Model Name: IRS v3 Model ID: MNctApFhltd0k9I0UoMFsA4C Partitioned: Yes 2MQ

Date: 2/29/2016

Red & Strike Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



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

CUSTOM QUESTIONS IRS v3 MID: MNctApFhltd0k9l0UoMFsA4C Date: 11/2/2018 red & strike through: Delete underlined & italicized: Re-order pink: Addition blue + -->: Rewording violet (bold): SKIP-LOGIC

			violet (bold): SKIP-LOGIC IRS v3 CUSTOM QUESTION LIST					
	Skip Logic		Answer Choices			Required		
QID MHM6185Q002	Label	Question Text I am visiting IRS.gov today as	(limited to 50 characters) An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.)	Skip to B	Type (select from list) Radio button, one-up vertical	Y/N Y	Special instructions Skip logic	CQ Label Role
			A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	A				
MHM6185Q003 AB6185Q097	A B	Please specify what best describes your role today: Do any of these situations apply to you? (Select all that	Standard 1040 Filer (Wage/salary receiving employee)		Text field, <100 char Check box, one-up vertical	N Y	Skip logic Skip logic	Other role Individual situations
		apply.)	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	AA				
B6185Q098 B6185Q099	AA	Please describe your tax role/situation: What previous contact have you had with the IRS about the reason you visited the website today? (Select all that			Text field, <100 char Checkbox, one-up vertical	N N	Skip logic	Other Situation Previous contact
		apply.)	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					
AB6185Q100		What was your primary reason for visiting IRS.gov	Visited IRS.gov previously for the same reason Have not been in contact with the IRS for this issue	G	Dedic button one un vertical	Y	Chin logio	Reason
70105C1100		today?	GET Tax forms, publications, or instructions FIND MY Refund status FILE a return	F	Radio button, one-up vertical	ľ	Skip logic	Reason
			MAKE a payment or FIND OUT info about payments (how much I owe, etc.) GET A Tax transcript	M T				
AB6185Q101	М	What were you trying to accomplish with payments? (Select all that apply.)	Other reason Make an online payment	BB	Checkbox, one-up vertical	Y	Skip logic	Payments
		with payments? (Select all that apply.)	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					
AB6185Q102	F	What were you trying to accomplish with your refund status? (Select all that apply.)	Check status of refund Research more information about refund		Checkbox, one-up vertical	Y	Skip logic	Refund Status
DC1050100	-		Review refund FAQs Other		Charles and an arrangement and	V	Chin Innin	Tourseint
AB6185Q103	Т	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		Checkbox, one-up vertical	Y	Skip logic	Transcript
			Obtain my AGI from a previous year Obtain my filing status from a previous year					
AB6185Q104	G	What were you trying to accomplish with forms, publications, or instructions? (Select all that apply.)	Other Download current year tax forms		Checkbox, one-up vertical	Y	Skip logic	Forms
		publications, or instructions? (Select all triat apply.)	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					
B6185Q105	ВВ	What was that other reason for visiting IRS.gov today?	Other Tools for tax professionals (e.g., e-services) Free File information		Radio button, one-up vertical	Y	Skip logic	Other Primary
		ioday.	Tax Identification Number (EIN, PTIN, ITIN, etc.) General tax information	ID	_			
			Penalties Credits and Deduction Information	P				
			Amended tax return status or amend my previously filed return ID Theft					
AB6185Q106	CC	Please specify other reason for visiting:	Report a tax scam Other	СС	Text field. <100 char	N	Skip logic	OE Other Primar
AB6185Q107	P	What were you trying to accomplish with penalties? (Select all that apply.)	Learn about penalties for individual taxpayers		Checkbox, one-up vertical	Y	Skip logic	Penalties
			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					
AB6185Q108	ID	What type of identification number did you want to request or find more information about?	Other Employer Identification Number (EIN)		Radio button, one-up vertical	Y	Skip logic	ID Number
	ID.		Preparer Tax Identification Number (PTIN) Electronic Filing Identification Number (EFIN)					
			Individual Tax Identification Number (ITIN) FATCA Identification Number (FIN) or FATCA Entity ID					
AB6185Q109		I was able to complete the task(s) or find all the	Identity Protection Personal Identification Number (IP PIN) Other Strongly Agree		Radio button, one-up vertical	Y		Quality
(B0102Q109		information I needed	Agree		Radio buttori, orie-up vertical	'		Quality
			Neutral Disagree					
AB6185Q110		It was easy to complete what I needed to do	Strongly Disagree Strongly Agree		Radio button, one-up vertical	Y		Ease
			Agree Neutral Disagree					
AB6185Q111		It took a reasonable amount of time to do what I needed	Strongly Disagree		Radio button, one-up vertical	Y		Efficiency
		to do	Agree					-
			Neutral Disagree Strongly Disagree					
AB6185Q112		This interaction increased my confidence in the IRS	Strongly Agree Agree		Radio button, one-up vertical	Y		Confidence
			Neutral Disagree					
AB6185Q113		Were you successfully able to log in to (or register for) any IRS application today?	Strongly Disagree I did not have to log in or validate my credentials		Radio button, one-up vertical	N	Skip logic	Log In
AB6185Q114	DD	What prevented you from validating yourself into an IRS	I successfully logged in/validated I was unable to log in/validate	DD	Text area, no character limit	N	Skip logic	Prevented Log in
		application today? (Please don't provide any personal information in your response.)					. 5	
JC0277029		How was your search experience today? (Select all	l did not use the IRS search feature Search delivered the expected results		Checkbox, one-up vertical	N	Mutually exclusive	Search diff
			Search delivered the expected results Top recommendations were helpful Too many results returned					
			No results returned Results irrelevant to search terms					
		What difficulties and a second	Unsure of search terms to use Other		Charlitan		Market - Dec.	Ni-sia- C
D045		What difficulties did you encounter navigating the site?	Navigation worked as expected Navigation terms were intuitive/easy to follow		Checkbox, one-up vertical	N	Mutually exclusive	Navigation issue:
AB6185Q115		(Select all that apply.)	First-level navigation was intuitive, but subsequent levels were less intuitive		1			
AB6185Q115		(Select all that apply.)	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					
AB6185Q115		(select all that apply.)	Expected links were not present on Web pages					
		How frequently do you visit IRS.gov?	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 This is my first time		Radio button, one-up vertical	N		Frequency
		,	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 This is my first time Daily About once a week		Radio button, one-up vertical	N		Frequency
		,	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 This is my first time Daily		Radio button, one-up vertical	N		Frequency
AB6185Q115 MHM6185Q001 AB6185Q116		How frequently do you visit IRS.gov? If you could change one thing about this website what would it be?	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 This is my first time Daily About once a week About once a month Every 6 months or less About once a year		Text area, no character limit	N		Change one thing
1HM6185Q001		How frequently do you visit IRS.gov? If you could change one thing about this website what	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 This is my first time Daily About once a week About once a month Every 6 months or less					

