

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.

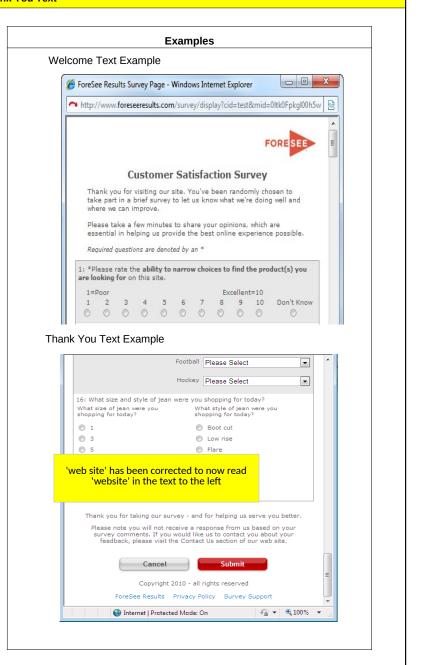
Please do <u>NOT</u> provide any personal identification information such as you Name, Social Security Number, Taxpayer Identification Number, Telephone Number, E-Mail Address, or Street Address in the "comments" sections of this questionnaire. The IRS is <u>NOT</u> able to respond to tax or personal 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.



Model Instance Name:
IRS ACA
MID:
Partitioned (Y/N)? N
Date:



IRS ACA Model questions utilize the ForeSee CXA methodology to determine scores and impacts					
	CUSTOMER SATISFACTION	FUTURE BEHAVIORS			
MQ Label		MQ Labe			
	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)	4Return	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	on - How does this website compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)		How likely are you to recommend the ACA section of the IRS.gov website to someon else?		
			Primary Resource (1=Very Unlikely, 10=Very Likely)		
		6 Primary Resource	How likely are you to use the IRS.gov website as your primary resource for all Affor Care Act (ACA) Tax Provisions information?		

Model Instance Name:

IRS ACA MID:

Date: 3/31/14

red & strike through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

IRS ACA CUSTOM QUESTION LIST

D	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?			
			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	Information about general tax filing requirements associated with ACA		
		IRS.gov website today?	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	A	
			Partially		
	Α	Please tell us in as much detail as possible what specifically were you looking for today?			

Model Instance Name:

IRS ACA MID:

Date: 3/31/14

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
		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