

## Welcome and Thank You Text

### Welcome Text

Thank you for your willingness to provide feedback on the **Affordable Care Act Information Returns (AIR) Program** on the IRS website.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

### Thank You Text

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

### Welcome Text - Alternate

~~Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.~~

### Thank You Text - Alternate

~~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.~~



### Customer Satisfaction Survey

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.

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

Cancel

Submit

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Model Name IRS ACA AIR Survey


Model ID


Partitioned NO

Date (9/2/2015)

Label	Satisfaction Questions
<b>Satisfaction - Overall</b>	What is your <b>overall satisfaction</b> with the Affordable Care Act Information Returns (AIR) Program as an information resource on IRS.gov? (1=Very Dissatisfied, 10=Very Satisfied)
<b>Satisfaction - Expectations</b>	How well does the Affordable Care Act Information Returns (AIR) Program as an information resource on IRS.gov <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)
<b>Satisfaction - Ideal</b>	How does the Affordable Care Act Information Returns (AIR) Program on IRS.gov <b>compare to an ideal information resource</b> ? (1=Not Very Close, 10=Very Close)

A	C	D	E	F	G	H	I	J	
1	Model Name	IRS ACA AIR Survey	<del>Red &amp; Strike-Through:</del> Delete						
2	Model ID		<u>Underlined &amp; Italicized:</u> Re-order						
3	Partitioned NO		<u>Pink:</u> Addition						
4	Date (9/11/2015)		<u>Blue:</u> Reword				by Answers		
5									
6	QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
7			Which category <b>best describes</b> you? Are you ...?	Applicable Large Employer "ALE" with 50 or more FTE employees (Non-Governmental)	C1-C11	Y	Radio button, one-up vertical	Skip Logic Group*	Role
8				Applicable Large Employer "ALE" (Governmental-federal, state, local, Indian tribal)	C1-C11				
9				Health Insurance Issuer (Non-Profit or For-Profit)	B1-B11				
10				Government Sponsored Insurance (Medicaid/CHIP, Medicare, Tricare, Veterans' Health Coverage)	B1-B11				
11				Software developer	A1-A14				
12				Transmitter	A1-A14				
13				Other	X,C1-C11				
14	X		Please specify what best describes you.			N	Text field, <100 char	Skip Logic Group*	Other role
15	A1		Thinking about the planning and preparation needed for the Affordable Care Act (ACA) requirements, please rate <b>how ready</b> your organization is to fulfill the <b>technical requirements for transmitting information returns (Forms 1094-B/C, 1095-B/C) to the IRS.</b>	1=Not at all ready		Y	Drop down, select one		Software Tech requirements
16				2= In process, partially ready					
17				3=Completely ready					
18				Don't know					
19				N/A					
20	A2		Which <b>ACA Information Returns</b> are you now (or will you be) transmitting? (Choose all that apply)	1095-B		Y	Checkbox, one-up vertical		Software Info returns
21				1095-C					
22				Both					
23				Unsure					
24	A3-1		Please rank <b>how helpful</b> you found the following Publications or Guides for the ACA Information Return System (AIR): <b>Publication 5164</b>	1=Not at all helpful		Y	Drop down, select one	Multiple Lists Group*	Software Pub 5164
25				2					
26				3					
27				4					
28				5=Very helpful					
29				N/A					
30	A3-2		<b>Publication 5165</b>	1=Not at all helpful		Y	Drop down, select one	Multiple Lists Group*	Software Pub 5165
31				2					
32				3					
33				4					
34				5=Very helpful					
35				N/A					
36	A3-3		<b>Automated Enrollment for ACA Information Returns External User Guide</b>	1=Not at all helpful		Y	Drop down, select one	Multiple Lists Group*	Software Auto enrollment
37				2					
38				3					
39				4					
40				5=Very helpful					
41				N/A					
42	A3-4		<b>AIR Submission Composition and Reference Guide</b>	1=Not at all helpful		Y	Drop down, select one	Multiple Lists Group*	Software AIR submission
43				2					
44				3					
45				4					
46				5=Very helpful					
47				N/A					
48	A4		What <b>additional information</b> should be included in IRS's Publications and Guides for AIR?			N	Text area, no char limit		Software Add info pubs
49	A5		Is there <b>technical guidance</b> you need that you could not find on the AIR web pages?	Yes	A6	Y	Radio button, one-up vertical	Skip Logic Group*	Software Tech guidance
50				No					
51	A6		Please describe the technical guidance you were <b>unable to find.</b>			N	Text area, no char limit	Skip Logic Group*	Software Unable tech guidance
52	A7		Have you <b>subscribed to the QuickAlerts</b> Affordable Care Act Information Return (AIR) category?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Software QuickAlerts
53				No					
54				Unsure					
55				N/A					
56	A8		Have you <b>participated in</b> the ACA Assurance Testing System (AATS) for the <b>voluntary year</b> (Tax Year 2014)?	Yes		Y	Drop down, select one		Software Participate AATS
57				No					
58				N/A					
59	A9		Will you be <b>ready to complete</b> the ACA Assurance Testing System (AATS) for the <b>mandatory year</b> (Tax Year 2015)?	Yes	A12	Y	Radio button, one-up vertical	Skip Logic Group*	Software Ready to complete
60				No	A10				
61				Testing already completed for mandatory year (Tax Year 2015)	A12				
62				N/A	A12				
63	A10		<b>What best describes the reason why you are not ready</b> to complete ACA Assurance Testing System (AATS) ? (Select one answer from the list below)	Unable to complete the scenario(s) and associated forms required for the test		Y	Radio button, one-up vertical	Skip Logic Group*	Software Why not ready
64				Unable to split submissions to meet 100MB form data file constraint					
65				Unable to complete the AIR TCC (Transmitter Control Code) application process					
66				Unable to obtain strong authentication certificate/credential to use A2A (Application to Application)					
67				Insufficient business rules to build programming					