CUSTOM QUESTIONS IRS V3 MID: MNctApFhltd0k910UoMFsA4C 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	Ougstion Toyt	Answer Choices (limited to 50 characters)	Skip to	Type (calcot from list)	Required Y/N	Special instructions	CQ Label
MHM6185Q002	Laber	Question Text 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.)	Skip to B	Type (select from list) Radio button, one-up vertical	Y	Skip logic	Role
			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.)					
MHM6185Q003	A	Please specify what best describes your role today:	Other .	<u>A</u>	Text field, <100 char	N	Skip logic	Other role
	В	apply.)	Standard 1040 Filer (wagersalary receiving employee) Retired Have self-employment income (1099)		Спеск вох, опе-ир vertical		Skip logic	muividuai situation
			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	AA				
	AA	Please describe your tax role/situation: What previous contact have you had with the IRS abou	ut Received a notice or letter from the IRS	AA	Text field, <100 char Checkbox, one-up vertical	N N	Skip logic	Other Situation Previous contact
		the reason you visited the website today? (Select all the apply.)	at		Checkbox, one up vertical	"		1 Tevious contact
			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					
		What was your primary reason for visiting IRS.gov today?	Have not been in contact with the IRS for this issue GET Tax forms, publications, or instructions FIND MY Refund status	G	Radio button, one-up vertical	Y	Skip logic	Reason
			FILE a return MAKE a payment or FIND OUT info about payments (how much I owe, etc.)	M				
			GET A Tax transcript Other reason	T BB				
	M	What were you trying to accomplish with payments? (Select all that apply.)	Make an online payment Seek information about payment options Set un an installment agreement or online payment agreement		Checkbox, one-up vertical		Skip logic	Payments
			Look-up, modify, or cancel an existing payment or agreement Check my account balance					
	F	What were you trying to accomplish with your refund	Other Check status of refund		Checkbox, one-up vertical	Y	Skip logic	Refund Status
		status? (Select all that apply.)	Research more information about refund Review refund FAQs					
	Т	What were you trying to accomplish with a tax transcript today? (Select all that apply.)	Omer Download a copy Order a copy in the mail		Checkbox, one-up vertical	Y	Skip logic	Transcript
			Find info about tax transcripts Obtain my AGI from a previous year					
			Obtain my filing status from a previous year Other					
	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		Checkbox, one-up vertical	Y	Skip logic	Forms
			Print cuffetti year tax forms Print prior year tax forms Better understand fax rules and procedures					
			Order tax forms e-file my forms					
			Find examples of completed forms Other					
	ВВ	What was that other reason for visiting IRS.gov today?	Tools for tax professionals (e.g., e-services) Free File information Free Algorithms (E.M. DOM: 1704)		Radio button, one-up vertical	Y	Skip logic	Other Primary
			General tax information Penalties	ID D				
			Credits and Deduction Information Amended tax return status or amend my previously filed return	-				
			ID Theft Report a tax scam					
	CC	Please specify other reason for visiting:	Other	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 earn about penalties for small businesses or comprations		Checkbox, one-up vertical		Skip logic	Penalties
			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 Cast the second of the seco					
			See we as penames rowe amoon the amounts one Make a penament Other					
	ID	What type of identification number did you want to request or find more information about?	Employer Identification Number (EIN)		Radio button, one-up vertical	Y	Skip logic	ID Number
			Preparer Tax Identification Number (PTIN) Electronic Filing Identification Number (EFIN)					
			Individual Tax Identification Number (ITIN) FATCA Identification Number (FIN) or FATCA Entity ID					
		I was able to complete the task(s) or find all the	other Strongly Agree		Radio button, one-up vertical	Y		Quality
		I was able to complete the task(s) or find all the information I needed	Agree					Cong
			Neutral Disagree Constant Disagree					
		It was easy to complete what I needed to do	Strongly Disagree Strongly Agree Agree		Radio button, one-up vertical	Y		Ease
			Neutral Disagree					
		It took a reasonable amount of time to do what I neede	Strongly Disagree d Strongly Agree		Radio button, one-up vertical	Y		Efficiency
		to do	Agree					
			Neutral Disagree Strongly Disagree					
		This interaction increased my confidence in the IRS	Strongly Agree Agree		Radio button, one-up vertical	Y		Confidence
			Neutral Disagree					
		Were you successfully able to log in to (or register for)	Strongly Disagree I did not have to log in or validate my credentials		Radio button, one-up vertical	N	Skip logic	Log In
	DD	any neo appreciant today.	I successing rogger invalidate I was unable to log in/validate S.	DD	Text area, no character limit	N	Skin logie	Prevented Legi-
	טט	What prevented you from validating yourself into an IR: application today? (Please don't provide any personal information in your response.)			Text area, no character limit		Skip logic	Prevented Log in
		How was your search experience today? (Select all	I did not use the IRS search feature		Checkbox, one-up vertical	N	Mutually exclusive	Search diff
		that apply.)	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					
		What difficulties did you encounter navigating the site? (Select all that apply.)	Navigation worked as expected Navigation terms were intuitive/easy to follow		Checkbox, one-up vertical	N	Mutually exclusive	Navigation issues
			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.)					
MHM6185Q001		How frequently do you visit IRS.gov?	Other This is my first time		Radio button, one-up vertical	N		Frequency
			<u>Daily</u> <u>About once a week</u>					
			About once a month Every 6 months or less About once a year					
		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		Checkbox, one-up vertical	N		Trust
			Neutral Disagree Company Company					
STE0105298	B	Please specify your individual taxpayer role.	Strongly Disagree Employee Safe amployed		Radio button, one up vertical	¥	Skip logic	Individual taxpaye
			Self-employed International taxpayer Parent					
			Student Senior and/or retiree					
	е	Please specify other individual role:	Other	E	Text field, <100 char	N	Skip logic	Other taxpayer
STE0105299		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number)	G1,G3 W	Radio button, one up vertical	¥	Skip logic	Reason
STE0105299 MHM6185Q004						1		
			Env (Employer retrimication reuniner) Tools for tax professionals (e.g., e-services) Filing a return Free File information	₩ ₩			Randomize	
			Tools for tax professionals (e.g., e-services) Filing a return	₩			Randomize	

