

Element Questions	Satisfaction Questions	Future Behaviors
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
1 Please rate the <b>visual appeal</b> of IRS.gov.	16 What is your <b>overall satisfaction</b> with IRS.gov? (1=Very Dissatisfied, 10=Very Satisfied)	19 How likely are you to <b>return</b> to IRS.gov?
2 Please rate the <b>balance of graphics and text</b> on IRS.gov.	17 How well does IRS.gov <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Please rate the <b>readability of the pages</b> on IRS.gov.	18 How does IRS.gov <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	20 How likely are you to <b>recommend</b> IRS.gov to someone else?
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
4 Please rate <b>how quickly pages load</b> on IRS.gov.		21 How likely are you to use IRS.gov as your <b>primary resource</b> for tax information?
5 Please rate the <b>consistency of speed from page to page</b> on IRS.gov.		
6 Please rate <b>how completely the page content loads</b> on IRS.gov.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate <b>how well IRS.gov is organized</b> .		
8 Please rate the <b>options available for navigating</b> IRS.gov.		
9 Please rate <b>how well IRS.gov layout helps you find what you need</b> .		
<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate the <b>ability to sort information by criteria that are important to you</b> on IRS.gov.		
11 Please rate the <b>ability to narrow choices to find the information you are looking for</b> on IRS.gov.		
12 Please rate how well the <b>features</b> on IRS.gov <b>help you find the information you need</b> .		
<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>		
13 Please rate the <b>thoroughness of information provided</b> on IRS.gov.		
14 Please rate <b>how understandable IRS.gov's information is</b> .		
15 Please rate how well IRS.gov's <b>information provides answers to your questions</b> .		

IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
MHM6185Q002		I am visiting IRS.gov today as ...	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	B	Radio button, one-up vertical	Y	Skip logic	Role
MHM6185Q003	A	Please specify what best describes your role today:		A	Text field, <100 char	N	Skip logic	Other role
LAB6185Q097	B	Do any of these situations apply to you? (Select all that apply.)	Standard 1040 Filer (Wage/salary receiving employee) Retired Have self-employment income (1099) Foreign National Living in the US US Taxpayer living abroad Parent acting on behalf of a child Active duty military Acting on behalf of a deceased person and/or estate Disability recipients Other		Check box, one-up vertical	Y	Skip logic	Individual situations
LAB6185Q098	AA	Please describe your tax role/situation:		AA	Text field, <100 char	N	Skip logic	Other Situation
LAB6185Q099		What previous contact have you had with the IRS about the reason you visited the website today? (Select all that apply.)	Received a notice or letter from the IRS Called the IRS and spoke to a customer service representative Called the IRS and used the automated phone system to get information Visited a Taxpayer Assistance Center Visited IRS.gov previously for the same reason Have not been in contact with the IRS for this issue		Checkbox, one-up vertical	N		Previous contact
LAB6185Q100		What was your primary reason for visiting IRS.gov today?	GET Tax forms, publications, or instructions FIND MY Refund status FILE a return MAKE a payment or FIND OUT info about payments (how much I owe, etc.) GET A Tax transcript Other reason	G F M T BB	Radio button, one-up vertical	Y	Skip logic	Reason
LAB6185Q101	M	What were you trying to accomplish with payments? (Select all that apply.)	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Check my account balance Other		Checkbox, one-up vertical	Y	Skip logic	Payments
LAB6185Q102	F	What were you trying to accomplish with your refund status? (Select all that apply.)	Check status of refund Research more information about refund Review refund FAQs Other		Checkbox, one-up vertical	Y	Skip logic	Refund Status
LAB6185Q103	T	What were you trying to accomplish with a tax transcript today? (Select all that apply.)	Download a copy Order a copy in the mail Find info about tax transcripts Obtain my AGI from a previous year Obtain my filing status from a previous year Other		Checkbox, one-up vertical	Y	Skip logic	Transcript
LAB6185Q104	G	What were you trying to accomplish with forms, publications, or instructions? (Select all that apply.)	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other		Checkbox, one-up vertical	Y	Skip logic	Forms
LAB6185Q105	BB	What was that other reason for visiting IRS.gov today?	Tools for tax professionals (e.g., e-services) Free File information Tax Identification Number (EIN, PTIN, ITIN, etc.) General tax information Penalties Credits and Deduction Information Amended tax return status or amend my previously filed return ID Theft Report a tax scam Other	ID P CC	Radio button, one-up vertical	Y	Skip logic	Other Primary
LAB6185Q106	CC	Please specify other reason for visiting:		CC	Text field, <100 char	N	Skip logic	OE Other Primary
LAB6185Q107	P	What were you trying to accomplish with penalties? (Select all that apply.)	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties See what penalties I owe and/or the amounts due Make a payment Other		Checkbox, one-up vertical	Y	Skip logic	Penalties
LAB6185Q108	ID	What type of identification number did you want to request or find more information about?	Employer Identification Number (EIN) Preparer Tax Identification Number (PTIN) Electronic Filing Identification Number (EFIN) Individual Tax Identification Number (ITIN) FATCA Identification Number (FIN) or FATCA Entity ID Identity Protection Personal Identification Number (IP PIN) Other		Radio button, one-up vertical	Y	Skip logic	ID Number
LAB6185Q109		I was able to complete the task(s) or find all the information I needed	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Quality
LAB6185Q110		It was easy to complete what I needed to do	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Ease
LAB6185Q111		It took a reasonable amount of time to do what I needed to do	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Efficiency
LAB6185Q112		This interaction increased my confidence in the IRS	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Confidence
LAB6185Q113		Were you successfully able to log in to (or register for) any IRS application today?	I did not have to log in or validate my credentials I successfully logged in/validated I was unable to log in/validate		Radio button, one-up vertical	N	Skip logic	Log In
LAB6185Q114	DD	What prevented you from validating yourself into an IRS application today? (Please don't provide any personal information in your response.)		DD	Text area, no character limit	N	Skip logic	Prevented Log in
BUC0277029		How was your search experience today? (Select all that apply.)	I did not use the IRS search feature Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unable to search terms to use Other		Checkbox, one-up vertical	N	Mutually exclusive	Search diff
LAB6185Q115		What difficulties did you encounter navigating the site? (Select all that apply.)	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other		Checkbox, one-up vertical	N	Mutually exclusive	Navigation issues
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year		Radio button, one-up vertical	N		Frequency
LAB6185Q116		If you could change one thing about this website what would it be?			Text area, no character limit	N		Change one thing
LAB6185Q117		In general, I trust the IRS to fulfill our country's commitment to taxpayers	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	N		Trust

CUSTOM QUESTIONS  
 IRS v3  
 MID: MNctApFhld0k9IUoMFSa4C  
 Date: 11/2/2018

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + --> REWORDING  
 violet (bold): SKIP-LOGIC

IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
MHM6185Q002		Which best describes you for your visit to IRS.gov today? I am visiting IRS.gov today as ...	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	B	Radio button, one-up vertical	Y	Skip logic	Role
MHM6185Q003	A	Please specify what best describes your role today:		A	Text field, <100 char	N	Skip logic	Other role
	B	Do any of these situations apply to you? (Select all that apply.)	Standard 1040 Filer (Wages/salary receiving employee) Retiree Have self-employment income (1099) Foreign National Living in the US US Taxpayer living abroad Parent acting on behalf of a child Active duty military Acting on behalf of a deceased person and/or estate Disability recipients Other		Check box, one-up vertical	Y	Skip logic	Individual situations
	AA	Please describe your tax role/situation:		AA	Text field, <100 char	N	Skip logic	Other Situation
		What previous contact have you had with the IRS about the reason you visited the website today? (Select all that apply.)	Received a notice or letter from the IRS Called the IRS and spoke to a customer service representative Called the IRS and used the automated phone system to get information Visited a Taxpayer Assistance Center Visited IRS.gov previously for the same reason Have not been in contact with the IRS for this issue		Checkbox, one-up vertical	N		Previous contact
		What was your primary reason for visiting IRS.gov today?	GET Tax forms, publications, or instructions FIND MY Refund status FILE a return MAKE a payment or FIND OUT info about payments (how much I owe, etc.) GET A Tax transcript Other reason	G F M T BB	Radio button, one-up vertical	Y	Skip logic	Reason
	M	What were you trying to accomplish with payments? (Select all that apply.)	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Check my account balance Other	BB	Checkbox, one-up vertical	Y	Skip logic	Payments
	F	What were you trying to accomplish with your refund status? (Select all that apply.)	Check status of refund Research more information about refund Review refund FAQs Other		Checkbox, one-up vertical	Y	Skip logic	Refund Status
	T	What were you trying to accomplish with a tax transcript today? (Select all that apply.)	Download a copy Order a copy in the mail Find info about tax transcripts Obtain my AGI from a previous year Obtain my filing status from a previous year Other		Checkbox, one-up vertical	Y	Skip logic	Transcript
	G	What were you trying to accomplish with forms, publications, or instructions? (Select all that apply.)	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other		Checkbox, one-up vertical	Y	Skip logic	Forms
	BB	What was that other reason for visiting IRS.gov today?	Tools for tax professionals (e.g., e-services) Free File information Tax Identification Number (EIN, PTIN, ITIN, etc.) General tax information Penalties Credits and Deduction information Amended tax return status or amend my previously filed return ID Theft Report a tax scam Other	ID P CC	Radio button, one-up vertical	Y	Skip logic	Other Primary
	CC	Please specify other reason for visiting:		CC	Text field, <100 char	N	Skip logic	OE Other Primary
	P	What were you trying to accomplish with penalties? (Select all that apply.)	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties See what penalties I owe and/or the amounts due Make a payment Other		Checkbox, one-up vertical	Y	Skip logic	Penalties
	ID	What type of identification number did you want to request or find more information about?	Employer Identification Number (EIN) Preparer Tax Identification Number (PTIN) Electronic Filing Identification Number (EFIN) Individual Tax Identification Number (ITIN) FATCA Identification Number (FIN) or FATCA Entity ID Identity Protection Personal Identification Number (IP PIN) Other		Radio button, one-up vertical	Y	Skip logic	ID Number
		I was able to complete the task(s) or find all the information I needed	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Quality
		It was easy to complete what I needed to do	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Ease
		It took a reasonable amount of time to do what I needed to do	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Efficiency
		This interaction increased my confidence in the IRS	Strongly Agree Agree Neutral Disagree Strongly Disagree		Radio button, one-up vertical	Y		Confidence
		Were you successfully able to log in to (or register for) any IRS application today?	did not have to log in or validate my credentials successfully logged in/validated was unable to log in/validate	DD	Radio button, one-up vertical	N	Skip logic	Log In
	DD	What prevented you from validating yourself into an IRS application today? (Please don't provide any personal information in your response.)			Text area, no character limit	N	Skip logic	Prevented Log In
		How was your search experience today? (Select all that apply.)	I did not use the IRS search feature Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other		Checkbox, one-up vertical	N	Mutually exclusive	Search diff
		What difficulties did you encounter navigating the site? (Select all that apply.)	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other		Checkbox, one-up vertical	N	Mutually exclusive	Navigation issues
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year		Radio button, one-up vertical	N		Frequency
		If you could change one thing about this website what would it be?			Text area, no character limit	N		Change one thing
		In general, I trust the IRS to fulfill our country's commitment to taxpayers	Strongly Agree Agree Neutral Disagree Strongly Disagree		Checkbox, one-up vertical	N		Trust
STE0105298	B	Please specify your individual taxpayer role:	Employee Self-employed International taxpayer Parent Student Senior and/or retiree Other	G	Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
STE0105299	C	Please specify other individual role:		G	Text field, <100 char	N	Skip logic	Other taxpayer
MHM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Penalties	G1,G3 W W W F1 F1 F1 P1	Radio button, one-up vertical	Y	Skip logic Randomize	Reason

IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
			Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other	F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1				
MHM6185Q005	A	Please specify other reason for visiting:			Text area, no char limit	N	Skip-logic	Other reason
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes No	F3 F2	Radio button, one-up-vertical	Y	Skip-logic	Tax info Found info
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.			Text area, no char limit	N	Skip-logic	Tax info Difficulties
MHM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.			Text area, no char limit	N	Skip-logic	Tax info Confusion
MHM6185Q009	B1	What were you trying to accomplish with regard to payments?	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look up, modify, or cancel an existing payment or agreement Other	B5,B7 B2,B9 B11,B7 B7 B4	Radio button, one-up-vertical	Y	Skip-logic	Payments
STE0105300	B2	Which most closely describes the information you were seeking today?	Options to pay online from your bank account How to pay online by debit or credit card How to pay via check How to pay via cash or money order Information about installment agreements or payment plans Your balance due Other	B3	Checkbox, one-up-vertical	Y	Skip-logic	Payments Info-Type
MHM6185Q011	B3	Please specify other payment information you are seeking:			Text area, no char limit	N	Skip-logic	Payments Other info-type
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:			Text area, no char limit	N	Skip-logic	Other payments
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other	B6	Checkbox, one-up-vertical	Y	Skip-logic	Payment Type
MHM6185Q014	B6	Please specify other payment type attempted:			Text area, no char limit	N	Skip-logic	Payments Other type
STE0105301	B11	Which type of agreement did you set up or tried to set up?	Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today		Radio button, one-up-vertical	Y	Skip-logic	Payments Agreement-type
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	B8 B8	Radio button, one-up-vertical	Y	Skip-logic	Payments Accomplish-task
MHM6185Q016	B8	If not, what prevented you from accomplishing your payment task?			Text area, no char limit	N	Skip-logic	Payments Prevented-task
MHM6185Q017	B9	Were you able to find the information you were looking for?	Yes No	B10	Radio button, one-up-vertical	Y	Skip-logic	Payments Find-info
MHM6185Q018	B10	If not, what prevented you from finding payment information?			Text area, no char limit	N	Skip-logic	Payments No info found
MHM6185Q019	C1	What were you trying to accomplish with regard to your refund status?	Check status of refund Research more information about refund Review refund FAQs Other	C3,C5,C7,C8 C9 C9 C2	Radio button, one-up-vertical	Y	Skip-logic	Refund
MHM6185Q020	C2	Please specify what you tried to accomplish with regard to refund status:			Text area, no char limit	N	Skip-logic	Other refund
MHM6185Q021	C3	How would you classify the ease of use for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult	C4 C4	Radio button, one-up-vertical	Y	Skip-logic	Refund Ease-of-use
MHM6185Q022	C4	Why did you classify the usage of the refund status feature as somewhat or very difficult? Please provide specific details of your experience.			Text area, no char limit	N	Skip-logic	Refund Difficult-use
MHM6185Q023	C5	Did the refund status feature provide you with sufficient information/messaging about your refund status?	Yes No	C6	Radio button, one-up-vertical	Y	Skip-logic	Refund Sufficient-info
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status:			Text area, no char limit	N	Skip-logic	Improve-refund
MHM6185Q025	C7	What other ways did you use to check on your refund status?			Text area, no char limit	N	Skip-logic	Refund Other ways
MHM6185Q026	C8	How many times did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times		Radio button, one-up-vertical	Y	Skip-logic	Refund #-times-used
MHM6185Q027	C9	Were you able to find the information you were looking for?	Yes No	C10	Radio button, one-up-vertical	Y	Skip-logic	Refund Find-info
MHM6185Q028	C10	If not, what prevented you from finding refund status information?			Text area, no char limit	N	Skip-logic	Refund No info found
STE0105302	G1	What were you trying to accomplish with regard to your amended return?	Check status of amended return Other	G2	Radio button, one-up-vertical	Y	Skip-logic	Amended-return
STE0105311	G2	Please specify what you tried to accomplish with regard to amended return:			Text area, no char limit	N	Skip-logic	Other-amended-return
STE0105310	G3	Were you able to find the information you were looking for?	Yes No	G4	Radio button, one-up-vertical	Y	Skip-logic	Amended-return Find-info
STE0105303	G4	If not, what prevented you from finding amended return information?			Text area, no char limit	N	Skip-logic	Amended-return No info found
MHM6185Q029	D1	What was your main reason for requesting a transcript today?	Higher education/student aid Mortgage-related Tax preparation Immigration FEMA/Disaster-related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	D2	Radio button, one-up-vertical	Y	Skip-logic	Transcript Reason
MHM6185Q030	D2	Please specify any other reason(s) for requesting a transcript today:			Text area, no char limit	N	Skip-logic	Transcript Other reason
MHM6185Q031	D3	What type of transcript were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure		Radio button, one-up-vertical	Y	Skip-logic	Transcript types
MHM6185Q032	D4	Did you have any difficulty requesting a transcript today?	Yes No	D5	Radio button, one-up-vertical	Y	Skip-logic	Transcript Encounter-difficulty
MHM6185Q033	D5	What type of difficulty did you have when requesting a transcript?	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6	Radio button, one-up-vertical	Y	Skip-logic	Transcript difficulties
MHM6185Q034	D6	Please specify any other difficulties you had when requesting a transcript today or you may give more details about the type you chose above.			Text area, no char limit	N	Skip-logic	Transcript Other-difficulties
MHM6185Q035	D7	What could the IRS do to make the Get Transcript application better in the future?			Text area, no char limit	N	Skip-logic	Improve-transcript
RUS0172886	P1	What were you trying to accomplish with regard to penalties?	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn about penalties for international issues Learn about penalties for exempt organizations or employee plans Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties Learn about an ACA (health insurance) related penalty See what penalties I owe and/or the amounts due Make a payment Other	P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P3 P3 P1.1,P2	Checkbox, one-up-vertical	Y	Skip-logic	Penalties
RUS0172904	P1.1	Please specify your "other" reason for searching penalties:			Text area, no char limit	Y	Skip-logic	Penalties Other reason
RUS0172887	P2	Did you find all the penalties information you were looking for today?	Yes No	P2.2,P2.3 P2.2,P2.3	Radio button, one-up-vertical	Y	Skip-logic	Penalties-Find info
RUS0172889	P2.2	Please describe any penalty information that you found to be unclear or needing further explanation.			Text area, no char limit	N	Skip-logic	Unclear penalties
RUS0172905	P2.3	Please describe any difficulties you encountered looking for the penalties information you needed.			Text area, no char limit	N	Skip-logic	Penalties-difficulty
RUS0172888	P3	If you were trying to perform any penalty related tasks (view account information, make a payment, etc.), to what extent were you able to complete the task(s)?	I was able to complete all of my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	P3.1 P3.1 P3.1	Radio button, one-up-vertical	Y	Skip-logic	Penalties Accomplish-task
RUS0172890	P3.1	What prevented you from accomplishing your penalty related task(s)?			Text area, no char limit	N	Skip-logic	Penalties Prevented-task
MHM6185Q036	E1	What were you trying to accomplish with regard to forms, publications, or instructions?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms	E2	Checkbox, one-up-vertical	Y	Skip-logic	Forms accomplish

