

Model Name: IRS v3
 Model ID: MNctApFhlt0k9I0UoMFsA4C
 Partitioned: Yes 2MQ
 Date: 12/4/2015

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Element Questions	Satisfaction Questions	Future Behaviors
Look and Feel (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the visual appeal of IRS.gov.	16 What is your overall satisfaction with IRS.gov? (1=Very Dissatisfied, 10=Very Satisfied)	19 How likely are you to return to IRS.gov?
2 Please rate the balance of graphics and text on IRS.gov.	17 How well does IRS.gov meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the readability of the pages on IRS.gov.	18 How does IRS.gov compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	20 How likely are you to recommend IRS.gov to someone else?
Site Performance (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Please rate how quickly pages load on IRS.gov.		21 How likely are you to use IRS.gov as your primary resource for tax information?
5 Please rate the consistency of speed from page to page on IRS.gov.		
6 Please rate how completely the page content loads on IRS.gov.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate how well IRS.gov is organized .		
8 Please rate the options available for navigating IRS.gov.		
9 Please rate how well IRS.gov layout helps you find what you need .		
Information Browsing (1=Poor, 10=Excellent, Don't Know)		
10 Please rate the ability to sort information by criteria that are important to you on IRS.gov.		
11 Please rate the ability to narrow choices to find the information you are looking for on IRS.gov.		
12 Please rate how well the features on IRS.gov help you find the information you need .		
Site Information (1=Poor, 10=Excellent, Don't Know)		
13 Please rate the thoroughness of information provided on IRS.gov.		
14 Please rate how understandable IRS.gov's information is .		
15 Please rate how well IRS.gov's information provides answers to your questions .		

CUSTOM QUESTIONS

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IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year
MHM6185Q002		Which best describes you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other
MHM6185Q003	A	Please specify:	
	B	Please specify your individual taxpayer role.	Employee Self employed International taxpayer Parent Student Senior and/or retiree Other
MHM6185Q004	C	Please specify: Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other
MHM6185Q005	A	Please specify:	
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes No
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.	
MHM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.	
MHM6185Q009	B1	What were you trying to accomplish with regard to payments?	Make an online payment Seek information about payment options Seek information about installment agreements or payment plans Set up an installment agreement or online payment agreement Make an installment payment Look-up, modify, or cancel an existing payment or agreement Other
MHM6185Q010	B2	Which most closely describes the information you were seeking today? Gabriela Smith This may need to be a whole new B2 question as they are removing all current	Information about different payment options Information about how to qualify Information about how to apply Check approval of application Review terms of my current online payment agreement, installment agreement or payment plan (due dates, amounts, bank accounts, etc.) Options to pay online from your bank account

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		questions as they are removing all current options and adding brand new ones.	<p>How to pay online by debit or credit card</p> <p>How to pay via check</p> <p>How to pay via cash or money order</p> <p>Information about installment agreements or payment plans</p> <p>Your balance due</p> <p>Other</p>
MHM6185Q011	B3	Please specify:	
MHM6185Q012	B4	Please specify:	
MHM6185Q013	B5	Which type of payment did you attempt?	<p>Pay by Debit or Credit Card</p> <p>Electronic Federal Tax Payment System (EFTPS)</p> <p>IRS Direct Pay</p> <p>Other</p>
MHM6185Q014	B6	Please specify:	
	B11	Which type of agreement did you set up or tried to set up?	<p>Online payment agreement</p> <p>Installment agreement</p> <p>Monthly payments by mail</p> <p>Monthly payment via direct debit</p> <p>Full pay within the next 4 months</p> <p>Full pay today</p>
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	<p>I was able to complete all my task(s)</p> <p>I was able to complete most of my task(s)</p> <p>I was able to complete some of my task(s)</p> <p>I was unable to complete any of my task(s)</p>
MHM6185Q016	B8	If not, what prevented you?	
MHM6185Q017	B9	Were you able to find the information you were looking for?	<p>Yes</p> <p>No</p>
MHM6185Q018	B10	If not, what prevented you?	
MHM6185Q019	C1	What were you trying to accomplish with regard to your refund status ?	<p>Check status of refund</p> <p>Check status of amended return</p> <p>Research more information about refund</p> <p>Review refund FAQs</p> <p>Other</p>
MHM6185Q020	C2	Please specify:	
MHM6185Q021	C3	How would you classify the ease of use for the refund status feature?	<p>Very easy</p> <p>Somewhat easy</p> <p>Somewhat difficult</p> <p>Very difficult</p>
MHM6185Q022	C4	Why did you classify the usage of the refund status feature as somewhat or very difficult ? Please provide specific details of your experience.	
MHM6185Q023	C5	Did the refund status feature provide you with sufficient information/messaging about your refund status?	<p>Yes</p> <p>No</p>
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status.	
MHM6185Q025	C7	What other ways did you use to check on your refund status?	
MHM6185Q026	C8	How many times did you use the refund status feature during the tax season?	<p>This is my first time</p> <p>2-4 times</p> <p>5-9 times</p> <p>10 or more times</p>
MHM6185Q027	C9	Were you able to find the information you were looking for?	<p>Yes</p> <p>No</p>