Date: 11/2/201	8		blue +>: REWORDING violet (bold): SKIP-LOGIC					
			IRS v3 CUSTOM QUESTION LIST	T			1	
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
QID	Labei	Question Text	Received a notice/letter from IRS News and events	F1 F1	Type (select from list)	Y/N	Special Instructions	CQ Laber
			Affordable Care Act information	F1 B1				
			PTIN (Preparer Tax Identification Number) Refund status	W 61				
			Tax forms, publications, or instructions Tax transcript	E1,F1 D1,D3,D4,D7				
MHM6185Q005	A	Please specify other reason for visiting:	Other	A,F1	Text area, no char limit	N	Anchor answer choice Skip logic	Other reason
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes Ne	F3 F2	Radio button, one-up vertical	¥	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	81	What were you trying to accomplish with regard to	Make-an online payment	B5,B7	Radio button, one up vertical	¥	Skip logic	Payments Payments
		payments?	Seek information about payment options Set up an installment agreement or online payment agreement	B2,B9 B11,B7				
			Look-up, modify, or cancel an existing payment or agreement Other	87 84				
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		Checkbox, one-up vertical	¥	Skip logic	Payments Info Type
			How to pay via check How to pay via cash or money order					
			Information about installment agreements or payment plans Your balance due					
MHM6185Q011	B3	Please-specify other payment information you are	Other	B3	Text area, no char limit	N	Skip logic	Payments Other info to me
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:			Text area, no char limit	N	Skip logic	Other info type Other payments
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card		Checkbox, one-up-vertical	¥	Skip logic	Payment Type
			Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay	-				
MHM6185Q014	B6	Please specify other payment type attempted:	Other	B6	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			Radio button, one-up vertical	¥	Skip logic	Payments Payments
		up.	Monthly payment via direct debit Full pay within the next 4 months Full pay deady					Agreement type
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	Full pay today I-was able to complete all my task(s) Lwas able to complete and my task(s)		Radio-button, one-up-vertical	¥	Skip logic	Payments Accomplish task
			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				, tecompian task
MHM6185Q016	B8	If not, what prevented you from accomplishing your payment task?	I-was unable to complete any of my task(s)	88	Text area, no char limit	N	Skip logie	Payments Prevented task
MHM6185Q017	B9	Were you able to find the information you were looking for?	Yes No	B10	Radio button, one up vertical	¥	Skip logic	Payments Find info
MHM6185Q018	B10	If not, what prevented you from finding payment	PO .	DIV	Text area, no char limit	N	Skip logic	Payments No info found
MHM6185Q019	G1	What were you trying to accomplish with regard to your refund status?	Check status of refund Research more information about refund	C3,C5,C7,C8 C9	Radio-button, one-up-vertical	¥	Skip-logie	Refund
			Resident more information about retund Review refund FAQs Other	69 69 62				
MHM6185Q020	C2	Please specify what you tried to accomplish with regard to refund status:	Guici	OL .	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		Radio button, one up vertical	¥	Skip logic	Refund Ease of use
			Somewhat difficult Very difficult	G4 G4				
MHM6185Q022	G4	Why did you classify the usage of the refund status feature as somewhat or very difficult? Please provide			Text area, no char limit	N	Skip logic	Refund Difficult use
MHM6185Q023	C5	specific details of your experience. Did the refund status feature provide you with	Yes		Radio button, one up vertical	¥	Skip logic	Refund
		sufficient information/messaging about your refund status?	N o	C6				Sufficient info
MHM6185Q024	G6	Please specify what the IRS could do better in informing you about your refund status.			Text area, no char limit	N	Skip logie	Improve refund
MHM6185Q025	C7	What other ways did you use to check on your refund status?			Text area, no char limit	N	Skip logie	Refund Other ways
MHM6185Q026	C8	How many times did you use the refund status feature during the tax season?	2-4 times		Radio button, one-up vertical	¥	Skip logic	Refund # times used
			5-9 times 10 or more time s					
MHM6185Q027	C9	Were you able to find the information you were looking for?	Yes Ne	C10	Radio button, one-up vertical	¥	Skip logie	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	¥	Skip logic	Amended return
STE0105311	G2	Please specify what you tried to accomplish with regard to amended return:	Non		Text area, no char limit	N V	Skip logic	Other amended return
STE0105310 STE0105303	G3 G4	Were you able to find the information you were looking for? If not, what prevented you from finding amended return	No No	G4	Radio button, one-up vertical Text area, no char limit	¥	Skip logic Skip logic	Amended return Find info Amended return
STE0105303 MHM6185Q029	64 Đ1	If not, what prevented you from finding amended return information? What was your main reason for requesting a transcript			Radio button, one-up vertical	¥ ¥	Skip logic Skip logic	Amended return No info found Transcript Reason
	DI .	what was your main reason for requesting a transcript today?	Higher Education/student ale Mortgage related Tax preparation		- adus button, one up ventical	,	Chip logic	ansarpt Reason
			Tax preparation					
			State licensing Small business loan					
			Housing assistance State or local tax-issue					
			Headth eare					
MHM6185Q030	Đ2	Please specify any other reason(s) for requesting a	Other	D2	Text area, no char limit	N	Skip logic	Transcript
MHM6185Q031	D3	transcript today. What type of transcript were you interested in?	Tax Account Transcript		Radio button, one up vertical	¥	Skip logic	Other reason Transcript types
			Tax Return Transcript Record of Account (Account & Return Transcript)					
			Wage & Income Transcript Verification of Non Filing Letter					
MHM6185Q032	Đ4	Did you have any difficulty requesting a transcript	Not-sure Yes	D5	Radio button, one up vertical	¥	Skip logic	Transcript
MHM6185Q033	D5	today? What type of difficulty did you have when requesting a		D6	Radio button, one up vertical	¥	Skip logic	Encounter difficulty Transcript difficulties
			The information entered didn't match IRS records Received a registration error	D6 D6				
			Tax year needed wasn't available Franscript type needed wasn't available	D6 D6				
			The system/application was down Session expired too early	D6 D6				
MHM6185Q034	Đ6	Please specify any other difficulties you had when	Other	D6	Text area, no char limit	N	Skip logie	Transcript Other difficulties
		requesting a transcript today or you may give more details about the type you chose above.						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 logie	Improve transcript
RUS0172886	P1	What were you trying to accomplish with regard to	Learn-about-penalties-for-individual-taxpayers- Learn-about-penalties-for-small-businesses-or-corporations-	P2 P2	Checkbox, one-up vertical	¥	Skip logic	Penalties
			Learn about penalties for international issues	P2 P2 P2				
			Learn about penalties for exempt organizations or employee plans Learn how to avoid a penalty Learn how to compute a penalty	P2 P2 P2				
			Learn-how to compute a penalty - Learn-how to request penalty relief Learn-how to request penalty relief	P2 P2 P2				
			Learn How to appeal a rejected request for penalty relief Learn about IRA additional tax penalties	P2 P2				
			Learn about an ACA (health insurance) related penalty See what penalties towe and/or the amounts due	P2 P3				
			Other	P3 P1.1,P2				
RUS0172904	P1.1	Please specify your "other" reason for searching penalties.			Text area, no char limit	¥	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	¥	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			Text area, no char limit	N	Skip logic	Penalties difficulty
		looking for 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	i-was-able-to-complete all-of-my-task(s) I-was-able-to-complete-most-of-my-task(s)	P3.1	Radio button, one-up vertical	¥	Skip logic	Penalties Accomplish task
		what extent were you able to complete the 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				
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		Checkbox, one-up-vertical	¥	Skip logic	Forms accomplish
			Print current year tax forms Print prior year tax forms					
			Better understand tax rules and procedures O rder tax forms	E2				

CUSTOM QUESTIONS
IRS v3
MID: MNctApFhltd0k9I0UoMFsA4C
Date: 11/2/2018

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			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
			e-file my forms Find examples of completed forms	+				
			Other	E2				
MHM6185Q037	E2	Please specify what you tried to accomplish with regard to forms, publications, or instructions:			Text area, no char limit	N	Skip logic	Forms Other accomplish
MHM6185Q038	₩	To what extent were you able to complete the task(s)?	l-was able to complete all my task(s)		Radio button, one up vertical	¥	Skip logic	Task accomplishmen
			l-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 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	A,C	Checkbox, one-up-vertical	¥	Skip logic	Method
			Advanced search	A,C				
			Forms and publications area					
			Site navigation	Ð				
			Links-on-a-page	Ð				
			Internet search engine (Google, MSN Search, Yahoo! Search, etc.)					
MHM6185Q041	A	How was your search experience today?	Search delivered the expected results		Checkbox, one-up vertical	¥	Skip logie	Search diff
			Top recommendations were helpful					
			Too many results returned					
			No results returned					
			Results irrelevant to search terms					
			Unsure of search terms to use					
			Other	В				
MHM6185Q042	B	Please specify other search experience:			Text area, no char limit	N	Skip logic	Other search diff
MHM6185Q043	e	What specific search term(s) did you use to find information on IRS.gov?			Text area, no char limit	Н	Skip logic	Search terms
MHM6185Q044	Đ	How easily were you able to navigate the website to	Navigation worked as expected		Checkbox, one-up-vertical	¥	Skip logic	Navigation diff
		find what you needed?	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:			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	Desktop or Laptop Computer		Checkbox, one up vertical	¥		Access preference
		using to visit IRS.gov?	Mobile phone					1
			Tablet					1
			No preference	1		1	l	I