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
			e-file my forms Find examples of completed forms Other					
MHM6185Q037	E2	Please specify what you tried to accomplish with regard to forms, publications, or instructions:		E2	Text area, no char limit	N	Skip-logic	Forms Other-accomplish
MHM6185Q038	W	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	X X	Radio button, one-up-vertical	Y	Skip-logic	Task-accomplishment
MHM6185Q039	X	If not, what prevented you from accomplishing your task?			Text area, no char limit	N	Skip-logic	Prevented-task
MHM6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	A, G A, G D D	Checkbox, one-up-vertical	Y	Skip-logic	Method
MHM6185Q041	A	How was your search experience today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other	B	Checkbox, one-up-vertical	Y	Skip-logic	Search-diff
MHM6185Q042	B	Please specify other search experience:			Text area, no char limit	N	Skip-logic	Other-search-diff
MHM6185Q043	C	What specific search term(s) did you use to find information on IRS.gov?			Text area, no char limit	N	Skip-logic	Search-terms
MHM6185Q044	D	How easily were you able to navigate the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other	E	Checkbox, one-up-vertical	Y	Skip-logic	Navigation-diff
MHM6185Q045	E	Please specify other navigational experience:			Text area, no char limit	N	Skip-logic	Other-nav-diff
MHM6185Q046		What could we do to make our website better?			Text area, no char limit	N		Improvement
MHM6185Q047		Which of the following devices would you consider using to visit IRS.gov?	Desktop or Laptop Computer Mobile phone Tablet No preference		Checkbox, one-up-vertical	Y		Access-preference

**CUSTOM QUESTIONS**

IRS v3

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Date: 9/12/2017

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**violet (bold):** SKIP-LOGIC

**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year	
MHM6185Q002		Which <b>best describes</b> you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	B    A
MHM6185Q003	A	Please specify what best describes you:		A
STE0105298	B	Please <b>specify</b> your individual taxpayer role.	Employee Self employed International taxpayer Parent Student Senior and/or retiree Other	C
STE0105299	C	Please specify other individual role:		
MHM6185Q004		<b>Why did you visit</b> IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Penalties Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other	G1,G3 W W W F1 F1 F1 P1 F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1
MHM6185Q005	A	Please specify other reason for visiting:		
MHM6185Q006	F1	Did you <b>find</b> the information you were <b>looking for</b> today?	Yes No	F3 F2
MHM6185Q007	F2	Please describe <b>any difficulties that prevented</b> you from finding what you needed.		
MHM6185Q008	F3	Please describe <b>any confusion encountered in making sense</b> of the information you found today.		
MHM6185Q009	B1	What were you <b>trying to accomplish</b> with regard to <b>payments</b> ?	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Other	B5,B7 B2,B9 B11,B7 B7 B4
STE0105300	B2	Which <b>most closely describes</b> the information you were seeking today?	Options to pay online from your bank account How to pay online by debit or credit card How to pay via check How to pay via cash or money order Information about installment agreements or payment plans Your balance due	

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**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	B3
MHM6185Q011	B3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:		
MHM6185Q013	B5	Which <b>type of payment</b> did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other	B6
MHM6185Q014	B6	Please specify other payment type attempted:		
STE0105301	B11	Which <b>type of agreement</b> did you set up or tried to set up?	Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today	
MHM6185Q015	B7	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	B8 B8
MHM6185Q016	B8	If not, what <b>prevented</b> you from accomplishing your payment task?		
MHM6185Q017	B9	Were you <b>able to find</b> the information you were looking for?	Yes No	B10
MHM6185Q018	B10	If not, what <b>prevented</b> you from finding payment information?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your <b>refund status</b> ?	Check status of refund Research more information about refund Review refund FAQs Other	C3,C5,C7,C8 C9 C9 C2
MHM6185Q020	C2	Please specify what you tried to accomplish with regard to refund status:		
MHM6185Q021	C3	How would you <b>classify the ease of use</b> for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult	C4 C4
MHM6185Q022	C4	<b>Why</b> did you classify the usage of the refund status feature as <b>somewhat or very difficult</b> ? Please provide specific details of your experience.		
MHM6185Q023	C5	Did the refund status feature <b>provide you with sufficient information/messaging</b> about your refund status?	Yes No	C6
MHM6185Q024	C6	Please specify <b>what the IRS could do better</b> in informing you about your refund status.		
MHM6185Q025	C7	What <b>other ways</b> did you use to check on your refund status?		
MHM6185Q026	C8	<b>How many times</b> did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times	
MHM6185Q027	C9	Were you <b>able to find</b> the information you were looking for?	Yes No	C10
MHM6185Q028	C10	If not, what <b>prevented</b> you from finding refund status information?		
STE0105302	G1	What were you trying to accomplish with regard to your <b>amended return</b> ?	Check status of amended return Other	G2

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105311	G2	Please specify what you tried to accomplish with regard to amended return:		
STE0105310	G3	Were you <b>able to find</b> the information you were looking for?	Yes No	G4
STE0105303	G4	If not, what <b>prevented</b> you from finding amended return information?		
MHM6185Q029	D1	What was your <b>main reason</b> for requesting a transcript today?	Higher education/student aid Mortgage related Tax preparation Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	D2
MHM6185Q030	D2	Please specify any <b>other reason(s)</b> for requesting a transcript today.		
MHM6185Q031	D3	What <b>type of transcript</b> were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you <b>have any difficulty</b> requesting a transcript today?	Yes No	D5
MHM6185Q033	D5	What <b>type of difficulty</b> did you have when requesting a	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6
MHM6185Q034	D6	Please specify any <b>other difficulties</b> you had when requesting a transcript today or you may <b>give more details about the type you chose above.</b>		
MHM6185Q035	D7	What could the IRS do to <b>make the Get Transcript application better</b> in the future?		
RUS0172886	P1	What were you trying to accomplish with regard to <b>penalties?</b>	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn about penalties for international issues Learn about penalties for exempt organizations or employee plans Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties Learn about an ACA (health insurance) related penalty See what penalties I owe and/or the amounts due Make a payment Other	P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P3 P3 P1.1,P2,P3



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
RUS0172904	P1.1	Please specify your "other" reason for searching penalties.		
RUS0172887	P2	Did you find all the penalties information you were looking for today?	Yes No	P2.2,P2.3 P2.2,P2.3
RUS0172889	P2.2	Please describe any penalty information that you found to be <b>unclear or needing further explanation</b> .		
RUS0172905	P2.3	Please describe <b>any difficulties you encountered looking for</b> the penalties information you needed.		
RUS0172888	P3	If you were trying to perform any penalty related tasks (view account information, make a payment, etc.), to <b>what extent were you able to complete</b> the task(s)?	I was able to complete all of my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	P3.1 P3.1 P3.1
RUS0172890	P3.1	<b>What prevented</b> you from accomplishing your penalty related task(s)?		
MHM6185Q036	E1	What were you trying to accomplish with regard to <b>forms, publications, or instructions</b> ?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other	E2 E2
MHM6185Q037	E2	Please specify what you tried to accomplish with regard to forms, publications, or instructions:		
MHM6185Q038	W	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	X X
MHM6185Q039	X	If not, what <b>prevented</b> you from accomplishing your task?		
MHM6185Q040		How did you <b>look for information</b> on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	A,C A,C D D
MHM6185Q041	A	How was your <b>search experience</b> today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other	B
MHM6185Q042	B	Please specify other search experience:		
MHM6185Q043	C	What <b>specific search term(s)</b> did you use to find information on IRS.gov?		
MHM6185Q044	D	How easily were you <b>able to navigate</b> the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.)	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	E
MHM6185Q045	E	Please specify other navigational experience:		
MHM6185Q046		What could we <b>do to make</b> our website better?		