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68				Insufficient schemas to build programming					
69				Did not receive the WSDLs (Web Services Description Languages) in sufficient time to complete programming					
70				Other	A11				
71		A11	Please describe what is keeping you from being ready to complete AATS testing for the mandatory year (Tax Year 2015)?			N	Text area, no char limit	Skip Logic Group*	Software Other not ready
72		A12	What could we do to improve the AATS testing process?			N	Text area, no char limit		Software Improve AATS
73		A13	Have you participated in the AIR Working Group Meetings (webinars)?	Yes	A14	Y	Radio button, one-up vertical	Skip Logic Group*	Software Working group
74				No					
75		A14	How helpful are the AIR Working Group Meetings (webinars)?	1=Not at all helpful		Y	Radio button, one-up vertical	Skip Logic Group*	Software Helpful working group
76				2					
77				3					
78				4					
79				5=Very helpful					
80				N/A					
81		B1	How many individuals do you provide coverage for?	0-49		Y	Drop down, select one		Issuer # of individuals
82				Between 50-499					
83				Between 500-1999					
84				Between 2,000-4,999					
85				Between 5,000-9,999					
86				10,000 or more					
87		B2	Please indicate how many states your business operates in?	One		Y	Drop down, select one		Issuer # of states
88				Between 2-5					
89				Between 6-10					
90				Between 11-20					
91				Over 20 states					
92		B3	What best describes how you plan to handle your Affordable Care Act (ACA) reporting requirements?	Not yet decided		Y	Radio button, one-up vertical	Skip Logic Group*	Issuer Reporting requirements
93				I will be outsourcing the reporting requirements	B4				
94				I plan to handle the reporting requirements in-house					
95				I have already outsourced the reporting requirements	B4				
96				I have already handled the reporting requirements in-house					
97				Other					
98		B4	If you stated that you were planning on outsourcing or have already outsourced your reporting for ACA, which of the following types of vendors are you using?	Benefits administrator or Tax/accounting provider		Y	Checkbox, one-up vertical	Skip Logic Group*	Issuer Vendors
99				Tax information reporting firm					
100				Payroll vendor					
101				Human Resources provider					
102				Dedicated ACA compliance vendor					
103				Other					
104				Unknown/undecided					
105		B5-1	Thinking about the planning and preparation needed for the ACA requirements, please rate how ready your organization is to fulfill the requirements for transmitting information returns (Form 1094-B and 1095-B) to the IRS.	1=Not at all ready		Y	Drop down, select one	Multiple Lists Group*	Issuer Requirements
106				2= In process, partially ready					
107				3=Completely ready					
108				Don't know					
109				N/A					
110		B5-2	Collecting and updating insured individuals' monthly data for Form 1095-B reporting	1=Not at all ready		Y	Drop down, select one	Multiple Lists Group*	Issuer Collecting updating
111				2= In process, partially ready					
112				3=Completely ready					
113				Don't know					
114				N/A					
115		B6	Have you participated in the AIR Working Group Meetings (webinars)?	Yes	B7	Y	Radio button, one-up vertical	Skip Logic Group*	Issuer Working group
116				No					
117		B7	How helpful are the AIR Working Group Meetings (webinars)?	1=Not at all helpful	B8	Y	Radio button, one-up vertical	Skip Logic Group*	Issuer Helpful working group
118				2	B8				
119				3	B8				
120				4					
121				5=Very helpful					
122				N/A					
123		B8	What suggestions do you have to improve AIR Working Group Meetings (webinars)?			N	Text area, no char limit	Skip Logic Group*	Issuer Improve working group
124		B9	Are you planning on filing an extension for the 2016 mandatory filing deadline?	Yes		Y	Drop down, select one		Issuer Filing extension
125				No					
126				Unsure					
127				N/A					
128		B10	How do you plan to deliver the information forms	Electronically		Y	Drop down, select one		Issuer