IRS v3

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	Skip Logic		Answer Choices	
QID	Label	Question Text	(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		NA/high hoot describes you for your visit to IDC sou	,	В
VILLINIOT02/00/2		Which best describes you for your visit to IRS.gov today?	An individual taxpayer	В
		today:	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	A
MHM6185Q003	Α	Please specify what best describes you:		
STE0105298	В	Please specify your individual taxpayer role.	Employee	
			Self employed	
			International taxpayer	
			Parent	
			Student	_
			Senior and/or retiree	
			Other	— c
OTE0405000	С	Discourse of the state of the s	Otter	
STE0105299	L	Please specify other individual role:		
1HM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return	G1,G3
			EIN (Employer Identification Number)	W
			Tools for tax professionals (e.g., e-services)	W
			Filing a return	w
			Free File information	F1
			Credits and deductions information	F1
			General tax information	F1
			Penalties	P1
			Received a notice/letter from IRS	
			News and events	F1
				F1
			Affordable Care Act information	
			Payments Table 10 Tab	B1
			PTIN (Preparer Tax Identification Number)	W
			Refund status	C1
			Tax forms, publications, or instructions	E1,F1
			Tax transcript	D1,D3,D4,D7
			Other	A,F1
1HM6185Q005	Α	Please specify other reason for visiting:		
1HM6185Q006	F1	Did you find the information you were looking for	Yes	F3
•		today?	No	F2
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
ИНМ6185Q008	F3	Please describe any confusion encountered in		
WHM0185Q008	F3	making sense of the information you found today.		
1HM6185Q009	B1	What were you trying to accomplish with regard to	Make an online payment	B5,B7
IMIOTO2Ó008	DI	payments?		B2,B9
		pay	Seek information about payment options	
			Set up an installment agreement or online payment agreement	B11,B7
			Look-up, modify, or cancel an existing payment or agreement Other	B7 B4
STE0105300	B2	Which most closely describes the information you	Options to pay online from your bank account	D4
0.10103300	52	were seeking today?		
			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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	Skip			
	Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
			Other	B3
MHM6185Q011	В3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:		
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card	
		and you allow the	Electronic Federal Tax Payment System (EFTPS)	
			IRS Direct Pay	
			Other	В6
MHM6185Q014	В6	Please specify other payment type attempted:		
STE0105301	B11	Which type of agreement did you set up or tried to set	Monthly payments by mail	
		up?	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)	B8
			I was unable to complete any of my task(s)	B8
MHM6185Q016	B8	If not, what prevented you from accomplishing your payment task?		
MHM6185Q017	В9	Were you able to find the information you were looking	Yes	
		for?	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	Check status of refund	C3,C5,C7,C8
-		refund status?	Research more information about refund	C9
			Review refund FAQs	C9
			Other	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	Very easy	
-		status feature?	Somewhat easy	
			Somewhat difficult	C4
			Very difficult	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	Yes	
		sufficient information/messaging about your refund status?	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	This is my first time	
		during the tax season?	2-4 times	
			5-9 times	
			10 or more times	
MHM6185Q027	C9	Were you able to find the information you were looking	Yes	
		for?	No 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	Check status of amended return	
		amended return?	Other	G2

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0.5	Logic	Out of the Total	Answer Choices	Older As
QID STE0105311	Label	Question Text	(limited to 50 characters)	Skip to
21E0102311	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	Yes .	
		for?	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	Higher education/student aid	
		today?	Mortgage related	
			Tax preparation	1
			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	Yes	D5
		today?	No	
MHM6185Q033	D5	What type of difficulty did you have when requesting a	There were technical difficulties with the application	D6
			The information entered didn't match IRS records	D6
			Received a registration error	D6
			Tax year needed wasn't available	D6
			Transcript type needed wasn't available The gradest (and least on your days)	D6
			The system/application was down	D6
			Session expired too early Other	D6 D6
MHM6185Q034	D6	Please specify any other difficulties you had when	Office	
WII IWO 163Q034	Do	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?		
RUS0172886	P1	What were you trying to accomplish with regard to	Learn about penalties for individual taxpayers	P2
		penalties?	Learn about penalties for small businesses or corporations	P2
			Learn about penalties for international issues	P2
			Learn about penalties for exempt organizations or employee plans	P2
			Learn how to avoid a penalty	P2
			Learn how to compute a penalty	P2
			Learn about penalty relief criteria	P2
			Learn how to request penalty relief	P2
			Learn how to appeal a rejected request for penalty relief	P2
			Learn about IRA additional tax penalties	P2
			Learn about an ACA (health insurance) related penalty	P2
			See what penalties I owe and/or the amounts due	P3
			Make a payment Other	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	(minied to 30 Characters)	Skip to
		penalties.		
RUS0172887	P2	Did you find all the penalties information you were	Yes	P2.2,P2.3
		looking for today?	No No	P2.2,P2.3
RUS0172889	P2.2	Please describe any penalty information that you found to be unclear or needing further explanation.		
RUS0172905	P2.3	Please describe any difficulties you encountered looking for the penalties information you needed.		
RUS0172888	P3	If you were trying to perform any penalty related tasks	I was able to complete all of my task(s)	
		(view account information, make a payment, etc.), to	I was able to complete most of my task(s)	P3.1
		what extent were you able to complete the task(s)?	I was able to complete some of my task(s)	P3.1
			I was unable to complete any of my task(s)	P3.1
RUS0172890	P3.1	What prevented you from accomplishing your penalty related task(s)?		
MHM6185Q036	E1	What were you trying to accomplish with regard to	Download current year tax forms	
		forms, publications, or instructions?	Download prior year tax forms	
			Print current year tax forms	
			Print prior year tax forms	
			Better understand tax rules and procedures	E2
			Order tax forms	
			e-file my forms	
			Find examples of completed forms	
			Other	E2
IHM6185Q037	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)	
			l was able to complete most of my task(s)	
			l was able to complete some of my task(s)	х
			I was unable to complete any of my task(s)	X
иНМ6185Q039	Х	If not, what prevented you from accomplishing your task?		
ИНМ6185Q040			IRS.gov website search	A,C
			Advanced search	A,C
			Forms and publications area	
			Site navigation	D
			Links on a page	D
			Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	
1HM6185Q041	Α	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	В
IHM6185Q042	В	Please specify other search experience:		В
IHM6185Q042 IHM6185Q043	С	What specific search term(s) did you use to find		
		information on IRS.gov?		
1HM6185Q044	D		Navigation worked as expected	
		find what you needed?	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	Label	Question Text	(limited to 50 characters)	Skip to
			Other	E
MHM6185Q045	Е	Please specify other navigational experience:		
MHM6185Q046		What could we do to make our website better?		1