Type (select from list)	Required Y/N	Special instructions	CQ Label
Radio button, one-up vertical	Y		Frequency
Radio button, one-up vertical	Y	Skip logic	Role
Text field, <100 char	N	Skip logic	Other role
Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
Text field, <100 char	N	Skip logic	Other taxpayer
Radio button, one-up vertical	Y	Skip logic  Randomize  Anchor answer choice	Reason
Text area, no char limit	N	Skip logic	Other reason
Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
Text area, no char limit	N	Skip logic	Tax Info Difficulties
Text area, no char limit	N	Skip logic	Tax Info Confusion
Radio button, one-up vertical	Y	Skip logic	Payments
Checkbox, one-up vertical	Y	Skip logic	Payments Info Type



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Payments Other info type
Text area, no char limit	N	Skip logic	Other payments
Checkbox, one-up vertical	Y	Skip logic	Payment Type
Text area, no char limit	N	Skip logic	Payments Other type
Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
Text area, no char limit	N	Skip logic	Payments Prevented task
Radio button, one-up vertical	Y	Skip logic	Payments Find info
Text area, no char limit	N	Skip logic	Payments No info found
Radio button, one-up vertical	Y	Skip logic	Refund
Text area, no char limit	N	Skip logic	Other refund
Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
Text area, no char limit	N	Skip logic	Refund Difficult use
Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
Text area, no char limit	N	Skip logic	Improve refund
Text area, no char limit	N	Skip logic	Refund Other ways
Radio button, one-up vertical	Y	Skip logic	Refund # times used
Radio button, one-up vertical	Y	Skip logic	Refund Find info
Text area, no char limit	N	Skip logic	Refund No info found
Radio button, one-up vertical	Y	Skip logic	Amended return



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Other amended return
Radio button, one-up vertical	Y	Skip logic	Amended return Find info
Text area, no char limit	N	Skip logic	Amended return No info found
Radio button, one-up vertical	Y	Skip logic	Transcript Reason
Text area, no char limit	N	Skip logic	Transcript Other reason
Radio button, one-up vertical	Y	Skip logic	Transcript types
Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
Text area, no char limit	N	Skip logic	Transcript Other difficulties
Text area, no char limit	N	Skip logic	Improve transcript
Checkbox, one-up vertical	Y	Skip logic	Penalties

Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	Y	Skip logic	Penalties Other reason
Radio button, one-up vertical	Y	Skip logic	Penalties Find info
Text area, no char limit	N	Skip logic	Unclear penalties
Text area, no char limit	N	Skip logic	Penalties difficulty
Radio button, one-up vertical	Y	Skip logic	Penalties Accomplish task
Text area, no char limit	N	Skip logic	Penalties Prevented task
Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
Text area, no char limit	N	Skip logic	Forms Other accomplish
Radio button, one-up vertical	Y	Skip logic	Task accomplishment
Text area, no char limit	N	Skip logic	Prevented task
Checkbox, one-up vertical	Y	Skip logic	Method
Checkbox, one-up vertical	Y	Skip logic	Search diff
Text area, no char limit	N	Skip logic	Other search diff
Text area, no char limit	N	Skip logic	Search terms
Checkbox, one-up vertical	Y	Skip logic	Navigation diff



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Other nav diff
Text area, no char limit	N		Improvement

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MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year	
MHM6185Q002		Which <b>best describes</b> you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	B    A
MHM6185Q003	A	Please specify what best describes you:		A
STE0105298	B	Please <b>specify</b> your individual taxpayer role.	Employee Self employed International taxpayer Parent Student Senior and/or retiree Other	C
STE0105299	C	Please specify other individual role:		
MHM6185Q004		<b>Why did you visit</b> IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Penalties Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other	G1,G3 W W W F1 F1 F1 P1 F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1
MHM6185Q005	A	Please specify other reason for visiting:		
MHM6185Q006	F1	Did you <b>find</b> the information you were <b>looking for</b> today?	Yes No	F3 F2
MHM6185Q007	F2	Please describe <b>any difficulties that prevented</b> you from finding what you needed.		
MHM6185Q008	F3	Please describe <b>any confusion encountered in making sense</b> of the information you found today.		
MHM6185Q009	B1	What were you <b>trying to accomplish</b> with regard to <b>payments</b> ?	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Other	B5,B7 B2,B9 B11,B7 B7 B4
STE0105300	B2	Which <b>most closely describes</b> the information you were seeking today?	Options to pay online from your bank account How to pay online by debit or credit card How to pay via check How to pay via cash or money order Information about installment agreements or payment plans Your balance due	



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	B3
MHM6185Q011	B3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:		
MHM6185Q013	B5	Which <b>type of payment</b> did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other	B6
MHM6185Q014	B6	Please specify other payment type attempted:		
STE0105301	B11	Which <b>type of agreement</b> did you set up or tried to set up?	Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today	
MHM6185Q015	B7	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	B8 B8
MHM6185Q016	B8	If not, what <b>prevented</b> you from accomplishing your payment task?		
MHM6185Q017	B9	Were you <b>able to find</b> the information you were looking for?	Yes No	B10
MHM6185Q018	B10	If not, what <b>prevented</b> you from finding payment information?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your <b>refund status</b> ?	Check status of refund Research more information about refund Review refund FAQs Other	C3,C5,C7,C8 C9 C9 C2
MHM6185Q020	C2	Please specify what you tried to accomplish with regard to refund status:		
MHM6185Q021	C3	How would you <b>classify the ease of use</b> for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult	C4 C4
MHM6185Q022	C4	<b>Why</b> did you classify the usage of the refund status feature as <b>somewhat or very difficult</b> ? Please provide specific details of your experience.		
MHM6185Q023	C5	Did the refund status feature <b>provide you with sufficient information/messaging</b> about your refund status?	Yes No	C6
MHM6185Q024	C6	Please specify <b>what the IRS could do better</b> in informing you about your refund status.		
MHM6185Q025	C7	What <b>other ways</b> did you use to check on your refund status?		
MHM6185Q026	C8	<b>How many times</b> did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times	
MHM6185Q027	C9	Were you <b>able to find</b> the information you were looking for?	Yes No	C10
MHM6185Q028	C10	If not, what <b>prevented</b> you from finding refund status information?		
STE0105302	G1	What were you trying to accomplish with regard to your <b>amended return</b> ?	Check status of amended return Other	G2

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STE0105311	G2	Please specify what you tried to accomplish with regard to amended return:		
STE0105310	G3	Were you <b>able to find</b> the information you were looking for?	Yes No	G4
STE0105303	G4	If not, what <b>prevented</b> you from finding amended return information?		
MHM6185Q029	D1	What was your <b>main reason</b> for requesting a transcript today?	Higher education/student aid Mortgage related Tax preparation Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	D2
MHM6185Q030	D2	Please specify any <b>other reason(s)</b> for requesting a transcript today.		
MHM6185Q031	D3	What <b>type of transcript</b> were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you <b>have any difficulty</b> requesting a transcript today?	Yes No	D5
MHM6185Q033	D5	What <b>type of difficulty</b> did you have when requesting a	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6
MHM6185Q034	D6	Please specify any <b>other difficulties</b> you had when requesting a transcript today or you may <b>give more details about the type you chose above.</b>		
MHM6185Q035	D7	What could the IRS do to <b>make the Get Transcript application better</b> in the future?		
RUS0172886	P1	What were you trying to accomplish with regard to <b>penalties?</b>	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn about penalties for international issues Learn about penalties for exempt organizations or employee plans Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties <a href="#">Learn about an ACA (health insurance) related penalty</a> See what penalties I owe and/or the amounts due Make a payment Other	P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P3 P3 P1.1,P2,P3

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
RUS0172904	P1.1	Please specify your "other" reason for searching penalties.		
RUS0172887	P2	Did you find all the penalties information you were looking for today?	Yes No Some	P2.2,P2.3 P2.2,P2.3 P2.2,P2.3
RUS0172889	P2.2	Please describe any penalty information that you found to be <b>unclear or needing further explanation</b> .		
RUS0172905	P2.3	Please describe <b>any difficulties you encountered looking for</b> the penalties information you needed.		
RUS0172888	P3	If you were trying to perform any penalty related tasks (view account information, make a payment, etc.), to <b>what extent were you able to complete</b> the task(s)?	I was able to complete all of my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	P3.1 P3.1 P3.1
RUS0172890	P3.1	<b>What prevented</b> you from accomplishing your penalty related task(s)?		
MHM6185Q036	E1	What were you trying to accomplish with regard to <b>forms, publications, or instructions</b> ?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other	E2 E2
MHM6185Q037	E2	Please specify what you tried to accomplish with regard to forms, publications, or instructions:		
MHM6185Q038	W	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	X X
MHM6185Q039	X	If not, what <b>prevented</b> you from accomplishing your task?		
MHM6185Q040		How did you <b>look for information</b> on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	A,C A,C D D
MHM6185Q041	A	How was your <b>search experience</b> today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other	B
MHM6185Q042	B	Please specify other search experience:		
MHM6185Q043	C	What <b>specific search term(s)</b> did you use to find information on IRS.gov?		
MHM6185Q044	D	How easily were you <b>able to navigate</b> the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult	

CUSTOM QUESTIONS

IRS v3

MID: MNctApFhItd0k9I0UoMFsA4C

Date: 9/12/2017

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violet (bold): SKIP-LOGIC

IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Encountered technical difficulties (links didn't work, received error messages, etc.)	E
		Other		
MHM6185Q045	E	Please specify other navigational experience:		
MHM6185Q046		What could we <b>do to make</b> our website better?		

