

Paperwork Reduction Act Statement

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is XXXX-XXXX. This survey will take between 5 and 10 minutes to complete. All responses are confidential. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to:

**Internal Revenue Service
Tax Products Coordinating Committee
SE:W:CAR:MP:T:T:SP
1111 Constitution Ave. NW
Washington, DC 20224**

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Help us improve the IRS.gov online experience!
This survey should take between 5 and 10
minutes of your time.

1. Are you 18 years of age or older?

Yes

No

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Mobile Device Survey

2. Do you own and use a desktop or laptop computer?

Yes

No

3. Do you own and use an internet-accessible smartphone and/or tablet

Yes, a smartphone

Yes, a tablet

Yes, both

No

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Mobile Device Survey

4. Approximately how many hours per day do you use your mobile device (i.e., smartphone, tablet) for web browsing?

Do not include time spent using mobile applications (i.e., games, music/video apps, etc.).

- Less than an hour
- More than an hour but less than 2 hours
- More than 2 hours but less than 4 hours
- 4 hours or more

5. Approximately how many hours per day do you spend using applications on your mobile device (i.e., smartphone, tablet)?

Do not include time spent browsing the web via your mobile browser.

- Less than an hour
- More than an hour but less than 2 hours
- More than 2 hours but less than 4 hours
- 4 hours or more

6. If you have a choice between a mobile website and a mobile app, which would you prefer to use?

- Mobile website
- Mobile app
- No preference
- Don't know

7. Generally, when engaging in **PERSONAL** (i.e., non-work related) activities, do you prefer to access the internet on a computer or a mobile device?

- Computer
- Mobile device
- No preference

8. If you have a choice between a desktop or laptop computer, a smartphone, or a tablet, which would you use for each of the following:

	Desktop or laptop computer	Smartphone	Tablet	No preference	Don't know
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding and reading news articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chat or instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How often do you use your mobile device for the following activities?

	Never	Less than 30 min per day	More than 30 min but less than an hour per day	More than an hour but less than 2 hours per day	More than 2 hours but less than 4 hours per day	More than 4 hours per day
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding and reading news articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chat or instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Never	Less than 30 min per day	More than 30 min but less than an hour per day	More than an hour but less than 2 hours per day	More than 2 hours but less than 4 hours per day	More than 4 hours per day
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding and reading news articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chat or instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. When deciding what kind of device to use for a specific task (i.e., computer, tablet, or phone), what criteria do you consider?

11. When researching financial information, do you prefer to use a mobile device or a desktop/laptop computer?

- Mobile device
- Desktop or laptop computer
- No preference
- I don't access financial information online

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12. Which of the following do you use your **smartphone or tablet** for? (Select all that apply)

- Visiting websites or using apps of financial services companies (i.e., banks, credit card companies, the IRS, etc.)
- Checking account balances
- Making credit card payments
- Making non-credit card payments (i.e., mortgage, student loan, auto, personal loan payments, etc.)
- Looking up general financial information
- None of the above

13. Have you ever accessed official IRS material online before? (Select all that apply)

- Yes, I've visited IRS.gov on a mobile device
- Yes, I've visited IRS.gov on a desktop or laptop computer
- Yes, I've used the IRS2Go mobile app
- No

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Mobile Device Survey

14. How often do you visit IRS.gov (on any device)?

- Daily
- Weekly
- Several times a month
- Several times a year
- Yearly

15. In the past 12 months, what frustrations, if any, have you experienced with IRS.gov? (Select all that apply)

- Website is hard to navigate
- I can't get answers to simple questions
- Search doesn't provide the requested information
- Search options are not useful
- Tax forms and publications are hard to locate
- Website is not mobile friendly
- Services (e.g., Online Account) are not accessible on mobile devices
- Technical problems (e.g. can't log in)
- Tools I need are down or not operational
- Other (please specify)

16. Which of the following best describes your reason(s) for visiting IRS.gov in the past 12 months? (Select all that apply)

- Check my refund status
- File a return
- Make a payment/find out about payments
- Get tax forms, publications, or instructions
- Get a tax transcript
- Use the Withholding Calculator
- Find general tax information
- Other (please specify)

17. In what capacity do you typically visit IRS.gov?

- An individual taxpayer (myself, my household, my child, my parents, etc.)
- A business (corporation, partnership, small business, self-employment, etc.)
- A charity or non-profit organization (tax exempt entity or government entity)
- A tax professional (accountant, attorney, tax preparer, etc.)
- Other (please specify)

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Mobile Device Survey

**To help us better understand the needs of U.S taxpayers,
please provide the following information.**

18. Are you taking this survey on a mobile device? (optional)

- Yes
- No

19. What is your gender? (optional)

- Male
- Female
- Prefer not to answer
- Other (please specify)

20. What is your age? (optional)

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older
- Prefer not to answer

21. What is your yearly household income?

- Less than \$20,000
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more
- Prefer not to answer

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Done