

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: IRS
 IA#: 30689 Amend 5
 Date: 1/14/2019

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Site Information - Thoroughness
2	Standard	Site Information - Understandable
3	Standard	Site Information - Answers
4	Standard	Site Performance - Loading
5	Standard	Site Performance - Consistency
6	Standard	Site Performance - Errors
7	Standard	Navigation - Organized
8	Standard	Navigation - Options
9	Standard	Navigation - Layout
10	Standard	Look and Feel - Appeal
11	Standard	Look and Feel - Balance
12	Standard	Look and Feel - Readability
13	Standard	Tasks/Transactions - Simplicity
14	Standard	Tasks/Transactions - Instructions
15	Standard	Tasks/Transactions - Verification
16	Standard	Sat - Overall
17	Standard	Sat - Expectations
18	Standard	Sat - Ideal
19	Standard	Recommend
20	Standard	Return
21	Custom	First time
22	Custom	Features
23	Custom	Other features
24	Custom	Alternate method
25	Custom	Methods
26	Custom	Preferred payment
27	Custom	Reason
28	Custom	Other reason
29	Custom	Ease of transaction
30	Custom	Incomplete transaction
31	Custom	Difficult transaction
32	Custom	Additional services
33	Custom	Other service
34	Custom	Improvement
35	Custom	Access preference
36	Custom	Customer service
37	Custom	Age
38	Custom	Gender
39	Custom	Income

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14	Standard
15	Standard
16	Standard
17	Standard
18	Standard
19	Standard
20	Standard
21	Custom
22	Custom
23	Custom
24	Custom
25	Custom
26	Custom
27	Custom
28	Custom
29	Custom
30	Custom
31	Custom

Type Topic

Look and Feel - Appeal

Look and Feel - Balance

Look and Feel - Readability

Site Performance - Loading

Site Performance - Consistency

Site Performance - Completeness

Navigation - Organized

Navigation - Options

Navigation - Layout

Information Browsing - Sort

Information Browsing - Narrow

Information Browsing - Features

Site Information - Thoroughness

Site Information - Understandable

Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Return

Recommend

Frequency

Role

Other role

Reason

Other reason

Tax Info Found info

Tax Info Difficulties

Task accomplishment

Prevented task

Improvement

Access preference

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1	Standard
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7	Custom
8	Custom
9	Custom
10	Custom

Type Topic

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Experience

Got Right

OE Got Right

Be Better

OE Be Better

Balance

Improve

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15	Standard
16	Standard
17	Standard
18	Standard
19	Standard
20	Standard
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Type Topic

Look and Feel - Appeal

Look and Feel - Balance

Look and Feel - Readability

Site Performance - Loading

Site Performance - Consistency

Site Performance - Completeness

Navigation - Organized

Navigation - Options

Navigation - Layout

Information Browsing - Sort

Information Browsing - Narrow

Information Browsing - Features

Site Information - Thoroughness

Site Information - Understandable

Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Return

Recommend

Frequency

Role

Other role

Reason

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22	Custom
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63	Custom
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Type Topic

Look and Feel - Appeal
Look and Feel - Balance
Look and Feel - Readability
Site Performance - Loading
Site Performance - Consistency
Site Performance - Completeness
Navigation - Organized
Navigation - Options
Navigation - Layout
Information Browsing - Sort
Information Browsing - Narrow
Information Browsing - Features
Site Information - Thoroughness
Site Information - Understandable
Site Information - Answers
Satisfaction - Overall
Satisfaction - Expectations
Satisfaction - Ideal
Return
Recommend
Primary Resource
Frequency
Role
Other role
Individual taxpayer
Other taxpayer
Reason
Other reason
Tax Info Found info
Tax Info Difficulties
Tax Info Confusion
Payments
Payments Info Type
Payments Other info type
Other payments
Payment Type
Payments Other type
Payments Agreement type
Payments Accomplish task
Payments Prevented task
Payments Find info

Payments No info found
Refund
Other refund
Refund Ease of use
Refund Difficult use
Refund Sufficient info
Improve refund
Refund Other ways
Refund # times used
Refund Find info
Refund No info found
Amended return
Other amended return
Amended return Find info
Amended return No info found
Transcript Reason
Transcript Other reason
Transcript types
Transcript Encounter difficulty
Transcript difficulties
Transcript Other difficulties
Improve transcript
Forms accomplish
Forms Other accomplish
Task accomplishment
Prevented task
Method
Search diff
Other search diff
Search terms
Navigation diff
Other nav diff
Improvement
Access preference

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Type Topic

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Likelihood To Use Again

Role

Previous Audit by Mail

Mail vs Secure Msg

Rate Overall Audit

Rate Status

Rate Length

Agree With Outcome

Influenced Decision To Use

Rate Signup

Rate Ease of Communication

Methods of Communication

Reason Other Comms

Reason Other Comms OE

Rate Submitting Docs

Suggestions OE

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Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Return

Recommend

Primary Resource

Frequency

Role

Other role

Individual taxpayer

Other taxpayer

OE_Other Primary

Penalties

ID Number

Reason

Other reason

Tax Info Found info

Tax Info Difficulties

Tax Info Confusion

Payments

Payments Info Type

Payments Other info type

Other payments

Payment Type

Payments Other type

Payments Agreement type

Payments Accomplish task
Payments Prevented task
Payments Find info
Payments No info found
Refund
Other refund
Refund Ease of use
Refund Difficult use
Refund Sufficient info
Improve refund
Refund Other ways
Refund # times used
Refund Find info
Refund No info found
Amended return
Other amended return
Amended return Find info
Amended return No info found
Transcript Reason
Transcript Other reason
Transcript types
Transcript Encounter difficulty
Transcript difficulties
Transcript Other difficulties
Improve transcript
Forms accomplish
Forms Other accomplish
Task accomplishment
Prevented task
Penalties
Penalties Other reason
Penalties Find info
Unclear penalties
Penalties difficulty
Penalties Accomplish task
Penalties Prevented task
Method
Search diff
Other search diff
Search terms
Navigation diff
Other nav diff
Improvement
Access preference