Type (select from list)	Required Y/N	Special instructions	CQ Label
Radio button, one-up vertical	Y		Frequency
Radio button, one-up vertical	Y	Skip logic	Role
Text field, <100 char	N	Skip logic	Other role
Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
Text field, <100 char	N	Skip logic	Other taxpayer
Radio button, one-up vertical	Y	Skip logic  Randomize  Anchor answer choice	Reason
Text area, no char limit	N	Skip logic	Other reason
Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
Text area, no char limit	N	Skip logic	Tax Info Difficulties
Text area, no char limit	N	Skip logic	Tax Info Confusion
Radio button, one-up vertical	Y	Skip logic	Payments
Checkbox, one-up vertical	Y	Skip logic	Payments Info Type



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Payments Other info type
Text area, no char limit	N	Skip logic	Other payments
Checkbox, one-up vertical	Y	Skip logic	Payment Type
Text area, no char limit	N	Skip logic	Payments Other type
Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
Text area, no char limit	N	Skip logic	Payments Prevented task
Radio button, one-up vertical	Y	Skip logic	Payments Find info
Text area, no char limit	N	Skip logic	Payments No info found
Radio button, one-up vertical	Y	Skip logic	Refund
Text area, no char limit	N	Skip logic	Other refund
Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
Text area, no char limit	N	Skip logic	Refund Difficult use
Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
Text area, no char limit	N	Skip logic	Improve refund
Text area, no char limit	N	Skip logic	Refund Other ways
Radio button, one-up vertical	Y	Skip logic	Refund # times used
Radio button, one-up vertical	Y	Skip logic	Refund Find info
Text area, no char limit	N	Skip logic	Refund No info found
Radio button, one-up vertical	Y	Skip logic	Amended return



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Other amended return
Radio button, one-up vertical	Y	Skip logic	Amended return Find info
Text area, no char limit	N	Skip logic	Amended return No info found
Radio button, one-up vertical	Y	Skip logic	Transcript Reason
Text area, no char limit	N	Skip logic	Transcript Other reason
Radio button, one-up vertical	Y	Skip logic	Transcript types
Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
Text area, no char limit	N	Skip logic	Transcript Other difficulties
Text area, no char limit	N	Skip logic	Improve transcript
Checkbox, one-up vertical	Y	Skip logic	Penalties

Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Penalties Other reason
Radio button, one-up vertical	Y	Skip logic	Penalties Find info
Text area, no char limit	N	Skip logic	Unclear penalties
Text area, no char limit	N	Skip logic	Penalties difficulty
Radio button, one-up vertical	Y	Skip logic	Penalties Accomplish task
Text area, no char limit	N	Skip logic	Penalties Prevented task
Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
Text area, no char limit	N	Skip logic	Forms Other accomplish
Radio button, one-up vertical	Y	Skip logic	Task accomplishment
Text area, no char limit	N	Skip logic	Prevented task
Checkbox, one-up vertical	Y	Skip logic	Method
Checkbox, one-up vertical	Y	Skip logic	Search diff
Text area, no char limit	N	Skip logic	Other search diff
Text area, no char limit	N	Skip logic	Search terms
Checkbox, one-up vertical	Y	Skip logic	Navigation diff





Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Other nav diff
Text area, no char limit	N		Improvement

**CUSTOM QUESTIONS**

IRS v3

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**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year	
MHM6185Q002		Which best describes you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	B    A
MHM6185Q003	A	Please specify what best describes you:		A
STE0105298	B	Please specify your individual taxpayer role.	Employee Self employed International taxpayer Parent Student Senior and/or retiree Other	C
STE0105299	C	Please specify other individual role:		
MHM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Penalties Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other	G1,G3 W W W F1 F1 F1 F1,P1 F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1
MHM6185Q005	A	Please specify other reason for visiting:		
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes No	F3 F2
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
MHM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.		
MHM6185Q009	B1	What were you trying to accomplish with regard to payments?	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Other	B5,B7 B2,B9 B11,B7 B7 B4
STE0105300	B2	Which most closely describes the information you were seeking today?	Options to pay online from your bank account How to pay online by debit or credit card How to pay via check How to pay via cash or money order Information about installment agreements or payment plans Your balance due	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	B3
MHM6185Q011	B3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:		
MHM6185Q013	B5	Which <b>type of payment</b> did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other	B6
MHM6185Q014	B6	Please specify other payment type attempted:		
STE0105301	B11	Which <b>type of agreement</b> did you set up or tried to set up?	Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today	
MHM6185Q015	B7	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	B8 B8
MHM6185Q016	B8	If not, what <b>prevented</b> you from accomplishing your payment task?		
MHM6185Q017	B9	Were you <b>able to find</b> the information you were looking for?	Yes No	B10
MHM6185Q018	B10	If not, what <b>prevented</b> you from finding payment information?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your <b>refund status</b> ?	Check status of refund Research more information about refund Review refund FAQs Other	C3,C5,C7,C8 C9 C9 C2
MHM6185Q020	C2	Please specify what you tried to accomplish with regard to refund status:		
MHM6185Q021	C3	How would you <b>classify the ease of use</b> for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult	C4 C4
MHM6185Q022	C4	<b>Why</b> did you classify the usage of the refund status feature as <b>somewhat or very difficult</b> ? Please provide specific details of your experience.		
MHM6185Q023	C5	Did the refund status feature <b>provide you with sufficient information/messaging</b> about your refund status?	Yes No	C6
MHM6185Q024	C6	Please specify <b>what the IRS could do better</b> in informing you about your refund status.		
MHM6185Q025	C7	What <b>other ways</b> did you use to check on your refund status?		
MHM6185Q026	C8	<b>How many times</b> did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times	
MHM6185Q027	C9	Were you <b>able to find</b> the information you were looking for?	Yes No	C10
MHM6185Q028	C10	If not, what <b>prevented</b> you from finding refund status information?		
STE0105302	G1	What were you trying to accomplish with regard to your <b>amended return</b> ?	Check status of amended return Other	G2

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**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105311	G2	Please specify what you tried to accomplish with regard to amended return:		
STE0105310	G3	Were you <b>able to find</b> the information you were looking for?	Yes No	G4
STE0105303	G4	If not, what <b>prevented</b> you from finding amended return information?		
MHM6185Q029	D1	What was your <b>main reason</b> for requesting a transcript today?	Higher education/student aid Mortgage related Tax preparation Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	D2
MHM6185Q030	D2	Please specify any <b>other reason(s)</b> for requesting a transcript today.		
MHM6185Q031	D3	What <b>type of transcript</b> were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you <b>have any difficulty</b> requesting a transcript today?	Yes No	D5
MHM6185Q033	D5	What <b>type of difficulty</b> did you have when requesting a	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6
MHM6185Q034	D6	Please specify any <b>other difficulties</b> you had when requesting a transcript today or you may <b>give more details about the type you chose above</b> .		
MHM6185Q035	D7	What could the IRS do to <b>make the Get Transcript application better</b> in the future?		
	P1	What were you trying to accomplish with regard to penalties?	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn about penalties for international issues Learn about penalties for exempt organizations or employee plans Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties Learn about an ACA related penalty See what penalties I owe and/or the amounts due Make a payment Other	P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P2 P3 P3 P1.1,P2,P3

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	<b>P1.1</b>	Please specify your "other" reason for searching penalties.		
	<b>P2</b>	Did you find the penalties information you were looking for today?	Yes No Some	P2.2,P2.3 P2.2,P2.3 P2.2,P2.3
	<b>P2.2</b>	Please describe any penalty information that you found to be <b>unclear or needing further explanation</b> .		
	<b>P2.3</b>	Please describe any <b>difficulties you encountered looking for</b> the penalties information you needed.		
	<b>P3</b>	If you were trying to perform any penalty related tasks (view account information, make a payment, etc.), to what extent were you able to complete the task(s)?	I was able to complete all of my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	P3.1 P3.1 P3.1
	<b>P3.1</b>	What prevented you from accomplishing your penalty related task(s)?		
MHM6185Q036	<b>E1</b>	What were you trying to accomplish with regard to <b>forms, publications, or instructions</b> ?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other	E2 E2
MHM6185Q037	<b>E2</b>	Please specify what you tried to accomplish with regard to forms, publications, or instructions:		
MHM6185Q038	<b>W</b>	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	X X
MHM6185Q039	<b>X</b>	If not, what prevented you from accomplishing your task?		
MHM6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	A,C A,C D D
MHM6185Q041	<b>A</b>	How was your search experience today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other	B
MHM6185Q042	<b>B</b>	Please specify other search experience:		
MHM6185Q043	<b>C</b>	What <b>specific search term(s)</b> did you use to find information on IRS.gov?		
MHM6185Q044	<b>D</b>	How easily were you able to navigate the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult	

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IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Encountered technical difficulties (links didn't work, received error messages, etc.)	E
		Other		
MHM6185Q045	E	Please specify other navigational experience:		
MHM6185Q046		What could we <b>do to make</b> our website better?		



