

## Welcome and Thank You Text

### Welcome Text

Thank you for visiting your IRS Online Account and taking the time 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! Your response will be used to help make Online Account better for taxpayers.

### 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 Online Account

Model ID

Partitioned: No

Date 11-16-16



Label	Satisfaction Questions
<b>Satisfaction - Overall</b>	What is your <b>overall satisfaction</b> with the IRS Online Account application? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>
<b>Satisfaction - Expectations</b>	How well does the IRS Online Account application <b>meet your expectations</b> ? <i>(1= Falls Short, 10=Exceeds)</i>
<b>Satisfaction - Ideal</b>	How does the IRS Online application <b>compare to your idea of an ideal website application</b> ? <i>(1=Not Very Close, 10=Very Close)</i>

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~~Red & Strike-Through~~: Delete

Underlined & Italicized: Re-order

*Pink*: Addition

*Blue*: Reword



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		Overall, <b>how was</b> your Online Account <b>experience</b> ?	Positive Negative		Y	Radio button, one-up vertical		Experience
		Tell us what we <b>got right</b> :	I could pay my taxes The breakdown of what I owe was easy to understand Showing when I need to pay It was fast and easy to use The app was well organized The information was clear and concise		Y	Checkbox, one-up vertical		Got Right
		Tell us what could <b>be better</b> :	Inclusion of educational content Online communication with IRS (i.e. chat, email, form) The sign-in process The payment process The level of detail of the information The organization of information		Y	Checkbox, one-up vertical		Be Better
		Do you <b>currently have a balance due</b> in your Online Account?	Yes No		Y	Radio button, one-up vertical		Balance
		Please use this area to include additional comments and suggestions to <b>help improve</b> the Online Account application.			Y	Text area, no char limit		Improve