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
		5.1p.1g.	
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	Υ	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	Υ	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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	Skip Logic		Answer Choices	
QID	Label	Question Text	(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		NA/high heat describes you for your visit to IDC sou	,	В
VILLINIOT02/00/2		Which best describes you for your visit to IRS.gov today?	An individual taxpayer	В
		today:	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	A
MHM6185Q003	Α	Please specify what best describes you:		
STE0105298	В	Please specify your individual taxpayer role.	Employee	
			Self employed	
			International taxpayer	
			Parent	
			Student	_
			Senior and/or retiree	
			Other	— c
OTE0405000	С	Discourse of the state of the s	Otter	
STE0105299	L	Please specify other individual role:		
1HM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return	G1,G3
			EIN (Employer Identification Number)	W
			Tools for tax professionals (e.g., e-services)	W
			Filing a return	w
			Free File information	F1
			Credits and deductions information	F1
			General tax information	F1
			Penalties	P1
			Received a notice/letter from IRS	
			News and events	F1
				F1
			Affordable Care Act information	
			Payments Table 10 Tab	B1
			PTIN (Preparer Tax Identification Number)	W
			Refund status	C1
			Tax forms, publications, or instructions	E1,F1
			Tax transcript	D1,D3,D4,D7
			Other	A,F1
1HM6185Q005	Α	Please specify other reason for visiting:		
1HM6185Q006	F1	Did you find the information you were looking for	Yes	F3
•		today?	No	F2
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
ИНМ6185Q008	F3	Please describe any confusion encountered in		
WHM0185Q008	F3	making sense of the information you found today.		
1HM6185Q009	B1	What were you trying to accomplish with regard to	Make an online payment	B5,B7
IMIOTO2Ó008	DI	payments?		B2,B9
		pay	Seek information about payment options	
			Set up an installment agreement or online payment agreement	B11,B7
			Look-up, modify, or cancel an existing payment or agreement Other	B7 B4
STE0105300	B2	Which most closely describes the information you	Options to pay online from your bank account	D4
0.10103300	52	were seeking today?		
			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
ζ			Other	B3
MHM6185Q011	В3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to payments:		
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card	
WII WIO100Q010		payment did you ditempt:	Electronic Federal Tax Payment System (EFTPS)	_
			IRS Direct Pay	_
			Other	B6
MHM6185Q014	В6	Please specify other payment type attempted:		
STE0105301	B11	Which type of agreement did you set up or tried to set	Monthly payments by mail	
		up?	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)	B8
			was unable to complete any of my task(s)	B8
MHM6185Q016	В8	If not, what prevented you from accomplishing your payment task?		
MHM6185Q017	B9		Yes	
		for?	No	B10
MHM6185Q018	B10	If not, what prevented you from finding payment information?		
MHM6185Q019	C1		Check status of refund	C3,C5,C7,C8
		refund status?	Research more information about refund	C9
			Review refund FAQs	C9
			Other	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	Very easy	
		status feature?	Somewhat easy	
			Somewhat difficult	C4
			Very difficult Very difficult	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	Yes	
		sufficient information/messaging about your refund	No No	C6
		status?	INO	Co
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	This is my first time	
		during the tax season?	2-4 times	
			5-9 times	
			10 or more times	
MHM6185Q027	C9	Were you able to find the information you were looking	Yes	
		for?	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	Check status of amended return	
		amended return?	Other	G2

IRS v3

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	Skip		Annual Obstacle	
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105311	G2	Please specify what you tried to accomplish with regard	(initied to 50 characters)	Skip to
0.20100011		to amended return:		
STE0105310	G3	Were you able to find the information you were looking	Yes	
		for?	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	Higher education/student aid	
		today?	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	D5
14111404050000	D5	-	No	
MHM6185Q033	פט	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	D6 D6
			Received a registration error	D6
			Tax year needed wasn't available	D6
			Transcript type needed wasn't available	D6
			The system/application was down	D6
			Session expired too early	D6
			Other	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?		
RUS0172886	P1	What were you trying to accomplish with regard to	Learn about penalties for individual taxpayers	P2
		penalties?	Learn about penalties for small businesses or corporations	P2
			Learn about penalties for international issues	P2
			Learn about penalties for exempt organizations or employee plans	P2
			Learn how to avoid a penalty	P2
			Learn how to compute a penalty	P2
			Learn about penalty relief criteria	P2
			Learn how to request penalty relief	P2
			Learn how to appeal a rejected request for penalty relief	P2
			Learn about IRA additional tax penalties	P2
			Learn about an ACA (health insurance) related penalty	P2
			See what penalties I owe and/or the amounts due	P3 P3
			Make a payment Other	P1.1,P2,P3
			Pario.	ForoSoo Bosulto Co

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	Skip			
	Logic		Answer Choices	
QID	Label	Question Text	(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	Yes	P2.2,P2.3
		looking for today?	No	P2.2,P2.3
			Some	P2.2,P2.3
RUS0172889	P2.2	Please describe any penalty information that you found		
		to be unclear or needing further explanation.		
RUS0172905	P2.3	Please describe any difficulties you encountered		
		looking for the penalties information you needed.		
RUS0172888	P3	Market and the state of the sta	Luca abla ta canalata all af mutagli(a)	
RUSU172000	P3	If you were trying to perform any penalty related tasks (view account information, make a payment, etc.), to	I was able to complete all of my task(s)	P3.1
		what extent were you able to complete the task(s)?	I was able to complete most of my task(s) I was able to complete some of my task(s)	P3.1
		, (c)	I was unable to complete any of my task(s)	P3.1
RUS0172890	P3.1	What prevented you from accomplishing your penalty	I was unable to complete any or my task(s)	P3.1
1030172090	F3.1	related task(s)?		
MHM6185Q036	E1	What were you trying to accomplish with regard to	Download current year tax forms	
WII IIVIO103Q030		forms, publications, or instructions?	Download prior year tax forms	
			Print current year tax forms	
			Print prior year tax forms	
			Better understand tax rules and procedures	E2
			Order tax forms	
			e-file my forms	
			Find examples of completed forms	
			Other	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
			I was unable to complete any of my task(s)	Х
MHM6185Q039	Х	If not, what prevented you from accomplishing your		
		task?		
MHM6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search	A,C
			Advanced search	A,C
			Forms and publications area	
			Site navigation	D
			Links on a page	D
			Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	
MHM6185Q041	Α	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	В
		Please specify other search experience:		
MHM6185Q042	В			
MHM6185Q042 MHM6185Q043	C	What specific search term(s) did you use to find		
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov?	Navigation worked as expected	
		What specific search term(s) did you use to find	Navigation worked as expected Navigation terms were intuitive/easy to follow	
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov? How easily were you able to navigate the website to	Navigation terms were intuitive/easy to follow	
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov? How easily were you able to navigate the website to	Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive	
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov? How easily were you able to navigate the website to	Navigation terms were intuitive/easy to follow	