Type (select from list)	Required Y/N	Special instructions	CQ Label
Radio button, one-up vertical	Y		Frequency
Radio button, one-up vertical	Y	Skip logic	Role
Text field, <100 char	N	Skip logic	Other role
Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
Text field, <100 char	N	Skip logic	Other taxpayer
Radio button, one-up vertical	Y	Skip logic  Randomize  Anchor answer choice	Reason
Text area, no char limit	N	Skip logic	Other reason
Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
Text area, no char limit	N	Skip logic	Tax Info Difficulties
Text area, no char limit	N	Skip logic	Tax Info Confusion
Radio button, one-up vertical	Y	Skip logic	Payments
Checkbox, one-up vertical	Y	Skip logic	Payments Info Type



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Payments Other info type
Text area, no char limit	N	Skip logic	Other payments
Checkbox, one-up vertical	Y	Skip logic	Payment Type
Text area, no char limit	N	Skip logic	Payments Other type
Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
Text area, no char limit	N	Skip logic	Payments Prevented task
Radio button, one-up vertical	Y	Skip logic	Payments Find info
Text area, no char limit	N	Skip logic	Payments No info found
Radio button, one-up vertical	Y	Skip logic	Refund
Text area, no char limit	N	Skip logic	Other refund
Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
Text area, no char limit	N	Skip logic	Refund Difficult use
Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
Text area, no char limit	N	Skip logic	Improve refund
Text area, no char limit	N	Skip logic	Refund Other ways
Radio button, one-up vertical	Y	Skip logic	Refund # times used
Radio button, one-up vertical	Y	Skip logic	Refund Find info
Text area, no char limit	N	Skip logic	Refund No info found
Radio button, one-up vertical	Y	Skip logic	Amended return





Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Other amended return
Radio button, one-up vertical	Y	Skip logic	Amended return Find info
Text area, no char limit	N	Skip logic	Amended return No info found
Radio button, one-up vertical	Y	Skip logic	Transcript Reason
Text area, no char limit	N	Skip logic	Transcript Other reason
Radio button, one-up vertical	Y	Skip logic	Transcript types
Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
Text area, no char limit	N	Skip logic	Transcript Other difficulties
Text area, no char limit	N	Skip logic	Improve transcript
Checkbox, one-up vertical	Y	Skip logic	Penalties

Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Penalties Other reason
Radio button, one-up vertical	Y	Skip logic	Penalties Find info
Text area, no char limit	N	Skip logic	Unclear penalties
Text area, no char limit	N	Skip logic	Penalties difficulty
Radio button, one-up vertical	Y	Skip logic	Penalties Accomplish task
Text area, no char limit	N	Skip logic	Penalties Prevented task
Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
Text area, no char limit	N	Skip logic	Forms Other accomplish
Radio button, one-up vertical	Y	Skip logic	Task accomplishment
Text area, no char limit	N	Skip logic	Prevented task
Checkbox, one-up vertical	Y	Skip logic	Method
Checkbox, one-up vertical	Y	Skip logic	Search diff
Text area, no char limit	N	Skip logic	Other search diff
Text area, no char limit	N	Skip logic	Search terms
Checkbox, one-up vertical	Y	Skip logic	Navigation diff



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Other nav diff
Text area, no char limit	N		Improvement

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year	
MHM6185Q002		Which best describes you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	B    A
MHM6185Q003	A	Please specify what best describes you:		
STE0105298	B	Please specify your individual taxpayer role.	Employee Self employed International taxpayer Parent Student Senior and/or retiree Other	
STE0105299	C	Please specify other individual role:		
MHM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Penalties Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other	G1,G3 W W W F1 F1 F1 F1 F1 F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1
MHM6185Q005	A	Please specify other reason for visiting:		
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes No	F3 F2
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
MHM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.		
MHM6185Q009	B1	What were you trying to accomplish with regard to payments?	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Other	B5,B7 B2,B9 B11,B7 B7 B4
STE0105300	B2	Which most closely describes the information you were seeking today?	Options to pay online from your bank account How to pay online by debit or credit card How to pay via check How to pay via cash or money order Information about installment agreements or payment plans Your balance due	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	B3
MHM6185Q011	B3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:		
MHM6185Q013	B5	Which <b>type of payment</b> did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other	B6
MHM6185Q014	B6	Please specify other payment type attempted:		
STE0105301	B11	Which <b>type of agreement</b> did you set up or tried to set up?	Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today	
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	B8 B8
MHM6185Q016	B8	If not, what prevented you from accomplishing your payment task?		
MHM6185Q017	B9	Were you able to find the information you were looking for?	Yes No	B10
MHM6185Q018	B10	If not, what prevented you from finding payment information?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your refund status?	Check status of refund Research more information about refund Review refund FAQs Other	C3,C5,C7,C8 C9 C9 C2
MHM6185Q020	C2	Please specify what you tried to accomplish with regard to refund status:		
MHM6185Q021	C3	How would you classify the ease of use for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult	C4 C4
MHM6185Q022	C4	Why did you classify the usage of the refund status feature as somewhat or very difficult? Please provide specific details of your experience.		
MHM6185Q023	C5	Did the refund status feature provide you with sufficient information/messaging about your refund status?	Yes No	C6
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status.		
MHM6185Q025	C7	What other ways did you use to check on your refund status?		
MHM6185Q026	C8	How many times did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times	
MHM6185Q027	C9	Were you able to find the information you were looking for?	Yes No	C10
MHM6185Q028	C10	If not, what prevented you from finding refund status information?		
STE0105302	G1	What were you trying to accomplish with regard to your amended return?	Check status of amended return Other	G2

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**violet (bold)**: SKIP-LOGIC

**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105311	G2	Please specify what you tried to accomplish with regard to amended return:		
STE0105310	G3	Were you able to find the information you were looking for?	Yes No	G4
STE0105303	G4	If not, what prevented you from finding amended return information?		
MHM6185Q029	D1	What was your main reason for requesting a transcript today?	Higher education/student aid Mortgage related Tax preparation Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	D2
MHM6185Q030	D2	Please specify any other reason(s) for requesting a transcript today.		
MHM6185Q031	D3	What type of transcript were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you have any difficulty requesting a transcript today?	Yes No	D5
MHM6185Q033	D5	What type of difficulty did you have when requesting a	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6 D6
MHM6185Q034	D6	Please specify any other difficulties you had when requesting a transcript today or you may give more details about the type you chose above.		
MHM6185Q035	D7	What could the IRS do to make the Get Transcript application better in the future?		
MHM6185Q036	E1	What were you trying to accomplish with regard to forms, publications, or instructions?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other	E2 E2
MHM6185Q037	E2	Please specify what you tried to accomplish with regard to forms, publications, or instructions:		
MHM6185Q038	W	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s)	X

CUSTOM QUESTIONS

IRS v3

MID: MNctApFhltD0k9I0UoMFsA4C

Date: 6/28/2016

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			I was unable to complete any of my task(s)	X
MHM6185Q039	X	If not, what <b>prevented</b> you from accomplishing your task?		
MHM6185Q040		How did you <b>look for information</b> on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	A,C A,C D D
MHM6185Q041	A	How was your <b>search experience</b> today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other	B
MHM6185Q042	B	Please specify other search experience:		
MHM6185Q043	C	What <b>specific search term(s)</b> did you use to find information on IRS.gov?		
MHM6185Q044	D	How easily were you <b>able to navigate</b> the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other	E
MHM6185Q045	E	Please specify other navigational experience:		
MHM6185Q046		What could we <b>do to make</b> our website better?		

Type (select from list)	Required Y/N	Special instructions	CQ Label
Radio button, one-up vertical	Y		Frequency
Radio button, one-up vertical	Y	Skip logic	Role
Text field, <100 char	N	Skip logic	Other role
Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
Text field, <100 char	N	Skip logic	Other taxpayer
Radio button, one-up vertical	Y	Skip logic  Randomize  Anchor answer choice	Reason
Text area, no char limit	N	Skip logic	Other reason
Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
Text area, no char limit	N	Skip logic	Tax Info Difficulties
Text area, no char limit	N	Skip logic	Tax Info Confusion
Radio button, one-up vertical	Y	Skip logic	Payments
Checkbox, one-up vertical	Y	Skip logic	Payments Info Type





Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Payments Other info type
Text area, no char limit	N	Skip logic	Other payments
Checkbox, one-up vertical	Y	Skip logic	Payment Type
Text area, no char limit	N	Skip logic	Payments Other type
Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
Text area, no char limit	N	Skip logic	Payments Prevented task
Radio button, one-up vertical	Y	Skip logic	Payments Find info
Text area, no char limit	N	Skip logic	Payments No info found
Radio button, one-up vertical	Y	Skip logic	Refund
Text area, no char limit	N	Skip logic	Other refund
Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
Text area, no char limit	N	Skip logic	Refund Difficult use
Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
Text area, no char limit	N	Skip logic	Improve refund
Text area, no char limit	N	Skip logic	Refund Other ways
Radio button, one-up vertical	Y	Skip logic	Refund # times used
Radio button, one-up vertical	Y	Skip logic	Refund Find info
Text area, no char limit	N	Skip logic	Refund No info found
Radio button, one-up vertical	Y	Skip logic	Amended return



Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Other amended return
Radio button, one-up vertical	Y	Skip logic	Amended return Find info
Text area, no char limit	N	Skip logic	Amended return No info found
Radio button, one-up vertical	Y	Skip logic	Transcript Reason
Text area, no char limit	N	Skip logic	Transcript Other reason
Radio button, one-up vertical	Y	Skip logic	Transcript types
Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
Text area, no char limit	N	Skip logic	Transcript Other difficulties
Text area, no char limit	N	Skip logic	Improve transcript
Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
Text area, no char limit	N	Skip logic	Forms Other accomplish
Radio button, one-up vertical	Y	Skip logic	Task accomplishment

Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Prevented task
Checkbox, one-up vertical	Y	Skip logic	Method
Checkbox, one-up vertical	Y	Skip logic	Search diff
Text area, no char limit	N	Skip logic	Other search diff
Text area, no char limit	N	Skip logic	Search terms
Checkbox, one-up vertical	Y	Skip logic	Navigation diff
Text area, no char limit	N	Skip logic	Other nav diff
Text area, no char limit	N		Improvement

**CUSTOM QUESTIONS**

IRS v3

MID: MNctApFhltD0k9I0UoMFsA4C

Date: 2/29/2016

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month Every 6 months or less About once a year	
MHM6185Q002		Which best describes you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	B    A
MHM6185Q003	A	Please specify:		
STE0105298	B	Please specify your individual taxpayer role.	Employee Self employed International taxpayer Parent Student Senior and/or retiree Other	C
STE0105299	C	Please specify:		
MHM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Penalties Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other	G1,G3 W W W F1 F1 F1 F1 F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1
MHM6185Q005	A	Please specify:		
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes No	F3 F2
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
MHM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.		
MHM6185Q009	B1	What were you trying to accomplish with regard to payments?	Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Other	B5,B7 B2,B9 B11,B7 B7 B4
STE0105300	B2	Which most closely describes the information you were seeking today?	Options to pay online from your bank account How to pay online by debit or credit card How to pay via check How to pay via cash or money order Information about installment agreements or payment plans	

**CUSTOM QUESTIONS**

IRS v3

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Date: 2/29/2016

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blue + -->: REWORDING

**violet (bold)**: SKIP-LOGIC

**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Your balance due Other	B3
MHM6185Q011	B3	Please specify:		
MHM6185Q012	B4	Please specify:		
MHM6185Q013	B5	Which <b>type of payment</b> did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other	B6
MHM6185Q014	B6	Please specify:		
STE0105301	B11	Which <b>type of agreement</b> did you set up or tried to set	Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today	
MHM6185Q015	B7	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	B8 B8
MHM6185Q016	B8	If not, what <b>prevented</b> you?		
MHM6185Q017	B9	Were you <b>able to find</b> the information you were looking for?	Yes No	B10
MHM6185Q018	B10	If not, what <b>prevented</b> you?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your	Check status of refund Research more information about refund Review refund FAQs Other	C3,C5,C7,C8 C9 C9 C2
MHM6185Q020	C2	Please specify:		
MHM6185Q021	C3	How would you <b>classify the ease of use</b> for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult	C4 C4
MHM6185Q022	C4	<b>Why</b> did you classify the usage of the refund status feature as <b>somewhat or very difficult</b> ? Please provide specific details of your experience.		
MHM6185Q023	C5	Did the refund status feature <b>provide you with sufficient information/messaging</b> about your refund status?	Yes No	C6
MHM6185Q024	C6	Please specify <b>what the IRS could do better</b> in informing you about your refund status.		
MHM6185Q025	C7	What <b>other ways</b> did you use to check on your refund status?		
MHM6185Q026	C8	<b>How many times</b> did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times	
MHM6185Q027	C9	Were you <b>able to find</b> the information you were looking for?	Yes No	C10
MHM6185Q028	C10	If not, what prevented you?		
STE0105302	G1	What were you trying to accomplish with regard to your <b>amended return</b> ?	Check status of amended return Other	G2
STE0105311	G2	Please specify:		

**CUSTOM QUESTIONS**

IRS v3

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**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105310	G3	Were you <b>able to find</b> the information you were looking for?	Yes No	G4
STE0105303	G4	If not, what <b>prevented</b> you?		
MHM6185Q029	D1	What was your <b>main reason</b> for requesting a transcript today?	Higher education/student aid Mortgage related Tax preparation Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	D2
MHM6185Q030	D2	Please specify any <b>other reason(s)</b> for requesting a transcript today.		
MHM6185Q031	D3	What <b>type of transcript</b> were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you <b>have any difficulty</b> requesting a transcript today?	Yes No	D5
MHM6185Q033	D5	What <b>type of difficulty</b> did you have when requesting a	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6
MHM6185Q034	D6	Please specify <b>any other difficulties</b> you had when requesting a transcript today or you may <b>give more details about the type you chose above</b> .		
MHM6185Q035	D7	What could the IRS do to <b>make the Get Transcript application better</b> in the future?		
MHM6185Q036	E1	What were you trying to accomplish with regard to <b>forms, publications, or instructions</b> ?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other	E2 E2
MHM6185Q037	E2	Please specify:		
MHM6185Q038	W	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	X X
MHM6185Q039	X	If not, what <b>prevented</b> you?		

**CUSTOM QUESTIONS**

IRS v3

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**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MHM6185Q040		How did you <b>look for information</b> on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	A,C A,C  D D
MHM6185Q041	A	How was your <b>search experience</b> today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other	      B
MHM6185Q042	B	Please specify:		
MHM6185Q043	C	What <b>specific search term(s)</b> did you use to find information on IRS.gov?		
MHM6185Q044	D	How easily were you <b>able to navigate</b> the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other	       E
MHM6185Q045	E	Please specify:		
MHM6185Q046		What could we <b>do to make</b> our website better?		

Type (select from list)	Required Y/N	Special instructions	CQ Label
Radio button, one-up vertical	Y		Frequency
Radio button, one-up vertical	Y	Skip logic	Role
Text field, <100 char	N	Skip logic	Other role
Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
Text field, <100 char	N	Skip logic	Other taxpayer
Radio button, one-up vertical	Y	Skip logic  Randomize  Anchor answer choice	Reason
Text area, no char limit	N	Skip logic	Other reason
Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
Text area, no char limit	N	Skip logic	Tax Info Difficulties
Text area, no char limit	N	Skip logic	Tax Info Confusion
Radio button, one-up vertical	Y	Skip logic	Payments
Checkbox, one-up vertical	Y	Skip logic	Payments Info Type





Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Payments Other info type
Text area, no char limit	N	Skip logic	Other payments
Checkbox, one-up vertical	Y	Skip logic	Payment Type
Text area, no char limit	N	Skip logic	Payments Other type
Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
Text area, no char limit	N	Skip logic	Payments Prevented task
Radio button, one-up vertical	Y	Skip logic	Payments Find info
Text area, no char limit	N	Skip logic	Payments No info found
Radio button, one-up vertical	Y	Skip logic	Refund
Text area, no char limit	N	Skip logic	Other refund
Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
Text area, no char limit	N	Skip logic	Refund Difficult use
Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
Text area, no char limit	N	Skip logic	Improve refund
Text area, no char limit	N	Skip logic	Refund Other ways
Radio button, one-up vertical	Y	Skip logic	Refund # times used
Radio button, one-up vertical	Y	Skip logic	Refund Find info
Text area, no char limit	N	Skip logic	Refund No info found
Radio button, one-up vertical	Y	Skip logic	Amended return
Text area, no char limit	N	Skip logic	Other amended return



Type (select from list)	Required Y/N	Special instructions	CQ Label
Radio button, one-up vertical	Y	Skip logic	Amended return Find info
Text area, no char limit	N	Skip logic	Amended return No info found
Radio button, one-up vertical	Y	Skip logic	Transcript Reason
Text area, no char limit	N	Skip logic	Transcript Other reason
Radio button, one-up vertical	Y	Skip logic	Transcript types
Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
Text area, no char limit	N	Skip logic	Transcript Other difficulties
Text area, no char limit	N	Skip logic	Improve transcript
Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
Text area, no char limit	N	Skip logic	Forms Other accomplish
Radio button, one-up vertical	Y	Skip logic	Task accomplishment
Text area, no char limit	N	Skip logic	Prevented task

Type (select from list)	Required Y/N	Special instructions	CQ Label
Checkbox, one-up vertical	Y	Skip logic	Method
Checkbox, one-up vertical	Y	Skip logic	Search diff
Text area, no char limit	N	Skip logic	Other search diff
Text area, no char limit	N	Skip logic	Search terms
Checkbox, one-up vertical	Y	Skip logic	Navigation diff
Text area, no char limit	N	Skip logic	Other nav diff
Text area, no char limit	N		Improvement

