

Model Instance Name:

IRS ACA

MID:

Date: 3-17-14



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for visiting the **Affordable Care Act (ACA) Tax Provisions** section of the IRS.gov website. You have been randomly selected to take part in a brief survey by ForeSee on behalf of the **Internal Revenue Service** to let us know what we're doing well and where we can improve. Your opinions will help the IRS provide the types of information and services that you need and want.

Your answers to the survey are strictly confidential and will remain anonymous. The IRS receives only compiled data, which does not allow for the identification of any individuals. The IRS is committed to protecting your privacy as you take this survey, and whenever you visit the IRS website.

Please do **NOT** provide any personal identification information such as you Name, Social Security Number, Taxpayer Identification Number, Telephone Number, E-Mail Address, or Street Address in the "comments" sections of this questionnaire. The IRS is **NOT** able to respond to tax or personal related inquiries that are submitted through this survey.

DEFAULT Thank You Text

~~Thank you for taking our survey -- and for helping us serve you better. We appreciate your input!~~

ALTERNATE WEB Thank You Text

Thank you very much for completing this survey. All answers and comments will be used by the IRS to help serve you better.

Examples

Welcome Text Example

The screenshot shows a web browser window titled "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0Fpkgl00h5w". The page features the ForeSee logo and the title "Customer Satisfaction Survey". The main text reads: "Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an *". Below this is a question: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The rating scale is from 1 to 10, with 1 labeled "Poor" and 10 labeled "Excellent". There is a "Don't Know" option. The scale is represented by radio buttons: 1 (Poor), 2, 3, 4, 5, 6, 7, 8, 9, 10 (Excellent), and Don't Know.

Thank You Text Example

The screenshot shows a survey page with two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below them is question 16: "What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" with options 1, 3, and 5; and "What style of jean were you shopping for today?" with options Boot cut, Low rise, and Flare. A yellow text box highlights a correction: "'web site' has been corrected to now read 'website' in the text to the left". Below the question is a thank you message: "Thank you for taking our survey - and for helping us serve you better. Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." At the bottom are "Cancel" and "Submit" buttons, followed by "Copyright 2010 - all rights reserved" and links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

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 Partitioned (Y/N)? N
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IRS ACA
Model questions utilize the ForeSee CXA methodology to determine scores and impacts

MQ Label		CUSTOMER SATISFACTION	MQ Label		FUTURE BEHAVIORS
		Satisfaction			Return (1=Very Unlikely, 10=Very Likely)
1	Satisfaction - Overall	What is your overall satisfaction with the ACA section of the IRS.gov website? (1=Very Dissatisfied, 10=Very Satisfied)	4	Return	How likely are you to return to the ACA section of the IRS.gov website?
2	Satisfaction - Expectations	How well does the ACA section of the IRS.gov website meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)		
3	Satisfaction - Ideal	How does this website compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	5	Recommend	How likely are you to recommend the ACA section of the IRS.gov website to someone else?
			6	Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely)
					How likely are you to use the IRS.gov website as your primary resource for all Affordable Care Act (ACA) Tax Provisions information?



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~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

IRS ACA CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
		How frequently do you visit the ACA section of the IRS.gov website?	This is my first time Daily Weekly Monthly Every couple of months or less often	
		Which category best describes you? Are you ...?	Individual/family Small employer/self-employed Large employer/corporation Partnership Insurer Pharmaceutical manufacturer Importer/international business Hospital Tax return preparer Tax exempt or government organization Non-profit health insurance issuer Other business type	
		What are your main reasons for visiting the ACA section of the IRS.gov website today?	Information about general tax filing requirements associated with ACA Information regarding the Premium Tax Credit or Advanced Premium Tax Credit Information regarding the Individual Shared Responsibility provision Information regarding the Additional Medicare Tax Information regarding the Net Investment Income Tax Information regarding the Small Business Health Care Tax Credit Information regarding the Small business health options program (SHOP) Changes to itemized deductions for medical expenses ACA Tax provisions for insurers ACA Tax provisions for miscellaneous business types ACA Tax provisions for tax exempt and government organizations Information on how to e-file ACA information reports List of other ACA tax provisions Legal guidance and other resources News releases Health care tax tips Questions and answers Information in Spanish Other	
		Did you find the information you were looking for?	Yes No Partially	A
	A	Please tell us in as much detail as possible what specifically were you looking for today?		

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
		Did you find the ACA information useful ?	Yes No Not sure	
		What could IRS do to improve the ACA section to better meet your needs?		



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	Single	Y		Frequency
Drop down, select one	Single	Y		Role
Checkbox, one-up vertical	Multi	Y		Reason
Radio button, one-up vertical	Single	Y	Skip Logic Group*	Find info
Text area, no char limit		N	Skip Logic Group*	No info



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Single	Y	Skip Logic Group*	Useful
Text area, no char limit		N		Improve