

Welcome and Thank You Text

Welcome Text

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

CUSTOM QUESTIONS

IRS Mobile

MID:

Date: 10/04/2016

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING
violet (bold): SKIP-LOGIC

IRS Mobile CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month About every 6 months About once a year or less often		Radio button, one-up vertical
		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	A	Radio button, one-up vertical
A		Please specify what best describes you:			Text field, <100 char
		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 Penalties 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	B D D D B B B B B B D D B B D A	Radio button, one-up vertical
A		Please specify other reason for visiting:			Text area, no char limit
B		Did you find the information you were looking for today?	Yes No	C	Radio button, one-up vertical
C		Please describe any difficulties that prevented you from finding what you needed.			Text area, no char limit
D		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)	E E	Radio button, one-up vertical
E		What prevented you from accomplishing your task?			Text area, no char limit
		What could we do to make our website better?			Text area, no char limit

CQ Logic		
Required Y/N	Special instructions	CQ Label
Y		Frequency
Y	Skip logic	Role
N	Skip logic	Other role
Y	Skip logic	Reason
	Randomize	
	Anchor answer choice	
N	Skip logic	Other reason
Y	Skip logic	Tax Info Found info
N	Skip logic	Tax Info Difficulties
Y	Skip logic	Task accomplishment
N	Skip logic	Prevented task
N		Improvement