

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.

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.

FORE SEE

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.

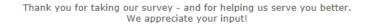
Thank You Text

Thank you! Your response will be used to help make Online Account better for taxpayers.

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.



Cancel



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ForeSee ForeSee Privacy Policy Survey Support

Model Name IRS Online Account

Model ID

Partitioned: No Date 11-16-16



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

Model Name IRS Online Account

Model ID Partitioned No Date 11-16-16 Red & Strike Through: Delete

Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



Required Y/N QID Skip From **Question Text Answer Choices** Skip To **Special Instructions** CQ Label Type Overall, how was your Online Account experience? Positive Radio button, one-up vertical Experience Negative Got Right Tell us what we got right: I could pay my taxes Υ Checkbox, one-up vertical 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 Checkbox, one-up vertical Be Better Tell us what could **be better**: 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 Do you currently have a balance due in your Yes Radio button, one-up vertical Balance Online Account? No Please use this area to include additional comments Text area, no char limit Improve and suggestions to help improve the Online Account application.