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			•	
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.)	
			Other	E
MHM6185Q045	Е	Please specify other navigational experience:		
MHM6185Q046		What could we do to make 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
		5.1p.1g.	
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	Υ	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	Υ	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
5 5 1 0 5 1		01: 1 :	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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	Skip			
	Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
IHM6185Q001		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	
иНМ6185Q002		Which best describes you for your visit to IRS.gov	An individual taxpayer	В
		today?	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	Α
4LINAC10E0000		Diagon appoint what heat describes you	Otte	Α
MHM6185Q003	A	Please specify what best describes you:		
STE0105298	В	Please specify your individual taxpayer role.	Employee	
			Self employed	
			International taxpayer	
			Parent	
			Student	
			Senior and/or retiree	
			Other	С
STE0105299	С	Please specify other individual role:		
MHM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return	G1,G3
		and you then menger today.	EIN (Employer Identification Number)	W
			Tools for tax professionals (e.g., e-services)	— w
				⊢ w
			Filing a return	
			Free File information	F1
			Credits and deductions information	F1
			General tax information	F1
			Penalties	F1 ,P1
			Received a notice/letter from IRS	F1
			News and events	F1
			Affordable Care Act information	F1
			Payments	B1
			PTIN (Preparer Tax Identification Number)	W
			Refund status	C1
			Tax forms, publications, or instructions	E1,F1
			Tax transcript	D1,D3,D4,D7
			Other	A,F1
инм6185Q005	Α	Please specify other reason for visiting:		74,12
MHM6185Q006	F1	Did you find the information you were looking for	Yes	F3
NILINIO1920000	LT	today?	No No	F2
ALINAC10E0007		-	NO -	F2
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
		,		
ИНМ6185Q008	F3	Please describe any confusion encountered in		
		making sense of the information you found today.		
4HM6185Q009	B1	What were you trying to accomplish with regard to	Make an online payment	B5,B7
		payments?	Seek information about payment options	B2,B9
			Set up an installment agreement or online payment agreement	B11,B7
			Look-up, modify, or cancel an existing payment or agreement	B7
			Other	B4
STE0105300	B2	Which most closely describes the information you	Options to pay online from your bank account	
0.2010000		were seeking today?	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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	Skip Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
V		Quodini vain	Other Control of the	B3
MHM6185Q011	В3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to 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
MHM6185Q014	B6	Please specify other payment type attempted:		
STE0105301	B11	Which type of agreement did you set up or tried to set	Monthly payments by mail	
		up?	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)?	was able to complete all my task(s)	
			was able to complete most of my task(s)	
			was able to complete some of my task(s)	B8
			was unable to complete any of my task(s)	B8
MHM6185Q016	B8	If not, what prevented you from accomplishing your payment task?		
MHM6185Q017	B9		Yes	
		for?	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	C3,C5,C7,C8
			Research more information about refund	C9
			Review refund FAQs	C9
			Other	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	Very easy	
		status feature?	Somewhat easy	
			Somewhat difficult	C4
			Very difficult	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	Yes	
		sufficient information/messaging about your refund status?	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	This is my first time	
		during the tax season?	2-4 times	
			5-9 times	
			10 or more times	
MHM6185Q027	C9	Were you able to find the information you were looking	Yes	
,		for?	No 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	Check status of amended return	
		amended return?	Other	G2

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	Skip		Annuary Chairea	
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105311	G2	Please specify what you tried to accomplish with regard	(minieu to 30 characters)	Skip to
3120103311	02	to amended return:		
STE0105310	G3	Were you able to find the information you were looking	Yes	
0.2020020		for?	No	G4
STE0105303	G4	If not, what prevented you from finding amended return		
0.2020000		information?		
MHM6185Q029	D1	What was your main reason for requesting a transcript	Higher education/student aid	
		today?	Mortgage related	
			Tax preparation	
			Immigration	_
			FEMA/Disaster related	
			State licensing	-
			Small business loan	
			Housing assistance	
			State or local tax issue	-
			Income verification	1
			Health care	-
			Other	D2
MHM6185Q030	D2	Please specify any other reason(s) for requesting a	Silv	D2
WII HWIOTOSQUSU	UZ	transcript today.		
MHM6185Q031	D3	What type of transcript were you interested in?	Tax Account Transcript	
IVII IIVIO103Q031	D3	what type of transcript were you interested in:	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	Yes	D5
IVITIVIO163QU32	D4	today?	No	- 53
MHM6185Q033	D5	-	There were technical difficulties with the application	D6
INILINIOTO2Ó022	DS	what type of difficulty did you have when requesting a	The information entered didn't match IRS records	D6
			Received a registration error	D6
			Tax year needed wasn't available	D6
			Transcript type needed wasn't available	D6
			The system/application was down	D6
			Session expired too early	D6
			Other	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?		
	P1	What were you trying to accomplish with regard to	Learn about penalties for individual taxpavers	P2
		penalties?	Learn about penalties for small businesses or corporations	P2
			Learn about penalties for international issues	P2
			Learn about penalties for exempt organizations or employee plans	P2
			Learn how to avoid a penalty	P2
			Learn how to compute a penalty	P2
			Learn about penalty relief criteria	P2
			Learn how to request penalty relief	P2
			Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief	P2
			Learn about IRA additional tax penalties	P2
			Learn about in A auditional tax penalty	P2 P2
			See what penalties I owe and/or the amounts due	P2
			Make a payment	P3
			wake a paymen. Othor	P1.1,P2,P3
				ForoSoo Posul

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	Skip Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
·	P1.1	Please specify your "other" reason for searching		,
		penalties.		
	P2	Did you find the penalties information you were looking for today?	Yes	P2.2,P2.3
		ior today?	NO Same	P2.2,P2.3 P2.2,P2.3
	P2.2	Please describe any penalty information that you found	Some	P2.2,P2.3
	F2.2	to be unclear or needing further explanation.		
		3		
	P2.3	Please describe any difficulties you encountered		
		looking for the penalties information you needed.		
	P3	Mississipping to increase and another annual translation to the second s	Luna abla to complete all of my tool/(a)	
	P3	If you were trying to perform any penalty related tasks (view account information, make a payment, etc.), to	i was able to complete ali of my task(s) I was able to complete most of my task(s)	P3.1
		what extent were you able to complete the task(s)?	was able to complete some of my task(s)	P3.1
			I was unable to complete any of my task(s)	P3.1
	P3.1	What prevented you from accomplishing your penalty		
		related task(s)?		
инм6185Q036	E1	What were you trying to accomplish with regard to	Download current year tax forms	
		forms, publications, or instructions?	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	1
			Other	E2
IHM6185Q037	E2	Please specify what you tried to accomplish with regard		
		to forms, publications, or instructions:		
1HM6185Q038	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)	×
инм6185Q039	Х	If not, what prevented you from accomplishing your	I was unable to complete any of my task(s)	^
II IIVI0103Q033	^	task?		
ИНМ6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search	A,C
			Advanced search	A,C
			Forms and publications area	
			Site navigation	D
			Links on a page	D
			Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	
IHM6185Q041	Α	How was your search experience today?	Search delivered the expected results Ten recommendations were helpful.	_
			Top recommendations were helpful Too many results returned	-
			No results returned	-
			Results irrelevant to search terms	-
			Unsure of search terms to use	1
			Other	В
IHM6185Q042	В	Please specify other search experience:		
IHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov?		
IHM6185Q044	D	How easily were you able to navigate the website to	Navigation worked as expected	
		find what you needed?	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	

