Welcome and Thank You Text

Welcome Text

Thank you for visiting your IRS Online Account and taking the time to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Participation is voluntary and all responses are anonymous. We only receive compiled data, which does not allow us to identify you individually. Please DO NOT provide any personal information (name, Social Security number, phone number, email, etc.) in the "comments" sections of this survey.

As a reminder, we are NOT able to answer any tax or personal questions submitted through this survey.
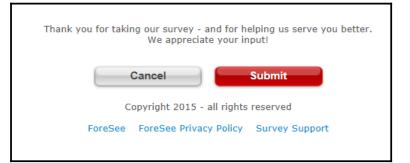
Thank You Text

Thank you! Your response will be used to help make Online Account better for taxpayers.

FORESEE
by Answers

Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Cancel   Submit

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ForeSee   ForeSee Privacy Policy   Survey Support

Attribute	Value
Channel	Web
Touchpoint Name	Browse
Hierarchy	No
Model Type	CSAT Web
Journey Phase	Consideration
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	18.1.J

Survey Type	CSAT
Look and Feel	Single Page
Theme Color	#009fea

Model Name	IRS Online Account V3	Red & Strike-Through: Delete
Model ID	VEtw8MVU8JRE9tt115txUg4C	Underlined & Italicized: Re-order
Partitioned	No	Pink: Addition
Date	1/7/2019	Blue: Reword
Model Version	18.1.J	

FORESEE

	Label	Satisfaction Questions
		Satisfaction
1	**Satisfaction - Overall**	What is your **overall satisfaction** with the online tax account tool? *(1=Very Dissatisfied, 10=Very Satisfied)*
2	**Satisfaction - Expectations**	How well does the online tax account tool **meet your expectations**? *(1=Falls Short, 10=Exceeds)*
3	**Satisfaction - Ideal**	How does the online tax account tool **compare to** an ideal website tool? *(1=Not Very Close, 10=Very Close)*

Model Name	**IRS Online Account V3**							
Model ID	VElw8MVO8JRE9 #115txUg4C							
Partitioned	**No**							
Date	**1/7/2019**							

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type
ZAK8367Q001			How **long** have you had an online account with the IRS?	First-time user	A1		N	Radio button, one-up vertical
				Less than 6 months	A2			
				More than 6 months, but less than a year	A2			
				More than a year	A2			
ZAK8367Q002		A1	How easy or difficult was the **sign-up process** for an online tax account?	1- Very difficult			N	Radio button, one-up vertical
				2- Somewhat difficult				
				3- Neutral				
				4- Somewhat easy				
				5- Very easy				
ZAK8367Q003	visit_frequency	A2	How **frequently** do you use this tool?	More than once a week			N	Radio button, one-up vertical
				About once a week		weekly		
				About once a month		monthly		
				About once every few months		few_months		
				About every 6 months				
				Once a year or less				
ZAK8367Q004	primary_reason_govt		What was the **purpose of your visit today**? (Select all that apply.)	View my balance	B1		Y	Checkbox, one-up vertical
				Make an online payment				
				View my payment history				
				View my previous filing history (AGI or filing status)				
				Set up an installment agreement or online payment agreement				
				Look-up, modify, or cancel an existing payment or agreement				
				Download a copy of my transcript				
				Update personal information				
				Other (please specify)	B2	other_please_specify		
ZAK8367Q005		B1	*Please rate your level of agreement with the following statement.* The details of my balance were clear and easy to understand.	1- Strongly disagree			N	Radio button, one-up vertical
				2- Somewhat disagree				
				3- Neutral				
				4- Somewhat agree				
				5- Strongly agree				
				Not applicable - my balance was not shown				
ZAK8367Q006		B2	Please specify your **other reason** for visit.				N	Text area, no char limit
ZAK8367Q007			*Please rate your level of agreement with the following statements about using your account online.* This experience increased my **confidence** in the IRS.	1- Strongly disagree			Y	Radio button, one-up vertical
				2- Somewhat disagree				
				3- Neutral				
				4- Somewhat agree				
ZAK8367Q008				5- Strongly agree				
			The online tax account tool **met my needs.**	1- Strongly disagree			Y	Radio button, one-up vertical
				2- Somewhat disagree				
				3- Neutral				
				4- Somewhat agree				
ZAK8367Q009				5- Strongly agree				
			I was able to find what I needed **easily and quickly**.	1- Strongly disagree			Y	Radio button, one-up vertical
				2- Somewhat disagree				
				3- Neutral				
				4- Somewhat agree				
ZAK8367Q010				5- Strongly agree				
ZAK8367Q011	improve		If you could **change or improve ONE thing** about the online tax account tool, what would it be?				N	Text area, no char limit
			What did you like **best** about your experience today?				N	Tex area, no char limit

Special Instructions	CQ Label
Skip logic group	Length of account
Skip logic group	Sign up
Skip logic group	Frequency
Skip logic group Randomize Anchor Answer Choice	Purpose
Skip logic group	Balance Details
Skip logic group	Other visit reason
	Confidence
	Quality
	Ease
	Change one thing
	Like best