

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

Copyright 2015 - all rights reserved

[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name IRS Online Account

Model ID B5oA54oUMQI0Ao8hkpVBtA4C

Partitioned: No

Date 11-16-16



		Label	Satisfaction Questions
		Satisfaction - Overall	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 ? (1= Falls Short, 10=Exceeds)
		Satisfaction - Ideal	How does the IRS Online Account application compare to your idea of an ideal website application ? (1=Not Very Close, 10=Very Close)

Model Name IRS Online Account
 Model ID B5oA54oUMQI0Ao8hkpVBtA4C
 Partitioned No
 Date 11-16-16

~~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
HAJ7083Q001		Overall, how was your Online Account experience ?	Positive Negative		Y	Radio button, one-up vertical		Experience
HAJ7083Q002		Tell us what we got right . (Select all that apply)	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 application was well organized The information was clear and concise Other None of the above		Y	Checkbox, one-up vertical	Mutually Exclusive	Got Right
HAJ7083Q003		Tell us what could be better . (Select all that apply)	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 Other None of the above		Y	Checkbox, one-up vertical	Mutually Exclusive	Be Better
HAJ7083Q004		Do you currently have a balance due in your Online Account?	Yes No		Y	Radio button, one-up vertical		Balance
HAJ7083Q005		Please use this area to include additional comments and suggestions to help improve the Online Account application.			N	Text area, no char limit		Improve