IRS v3

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			•	
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.)	
			Other	E
MHM6185Q045	Е	Please specify other navigational experience:		
MHM6185Q046		What could we do to make 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
		5.1p.1g.	
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	Υ	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	Υ	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
Radio button, one-up vertical	Y	Skip logic	Other reason 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 accomplishme
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
Toyt area no shor limit	NI NI	Skin logio	Other search diff
Text area, no char limit Text area, no char limit	N N	Skip logic Skip logic	Other search diff 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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			ince to coolein gozottom zie.		
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	Skip to		
	li low irequentry do you visit ires.gov:	Daily			
		About once a week			
			About once a month		
		Every 6 months or less			
AU INCACE COOC	About once a year	В			
MHM6185Q002 Which best describes you for your visit to IRS.gov today?	An individual taxpayer				
	today:	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	A	
IHM6185Q003	Α	Please specify what best describes you:			
STE0105298 B PI	Please specify your individual taxpayer role.	Employee			
			Self employed		
			International taxpayer		
			Parent		
		Student			
		Senior and/or retiree			
		Other	С		
STE0105299	С	Please specify other individual role:			
IHM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return	G1,G3	
		, ,	EIN (Employer Identification Number)	W	
			Tools for tax professionals (e.g., e-services)	w	
			Filing a return	- w	
			Free File information	F1	
			Credits and deductions information	F1	
		General tax information	F1		
		Penalties Penalties IPS	F1		
		Received a notice/letter from IRS	F1		
			News and events	F1	
			Affordable Care Act information	F1	
			Payments	B1	
			PTIN (Preparer Tax Identification Number)	W	
			Refund status	C1	
		Tax forms, publications, or instructions	E1,F1		
			Tax transcript	D1,D3,D4,D7	
			Other	A,F1	
HM6185Q005	Α	Please specify other reason for visiting:			
IHM6185Q006	F1	Did you find the information you were looking for	Yes	F3	
		today?	No	F2	
1HM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.			
иНМ6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.			
payments? STE0105300 B2 Which mos	What were you trying to accomplish with regard to payments?	Make an online payment Seek information about payment options	B5,B7 B2,B9		
		Set up an installment agreement or online payment agreement	B11,B7		
		Look-up, modify, or cancel an existing payment or agreement	B7		
			B4		
	Other		B4		
	Which most closely describes the information you	Options to pay online from your bank account			
	were seeking today?	How to pay online by debit or credit card			
			How to pay via check		
		the state of the s			
			How to pay via cash or money order		
			How to pay via cash or money order Information about installment agreements or payment plans Your balance due		

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			INS VS COSTON GOLSTION EIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	B3
MHM6185Q011	В3	Please specify other payment information you are seeking:		
MHM6185Q012	B4	Please specify what you tried to accomplish with regard to 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
MHM6185Q014	В6	Please specify other payment type attempted:		
STE0105301	B11	Which type of agreement did you set up or tried to set	Monthly payments by mail	
		up?	Monthly payment via direct debit	
			Full pay within the next 4 months	
			Full pay today	
MHM6185Q015	В7	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)	В8
			I was unable to complete any of my task(s)	В8
MHM6185Q016	В8	If not, what prevented you from accomplishing your	I was unable to complete any or my task(s)	Во
MUNAC10E0017	D0	payment task?	Ves.	
MHM6185Q017	В9	Were you able to find the information you were looking for?	Yes No	B10
MHM6185Q018	B10	If not, what prevented you from finding payment	INC	DIV
		information?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your refund status?	Check status of refund Research more information about refund	C3,C5,C7,C8
		return status?	Review refund FAQs	C9 C9
			Other	C3 C2
MHM6185Q020	C2	Please specify what you tried to accomplish with regard to refund status:	Other	- OZ
MHM6185Q021	C3	How would you classify the ease of use for the refund	Very easy	
		status feature?	Somewhat easy	
			Somewhat difficult	C4
			Very difficult	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	Yes	
		sufficient information/messaging about your refund status?	No	C6
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status.		
MHM6185Q025	C 7	What other ways did you use to check on your refund status?		
MHM6185Q026	C8	How many times did you use the refund status feature	This is my first time	
2502020		during the tax season?	2-4 times	
			5-9 times	
			10 or more times	
MHM6185Q027	C9	Were you able to find the information you were looking	Yes	0.12
N. I. I. A. C.	000	for?	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	Check status of amended return	
		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 able to find the information you were looking for?	Yes No	G4
STE0105303	G4	If not, what prevented you from finding amended return information?		
мнм6185Q029	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	
MHM6185Q030	D2	Please specify any other reason(s) for requesting a	Income verification Health care Other	D2
MHM6185Q031	D3	transcript today. 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
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	E2
			Find examples of completed forms Other	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
			, , ,	ForeSee Results

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OID.	Skip Logic Label	Quanties Taut	Answer Choices	Chin to
QID	Labei	Question Text	(limited to 50 characters) I was unable to complete any of my task(s)	Skip to
MHM6185Q039	Х	If not, what prevented you from accomplishing your task?	was unable to complete tary of my task(s)	
MHM6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search Advanced search	A,C A,C
			Forms and publications area Site navigation Links on a page	D D
MUDACA 05 00 44			Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	Б
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	В
MHM6185Q042	В	Please specify other search experience:		
MHM6185Q043	С	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	
		inia what you needed:	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	Е
MHM6185Q045	Е	Please specify other navigational experience:		
MHM6185Q046		What could we do to make 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
		5.1p.1g.	
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	Υ	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	Υ	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

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
1HM6185Q001	Labei	How frequently do you visit IRS.gov?	This is my first time	Skip to
11 11VIO103Q001		Trow frequently do you visit in 3.gov:	Daily	
			About once a week	
			About once a month	
			Every 6 months or less	
HM6185Q002		M/high hast describes you for your visit to IDC sou	About once a year	В
ILINI01920007		Which best describes you for your visit to IRS.gov today?	An individual taxpayer	—
		today:	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	Α
IHM6185Q003	A	Please specify:		
STE0105298	В	Please specify your individual taxpayer role.	Employee	
			Self employed	
			International taxpayer	
			Parent	
			Student	
			Senior and/or retiree	
			Other	С
STE0105299	С	Please specify:		
IHM6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return	G1,G3
			EIN (Employer Identification Number)	W
			Tools for tax professionals (e.g., e-services)	W
			Filing a return	w
			Free File information	F1
			Credits and deductions information	F1
			General tax information	F1
			Penalties	F1
			Received a notice/letter from IRS	F1
			News and events	F1
			Affordable Care Act information	F1
			Payments	B1
			PTIN (Preparer Tax Identification Number)	W
			Refund status	C1
				E1,F1
			Tax forms, publications, or instructions	
			Tax transcript Other	D1,D3,D4,D7
HM6185Q005	Α	Please specify:	Otte	A,F1
IHM6185Q005	F1	Did you find the information you were looking for	Yes	F3
ILINIOT020000	LI	today?		
MUNAC10F0007		-	No .	F2
1HM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
1HM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.		
IHM6185Q009	B1	What were you trying to accomplish with regard to payments ?	Make an online payment Seek information about payment options	B5,B7 B2,B9
			Set up an installment agreement or online payment agreement	B11,B7
			Look-up, modify, or cancel an existing payment or agreement	B7
			Other	B4
STE0105300	B2	Which most closely describes the information you were seeking today?	Options to pay online from your bank account	54
		word seeking today:	Lour to pay online by debit or gradit pard	
			How to pay online by debit or credit card	
			How to pay via check	
			Discourse and the second secon	
			How to pay via cash or money order Information about installment agreements or payment plans	

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			1K3 V3 C03 TOM Q0E3 TION E13 T	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Your balance due	
			Other	B3
MHM6185Q011	В3	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	B6
MHM6185Q014	В6	Please specify:	Onei	В0
0750405004	D44	NATIONAL AND ADMINISTRATION OF THE PROPERTY OF		
STE0105301	B11	Which type of agreement 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	1
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)	1
			was able to complete some of my task(s)	B8
			I was unable to complete any of my task(s)	B8
MHM6185Q016	В8	If not, what prevented you?		
MHM6185Q017	В9	Were you able to find the information you were looking	Yes	
•		for?	No	B10
MHM6185Q018	B10	If not, what prevented you?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your	Check status of refund	C3,C5,C7,C8
			Research more information about refund	C9
			Review refund FAQs	C9
			Other	C2
MHM6185Q020 MHM6185Q021	C2 C3	Please specify: How would you classify the ease of use for the refund	Very easy	
IVII IIVIO103Q021	03	status feature?	Somewhat easy	-
			Somewhat difficult	C4
			Very difficult	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	Yes	
		sufficient information/messaging about your refund status?	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	This is my first time	
		during the tax season?	2-4 times	
			5-9 times	
41 15 404 05 0 005		Warran and the Control of the Contro	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?		C10
STE0105302	G1	What were you trying to accomplish with regard to your	Check status of amended return	
		amended return?	Other	G2
STE0105311	G2	Please specify:		

