

## Instructions to Participant

We would like to get your input as we are designing ways to make our website more useful to you. We are considering changes to our main menus and would like to ensure the items you need are where you expect to find them. This survey will take around 10-15 minutes to complete. All responses are confidential and will help inform our final design. Thank you for partnering with us to improve our website.

## Introductory Questions

I am:

- Individual Taxpayer
- Small business owner
- Large business owner
- Tax professional
- Own/work at a charity or non-profit
- Own/work for a government entity
- Other: \_\_\_\_\_

### How often do you visit IRS.gov?

- Several times a day
- Daily
- Weekly
- Monthly
- Less frequently

### How much do you agree or disagree with the following:

**I am able to find what I need from IRS.gov**

Yes    No    Sometimes

**I go directly to IRS.gov when I have a tax question or topic**

Yes    No    Sometimes

**I go directly to a search engine when I have a tax question or topic**

Yes    No    Sometimes

## Tasks

1. You need more time to file your taxes. Locate information on asking for more time.
2. You want to issue a form to a contractor who performed work for you this year. Find out how to request a taxpayer identification number from the contractor.
3. You do not want to have a tax balance next year. Find out how to pay your tax in advance.

4. You want to fix/correct a mistake you made on your tax return. Find more information on how to fix your return.
5. You want to start a new business. Find information on applying for an identification number for the business.
6. You owe a balance. Find information about making monthly installments toward the balance.
7. You would like to have your refund sent to two separate bank accounts. Find the related information.
8. You want to start a non-profit organization. Find information on obtaining an exempt designation.
9. You received a Letter 4883C requesting more information to verify your identity. Find out more information on your next steps.
10. You are thinking of buying your first home. Find information on related tax breaks.

**Closing**

Thank you for participating. Your feedback will help us improve IRS.gov.