**CUSTOM QUESTIONS**

IRS v3

MID: MNctApFhltD0k9I0UoMFsA4C

Date: 12/15/2015

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
MHM6185Q001		How frequently do you visit IRS.gov?	<a href="#">This is my first time</a> Daily About once a week About once a month Every 6 months or less <a href="#">About once a year</a>
MHM6185Q002		Which best describes you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other
MHM6185Q003	A	Please specify:	
	B	Please specify your individual taxpayer role.	<a href="#">Employee</a> <a href="#">Self employed</a> <a href="#">International taxpayer</a> <a href="#">Parent</a> <a href="#">Student</a> <a href="#">Senior and/or retiree</a> Other
	C	Please specify:	
MHM6185Q004		Why did you visit IRS.gov today?	<a href="#">Amended tax return status or amend my previously filed return</a> <a href="#">EIN (Employer Identification Number)</a> <a href="#">Tools for tax professionals (e.g., e-services)</a> <a href="#">Filing a return</a> Free File information Credits and deductions information General tax information <a href="#">Received a notice/letter from IRS</a> News and events Affordable Care Act information Payments <a href="#">PTIN (Preparer Tax Identification Number)</a> Refund status Tax forms, publications, or instructions <a href="#">Tax transcript</a> Other
MHM6185Q005	A	Please specify:	
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes No
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.	
MHM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.	
MHM6185Q009	B1	What were you trying to accomplish with regard to payments?	<a href="#">Make an online payment</a> <a href="#">Seek information about payment options</a> <a href="#">Seek information about installment agreements or payment plans</a> <a href="#">Set up an installment agreement or online payment agreement</a> <a href="#">Make an installment payment</a> <a href="#">Look-up, modify, or cancel an existing payment or agreement</a> Other
MHM6185Q010	B2	Which most closely describes the information you were seeking today?	<a href="#">Information about different payment options</a> <a href="#">Information about how to qualify</a> <a href="#">Information about how to apply</a> <a href="#">Check approval of application</a> <a href="#">Review terms of my current online payment agreement, installment agreement or payment plan (due dates, amounts, bank accounts, etc.)</a>

Gabriela Smith

**CUSTOM QUESTIONS**

IRS v3

MID: MNctApFhld0k9I0UoMFsA4C

Date: 12/15/2015

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**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
		This may need to be a whole new B2 questions as they are removing all current options and adding brand new ones.	Options to pay online from your bank account How to pay online by debit or credit card How to pay via check How to pay via cash or money order Information about installment agreements or payment plans Your balance due Other
MHM6185Q011	B3	Please specify:	
MHM6185Q012	B4	Please specify:	
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other
MHM6185Q014	B6	Please specify:	
	B11	Which type of agreement did you set up or tried to set up?	Online payment agreement Installment agreement Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)
MHM6185Q016	B8	If not, what prevented you?	
MHM6185Q017	B9	Were you able to find the information you were looking for?	Yes No
MHM6185Q018	B10	If not, what prevented you?	
MHM6185Q019	C1	What were you trying to accomplish with regard to your refund status?	Check status of refund <del>Check status of amended return</del> Research more information about refund Review refund FAQs Other
MHM6185Q020	C2	Please specify:	
MHM6185Q021	C3	How would you classify the ease of use for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult
MHM6185Q022	C4	Why did you classify the usage of the refund status feature as somewhat or very difficult? Please provide specific details of your experience.	
MHM6185Q023	C5	Did the refund status feature provide you with sufficient information/messaging about your refund status?	Yes No
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status.	
MHM6185Q025	C7	What other ways did you use to check on your refund status?	
MHM6185Q026	C8	How many times did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times

**CUSTOM QUESTIONS**

IRS v3

MID: MNctApFhltD0k9I0UoMFsA4C

Date: 12/15/2015

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blue + -->: REWORDING

violet (bold): SKIP-LOGIC

**IRS v3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
MHM6185Q027	C9	Were you <b>able to find</b> the information you were looking for?	Yes No
MHM6185Q028	C10	If not, what prevented you?	
	G1	What were you trying to accomplish with regard to your <b>amended return</b> ?	Check status of amended return Other
	G2	Please specify:	
	G3	Were you <b>able to find</b> the information you were looking for?	Yes No
	G4	If not, what <b>prevented</b> you?	
MHM6185Q029	D1	What was your <b>main reason</b> for requesting a transcript today?	Higher education/student aid Mortgage related <u>Tax preparation</u> Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other
MHM6185Q030	D2	Please specify any <b>other reason(s)</b> for requesting a transcript today.	
MHM6185Q031	D3	What <b>type of transcript</b> were you interested in?	<u>Tax Account Transcript</u> <u>Tax Return Transcript</u> <u>Record of Account (Account &amp; Return Transcript)</u> <u>Wage &amp; Income Transcript</u> <u>Verification of Non-Filing Letter</u> Not sure
MHM6185Q032	D4	Did you <b>have any difficulty</b> requesting a transcript today?	Yes No
MHM6185Q033	D5	What <b>type of difficulty</b> did you have when requesting a transcript today?	<u>There were technical difficulties with the application</u> <u>The information entered didn't match IRS records</u> <u>Received a registration error</u> <u>Tax year needed wasn't available</u> <u>Transcript type needed wasn't available</u> <u>The system/application was down</u> <u>Session expired too early</u> <del>There is an ID Theft Condition put on the account</del> <del>Unable to submit request/order-transcript</del> Other
MHM6185Q034	D6	Please specify <b>any other difficulties</b> you had when requesting a transcript today or you may <b>give more details about the type you chose above</b> .	
MHM6185Q035	D7	What could the IRS do to <b>make the Get Transcript application better</b> in the future?	
MHM6185Q036	E1	What were you trying to accomplish with regard to <b>forms, publications, or instructions</b> ?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms

CUSTOM QUESTIONS

IRS v3

MID: MNctApFhltD0k9I0UoMFsA4C

Date: 12/15/2015

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
			e-file my forms Find examples of completed forms Other
MHM6185Q037	E2	Please specify:	
MHM6185Q038	W	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)
MHM6185Q039	X	If not, what prevented you?	
MHM6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)
MHM6185Q041	A	How was your search experience today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other
MHM6185Q042	B	Please specify:	
MHM6185Q043	C	What specific search term(s) did you use to find information on IRS.gov?	
MHM6185Q044	D	How easily were you able to navigate the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other
MHM6185Q045	E	Please specify:	
MHM6185Q046		What could we do to make our website better?	

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Radio button, one-up vertical	Y		Frequency
B	Radio button, one-up vertical	Y	Skip logic	Role
A	Text field, <100 char	N	Skip logic	Other role
	Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
C	Text field, <100 char	N	Skip logic	Other taxpayer
G1,G3	Radio button, one-up vertical	Y	Skip logic	Reason
W			Randomize	
W				
W				
F1				
F1				
F1				
F1				
F1				
F1				
F1				
B1				
W				
C1				
E1,F1				
D1,D3,D4,D7				
A,F1			Anchor answer choice	
	Text area, no char limit	N	Skip logic	Other reason
F3	Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
F2	Text area, no char limit	N	Skip logic	Tax Info Difficulties
	Text area, no char limit	N	Skip logic	Tax Info Confusion
B5,B7 B2,B9 B2,B9 B11 B7 B5,B7 B7 B4	Radio button, one-up vertical	Y	Skip logic	Payments
	Checkbox, one-up vertical	Y	Skip logic	Payments Info Type



Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
B3				
	Text area, no char limit	N	Skip logic	Payments Other info type
	Text area, no char limit	N	Skip logic	Other payments
	Checkbox, one-up vertical	Y	Skip logic	Payment Type
B6				
	Text area, no char limit	N	Skip logic	Payments Other type
	Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
B8 B8	Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
	Text area, no char limit	N	Skip logic	Payments Prevented task
	Radio button, one-up vertical	Y	Skip logic	Payments Find info
B10				
	Text area, no char limit	N	Skip logic	Payments No info found
C3,C5,C7,C8 C3,C5,C7,C8 C9 C9 C2	Radio button, one-up vertical	Y	Skip logic	Refund
	Text area, no char limit	N	Skip logic	Other refund
	Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
C4 C4				
	Text area, no char limit	N	Skip logic	Refund Difficult use
	Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
C6				
	Text area, no char limit	N	Skip logic	Improve refund
	Text area, no char limit	N	Skip logic	Refund Other ways
	Radio button, one-up vertical	Y	Skip logic	Refund # times used

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
C10	Radio button, one-up vertical	Y	Skip logic	Refund Find info
	Text area, no char limit	N	Skip logic	Refund No info found
G2	Radio button, one-up vertical	Y	Skip logic	Amended return
	Text area, no char limit	N	Skip logic	Other amended return
G4	Radio button, one-up vertical	Y	Skip logic	Amended return Find info
	Text area, no char limit	N	Skip logic	Amended return No info found
D2	Radio button, one-up vertical	Y	Skip logic	Transcript Reason
	Text area, no char limit	N	Skip logic	Transcript Other reason
	Radio button, one-up vertical	Y	Skip logic	Transcript types
D5	Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
D6 D6 D6 D6 D6 D6 D6 D6 D6	Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
	Text area, no char limit	N	Skip logic	Transcript Other difficulties
	Text area, no char limit	N	Skip logic	Improve transcript
E2	Checkbox, one-up vertical	Y	Skip logic	Forms accomplish

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
E2	Text area, no char limit	N	Skip logic	Forms Other accomplish
X X	Radio button, one-up vertical	Y	Skip logic	Task accomplishment
	Text area, no char limit	N	Skip logic	Prevented task
A,C A,C A,G D D A,G	Checkbox, one-up vertical	Y	Skip logic	Method
B	Checkbox, one-up vertical	Y	Skip logic	Search diff
	Text area, no char limit	N	Skip logic	Other search diff
	Text area, no char limit	N	Skip logic	Search terms
E	Checkbox, one-up vertical	Y	Skip logic	Navigation diff
	Text area, no char limit	N	Skip logic	Other nav diff
	Text area, no char limit	N		Improvement