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	Ckin			
	Skip Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
STE0105310	G3	Were you able to find the information you were looking		·
		for?	No	G4
STE0105303	G4	If not, what prevented you?		
MHM6185Q029	D1	What was your main reason for requesting a transcript	Higher education/student aid	
		today?	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	Yes	D5
		today?	No No	
MHM6185Q033	D5	What type of difficulty did you have when requesting a	There were technical difficulties with the application	D6
			The information entered didn't match IRS records	D6
			Received a registration error	D6
			Tax year needed wasn't available	D6
			Transcript type needed wasn't available	D6
			The system/application was down	D6
			Session expired too early	D6
		DI Y II	Other	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	Download current year tax forms	
		forms, publications, or instructions?	Download prior year tax forms	
			Print current year tax forms	
			Print prior year tax forms	
			Better understand tax rules and procedures	E2
			Order tax forms	
			e-file my forms	
			Find examples of completed forms	
			Other	E2
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)	X
			I was unable to complete any of my task(s)	х
MHM6185Q039	Х	If not, what prevented you?		

IRS v3

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MHM6185Q040		How did you look for information on IRS.gov today?	IRS.gov website search	A,C
			Advanced search	A,C
			Forms and publications area	
			Site navigation	D
			Links on a page	D
			Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	
MHM6185Q041	Α	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	В
MHM6185Q042		Please specify:		
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov?		
MHM6185Q044		How easily were you able to navigate the website to	Navigation worked as expected	
		find what you needed?	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 do to make 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 Text area, no char limit	Y N	Skip logic Skip logic	Tax Info Found info 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

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			IRS V3 CUSTOM QUESTION LIST			
	Skip					
	Logic		Answer Choices			
QID	Label	Question Text	(limited to 50 characters)			
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	An individual taxpayer			
		today?	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	Α	Please specify:				
	В	Please specify your individual taxpayer role.	Employee			
			Self employed			
			International taxpayer			
			Parent			
			Student			
			Senior and/or retiree			
			Other			
	С	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 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			
MHM6185Q005	Α	Please specify:	Other			
MHM6185Q006	F1	Did you find the information you were looking for	Yes			
IVII IIVIO103Q000		today?	No No			
MHM6185Q007	F2	Please describe any difficulties that prevented you	INC			
WII IIVIO103Q007		from finding what you needed.				
MHM6185Q008	F3	Please describe any confusion encountered in				
WII IIVIO 100 Q 000	'	making sense of the information you found today.				
MHM6185Q009	B1	What were you trying to accomplish with regard to	Make an online payment			
		payments?	Seek information about payment options			
			Seek information about installment agreements or payment plans			
			Set up an installment agreement or online payment agreement			
			Make an installment payment Make an installment payment			
			Look-up, modify, or cancel an existing payment or agreement			
			Other			
MHM6185Q010	B2	Which most closely describes the information you	Information about different payment options			
2200Q020		were seeking today?	Information about how to qualify			
			Information about how to apply			
			Check approval of application			
		Gabriela Smith	Review terms of my current online payment agreement, installment agreement or payment plan (due dates, amounts, bank accounts, etc.)			
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QID	Skip Logic Label	Question Text This may need to be a whole new B2	Answer Choices (limited to 50 characters)
		questions as they are removing all current	Options to pay online from your bank account
		options and adding brand new ones.	How to pay online by debit or credit card How to pay via check
			Total to pay the shock
			How to pay via cash or money order Information about installment agreements or payment plans
			Your balance due
			Other
MHM6185Q011	В3	Please specify:	Control Control
MHM6185Q012	B4	Please specify:	
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card
		Trinon type of payment and you allompt.	Electronic Federal Tax Payment System (EFTPS)
			IRS Direct Pay
			Other
MHM6185Q014	В6	Please specify:	
	B11	Which type of agreement did you set up or tried to set	Online payment agreement
		up?	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	Yes
		for?	No
MHM6185Q018	B10	If not, what prevented you?	
MHM6185Q019	C1	What were you trying to accomplish with regard to your	Check status of refund
	refund status?		Check status of amended return
			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	Very easy
		status feature?	Somewhat easy
			Somewhat difficult
14111404050000		Miles distance also its the consensation of the conformal above.	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	Yes
		sufficient information/messaging about your refund	
		status?	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	This is my first time
		during the tax season?	2-4 times
			5-9 times
			10 or more times

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
MHM6185Q027	C9		Yes
MHM6185Q028	C10	If not, what prevented you?	No .
	G1	What were you trying to accomplish with regard to your amended return?	Check status of amended return
	G2	Please specify:	Calci
	G3	Were you able to find the information you were looking for?	Yes
	G4	If not, what prevented you?	
MHM6185Q029	D1		Higher education/student aid Mortgage related
		loudy:	Tax preparation
			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 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
MUNACADE 0000		Did and become different to a second state of the second state of	Not sure
MHM6185Q032	D4	Did you have any difficulty requesting a transcript today?	Yes
MHM6185Q033	D5	-	No There were technical difficulties with the application
MILIMOTOSÓOSS	טס	What type of difficulty did you have when requesting a transcript today?	There were technical difficulties with the application The information extended didn't match IRS records
		transcript today:	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
			There is an ID Theft Condition put on the account
			Unable to submit request/order transcript
			Other
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	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
			ForeSee Results - Confident

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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)					
			l was unable to complete any of my task(s)					
MHM6185Q039	Х	If not, what prevented you?						
MHM6185Q040			IRS.gov website search					
			Advanced search					
			Forms and publications area					
			Site navigation					
			Links on a page					
			nternet search engine (Google, MSN Search, Yahoo! Search, etc.)					
MHM6185Q041	A		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		Please specify:						
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov?						
MHM6185Q044	D		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	Е	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
В	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
С	Text field, <100 char	N	Skip logic	Other taxpayer
G1,G3	Radio button, one-up vertical	Y	Skip logic	Reason
W W W F1 F1 F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1			Randomize Anchor answer choice	, GGGS
	Text area, no char limit	N	Skip logic	Other reason
F3 F2	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
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
В3	Tout area one about limit	N	Chin lonia	Doumente
	Text area, no char limit		Skip logic	Payments Other info type
	Text area, no char limit Checkbox, one-up vertical	N Y	Skip logic Skip logic	Other payments Payment Type
			2pg	
В6				
	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
B8				·
B8	Text area, no char limit	N	Skip logic	Payments
	Radio button, one-up vertical	Y	Skip logic	Prevented task Payments
B10				Find info
	Text area, no char limit	N	Skip logic	Payments No info found
C3,C5,C7,C8	Radio button, one-up vertical	Y	Skip logic	Refund
C3,C5,C7,C8 C9				
C9 C2				
	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	Υ	Skip logic	Refund
C6				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	Other ways 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
32	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
	Radio button, one-up vertical	Y	Skip logic	Transcript Reason
D2	Text area, no char limit	N	Skip logic	Transcript
	Radio button, one-up vertical	Y	Skip logic	Other reason 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
22				

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
v	Radio button, one-up vertical	Y	Skip logic	Task accomplishment
X X				
	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
В	Checkbox, one-up vertical	Υ	Skip logic	Search diff
В	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