which of the following social media sources do you use? *(Check all that apply)*

- 1 Facebook
- 2 Twitter
- 3 YouTube
- 4 LinkedIn
- 5 Instagram
- 6 Pinterest
- 7 Tumblr
- 8 Other (specify) \_\_\_\_\_
- 9 None

**Follow up questions:**

a. [QD5] Are there any other social media sources you use that are not on this list?

**//ASK ALL//**

**D6.** Do you have health insurance?

- 1 Yes
- 2 No

**//ASK IF D6=1//**

**//MUL=9//**

**D6a.** Through whom do you have health insurance coverage? Check all that apply.

- 1 Directly from an insurance company
- 2 Employer-based health insurance plan
- 3 Health Insurance Marketplace from healthcare.gov
- 4 Medicare
- 5 Medicaid or CHIP
- 6 State-specific health insurance plan
- 7 TRICARE or other military health coverage



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- 8 I don't know
- 9 Other

**//ASK IF D6=1//**

**//MUL=10//**

**D6b.** Through whom does anyone else on your tax return have health insurance coverage?  
Check all that apply.

- 1 Directly from an insurance company
- 2 Employer-based health insurance plan
- 3 Health Insurance Marketplace from healthcare.gov
- 4 Medicare
- 5 Medicaid or CHIP
- 6 State-specific health insurance plan
- 7 TRICARE or other military health coverage
- 8 I don't know
- 9 Other
- 10 No one else on tax return

**Follow up questions:**

- 1. [QD6b] Did anything about these questions make it difficult to answer? Please explain.
- 2. [QD6b] How confident are you that you can remember through whom you or anyone else on your tax return have health insurance?

**//ASK ALL//**

**D7.** What is the *highest* level of education you have completed?

- 1 Less than 9<sup>th</sup> grade
- 2 9<sup>th</sup> grade to 12<sup>th</sup> grade, no diploma
- 3 High school graduate/GED
- 4 Some technical/vocational school
- 5 Technical or vocational school graduate
- 6 Some college, no degree
- 7 Associate Degree
- 8 Bachelor's Degree
- 9 Master's Degree
- 10 Post-Master's Degree

**//ASK ALL//**

**D8.** [PHONE ONLY: As part of our research we need to understand different populations of Taxpayers]. Do you have *any* of the following long-term conditions (lasting 6 months or more)? Please select all that apply.

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- 1 Deafness
- 2 Severe Vision Impairment
- 3 Severe Hearing Impairment
- 4 Severe Speech Impairment
- 5 A condition that substantially limits your physical abilities (such as standing or walking)
- 6 A condition that limits learning or remembering
- 7 Some other condition
- 8 Do not have a long-term condition

**//ASK ALL//**

**D9.** What is your employment status?

- 1 Work full-time
- 2 Work part-time
- 3 Retired
- 4 Full-time student
- 5 Unemployed, looking for work
- 6 Employed in the home/homemaker (for example, a stay at home parent)
- 7 Other

**//ASK ALL//**

**D10.** Including yourself, how many people are in your household?

- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9 or more

**//ASK IF S1A=1//**

**D11.** Did you report having *any* dependents on your 2016 tax return?

- 1 Yes
- 2 No

**Follow up questions:**

1. [QD11] What does the term, "dependents," mean to you?

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**//ASK IF D11 = 1//**

**D11a.** [FOR FILERS ONLY] How many dependents did you claim on your 2016 tax return?  
[Enter # between 0 and 25]

**//ASK ALL//**

**D12.** Which of the following categories best describes your household income *before* taxes for 2016?

- 1 Less than \$10,000
- 2 \$10,000 to less than \$15,000
- 3 \$15,000 to less than \$20,000
- 4 \$20,000 to less than \$25,000
- 5 \$25,000 to less than \$35,000
- 6 \$35,000 to less than \$50,000
- 7 \$50,000 to less than \$75,000
- 8 \$75,000 to less than \$100,000
- 9 \$100,000 to less than \$150,000
- 10 \$150,000 to less than \$200,000
- 11 \$200,000 to less than \$1 million
- 12 \$1 million or more

**//ASK ALL//**

**D13.** From which sources did you receive income in 2016? Please select all that apply.

1. Wages, salaries, tips
2. Taxable or non-taxable interest
3. Ordinary or qualified dividends
4. Alimony
5. Business income
6. Capital gains
7. IRA distributions
8. Pensions and annuities
9. Rents, royalties, partnerships, S corporations, trusts
10. Farm income
11. Unemployment compensation
12. Social security benefits
13. Other income (please specify) \_\_\_\_\_

**Follow up questions:**

1. [QD13] How confident are you that you can remember the sources of income you received in 2016?
2. [QD13] Are there any other sources that are missing from this list?

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**//ASK ALL//**

**D14.** Do you live in...

- 1 An urban area
- 2 A suburban area
- 3 A rural area

**Follow up questions:**

1. [QD14] What does "urban area", "suburban area", and "rural area" mean to you?

**//ASK ALL//**

**D15.** What is your home zip code? \_\_\_\_\_

**//ASK IF XSPANISH = 2//**

**D16.** Are you of Hispanic or Latino origin (ethnicity)?

- 1 Yes
- 2 No

**//ASK IF XSPANISH = 2//**

**D16a.** What is your country of origin?

- 1 Argentina
- 2 Colombia
- 3 Cuba
- 4 Dominican Republic
- 5 Ecuador
- 6 El Salvador
- 7 Guatemala
- 8 Honduras
- 9 Mexico
- 10 Nicaragua
- 11 Peru
- 12 Puerto Rico
- 13 Spain
- 14 United States
- 15 Venezuela
- 16 Other (Please specify)

**//ASK ALL//**

**D17.** Occasionally, we conduct additional in-depth research, such as interviews or focus groups. Participants may receive a small monetary incentive to participate. Would you be interested in participating in future research?

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- 1 Yes
- 2 No [skip to CLOSE]

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**//ASK IF D17=1//**

**Q18.** Please provide your phone number and email so we can contact you in the future when additional in-depth research comes up:

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

**//ASK ALL//**

**CLOSE.** Thank you so much for your time and participation.