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
MHM6185Q028	C10	If not, what prevented you?	
	G1	What were you trying to accomplish with regard to your amended return ?	Check status of amended return Other
	G2	Please specify:	
	G3	Were you able to find the information you were looking for?	Yes No
	G4	If not, what prevented you?	
MHM6185Q029	D1	What was your main reason for requesting a transcript today?	Higher education/student aid Mortgage related <u>Tax preparation</u> Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other
MHM6185Q030	D2	Please specify any other reason(s) for requesting a transcript today.	
MHM6185Q031	D3	What type of transcript were you interested in?	<u>Tax Account Transcript</u> <u>Tax Return Transcript</u> <u>Record of Account (Account & Return Transcript)</u> <u>Wage & Income Transcript</u> <u>Verification of Non-Filing Letter</u> Not sure
MHM6185Q032	D4	Did you have any difficulty requesting a transcript today?	Yes No
MHM6185Q033	D5	What type of difficulty did you have when requesting a transcript today?	<u>There were technical difficulties with the application</u> <u>The information entered didn't match IRS records</u> <u>Received a registration error</u> <u>Tax year needed wasn't available</u> <u>Transcript type needed wasn't available</u> <u>The system/application was down</u> <u>Session expired too early</u> <u>There is an ID Theft Condition put on the account</u> <u>Unable to submit request/order transcript</u> Other
MHM6185Q034	D6	Please specify any other difficulties you had when requesting a transcript today or you may give more details about the type you chose above .	
MHM6185Q035	D7	What could the IRS do to make the Get Transcript application better in the future?	
MHM6185Q036	E1	What were you trying to accomplish with regard to forms, publications, or instructions ?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other

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MHM6185Q037	E2	Please specify:	
MHM6185Q038	W	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)
MHM6185Q039	X	If not, what prevented you?	
MHM6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)
MHM6185Q041	A	How was your search experience today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other
MHM6185Q042	B	Please specify:	
MHM6185Q043	C	What specific search term(s) did you use to find information on IRS.gov?	
MHM6185Q044	D	How easily were you able to navigate the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other
MHM6185Q045	E	Please specify:	
MHM6185Q046		What could we do to make our website better?	

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Radio button, one-up vertical	Y		Frequency
B	Radio button, one-up vertical	Y	Skip logic	Role
A	Text field, <100 char	N	Skip logic	Other role
	Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
C	Text field, <100 char	N	Skip logic	Other taxpayer
G1,G3	Radio button, one-up vertical	Y	Skip logic	Reason
W			Randomize	
W				
F1				
F1				
F1				
F1				
F1				
B1				
W				
C1				
E1,F1				
D1,D3,D4,D7			Anchor answer choice	
A,F1	Text area, no char limit	N	Skip logic	Other reason
F3	Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
F2	Text area, no char limit	N	Skip logic	Tax Info Difficulties
	Text area, no char limit	N	Skip logic	Tax Info Confusion
B5,B7	Radio button, one-up vertical	Y	Skip logic	Payments
B2,B9				
B2,B9				
B11,B7				
B5,B7				
B7				
B4	Checkbox, one-up vertical	Y	Skip logic	Payments Info Type

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
B3	Text area, no char limit	N	Skip logic	Payments Other info type
	Text area, no char limit	N	Skip logic	Other payments
B6	Checkbox, one-up vertical	Y	Skip logic	Payment Type
	Text area, no char limit	N	Skip logic	Payments Other type
	Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
B8 B8	Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
	Text area, no char limit	N	Skip logic	Payments Prevented task
B10	Radio button, one-up vertical	Y	Skip logic	Payments Find info
	Text area, no char limit	N	Skip logic	Payments No info found
C3,C5,C7,C8 C3,C5,C7,C8 C9 C9 C2	Radio button, one-up vertical	Y	Skip logic	Refund
	Text area, no char limit	N	Skip logic	Other refund
C4 C4	Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
	Text area, no char limit	N	Skip logic	Refund Difficult use
C6	Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
	Text area, no char limit	N	Skip logic	Improve refund
	Text area, no char limit	N	Skip logic	Refund Other ways
	Radio button, one-up vertical	Y	Skip logic	Refund # times used
C10	Radio button, one-up vertical	Y	Skip logic	Refund Find info

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Text area, no char limit	N	Skip logic	Refund No info found
G2	Radio button, one-up vertical	Y	Skip logic	Amended return
	Text area, no char limit	N	Skip logic	Other amended return
G4	Radio button, one-up vertical	Y	Skip logic	Amended return Find info
	Text area, no char limit	N	Skip logic	Amended return No info found
D2	Radio button, one-up vertical	Y	Skip logic	Transcript Reason
	Text area, no char limit	N	Skip logic	Transcript Other reason
	Radio button, one-up vertical	Y	Skip logic	Transcript types
D5	Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
D6 D6 D6 D6 D6 D6 D6 D6 D6	Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
	Text area, no char limit	N	Skip logic	Transcript Other difficulties
	Text area, no char limit	N	Skip logic	Improve transcript
E2 E2	Checkbox, one-up vertical	Y	Skip logic	Forms accomplish

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Text area, no char limit	N	Skip logic	Forms Other accomplish
X X	Radio button, one-up vertical	Y	Skip logic	Task accomplishment
	Text area, no char limit	N	Skip logic	Prevented task
A,C A,C A,C D D A,C	Checkbox, one-up vertical	Y	Skip logic	Method
B	Checkbox, one-up vertical	Y	Skip logic	Search diff
	Text area, no char limit	N	Skip logic	Other search diff
	Text area, no char limit	N	Skip logic	Search terms
E	Checkbox, one-up vertical	Y	Skip logic	Navigation diff
	Text area, no char limit	N	Skip logic	Other nav diff
	Text area, no char limit	N		Improvement