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5									
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129			to covered individuals for their own ACA tax reporting/filing?	In paper format					Deliver forms
130				Both					
131		B11	What could IRS do to help you satisfy the ACA information reporting requirements?			N	Text area, no char limit		Issuer Improve reporting
132		C1	How many employees do you have?	0-49		Y	Drop down, select one		Employer # of individuals
133				Between 50-499					
134				Between 500-1,999					
135				Between 2,000-4,999					
136				Between 5,000-9,999					
137				10,000 or more					
138		C2	What best describes how you plan to handle your company's Affordable Care Act (ACA) reporting requirements?	Not yet decided		Y	Radio button, one-up vertical	Skip Logic Group*	Employer Reporting requirements
139				I will be outsourcing the reporting requirements	C3				
140				I plan to handle the reporting requirements in-house					
141				I have already outsourced the reporting requirements	C3				
142				I have already handled the reporting requirements in-house					
143				Other					
144		C3	If you stated that you were planning on outsourcing or have already outsourced your reporting for ACA, which of the following types of vendors are you using?	Benefits administrator or Tax/accounting provider		Y	Checkbox, one-up vertical	Skip Logic Group*	Employer Vendors
145				Tax information reporting firm					
146				Payroll vendor					
147				Human Resources provider					
148				Dedicated ACA compliance vendor					
149				Other					
150				Unknown/undecided					
151		C4	How do you plan to deliver the information forms to your employees for their own ACA tax reporting/filing?	Electronically		Y	Drop down, select one		Employer Deliver forms
152				In paper format					
153				Both					
154		C5	Please select the option that best describes your preparations for ACA's information reporting requirements:	I have begun tracking employee hours for ACA		Y	Radio button, one-up vertical		Employer Preparation
155				I have not yet begun tracking employee hours for ACA, but I am working on it					
156				I have not yet begun tracking employee hours for ACA, and I have not started working on it					
157				None of the above					
158		C6-1	Thinking about the planning and preparation needed for the ACA requirements, please rate how ready your organization is to fulfill the requirements for transmitting information returns (Forms 1094-C, 1095-C) to the IRS.	1=Not at all ready		Y	Drop down, select one	Multiple Lists Group*	Employer Requirements
159				2= In process, partially ready					
160				3=Completely ready					
161				Don't know					
162				N/A					
163		C6-2	Collecting and updating full-time employees' monthly data for Form 1095-C reporting	1=Not at all ready		Y	Drop down, select one	Multiple Lists Group*	Employer Collecting updating
164				2= In process, partially ready					
165				3=Completely ready					
166				Don't know					
167				N/A					
168		C7	Have you participated in the AIR Working Group Meetings (webinars)?	Yes	C8	Y	Radio button, one-up vertical	Skip Logic Group*	Employer Working group
169				No					
170		C8	How helpful are the AIR Working Group Meetings (webinars)?	1=Not at all helpful	C9	Y	Radio button, one-up vertical	Skip Logic Group*	Employer Helpful working group
171				2	C9				
172				3	C9				
173				4					
174				5=Very helpful					
175				N/A					
176		C9	What suggestions do you have to improve AIR Working Group Meetings (webinars)?			N	Text area, no char limit	Skip Logic Group*	Employer Improve working group
177		C10	Are you planning on filing an extension for the 2016 mandatory filing deadline?	Yes		Y	Drop down, select one		Employer Filing extension
178				No					
179				Unsure					
180				N/A					