

CUSTOM QUESTIONS

IRS Mobile v2

IRS Mobile v2 CUSTOM QUESTION LIST

QID	Question Text	A11 Category	Answer Choices (limited to 50 characters)	Skip to
1	I am visiting IRS.gov today as....		An individual taxpayer (myself, my household, family member, etc.)	2
			A business (corporation, partnership, small business, employee, etc.)	3
			A charity or non-profit organization (tax exempt entity, government entity, employee, etc.)	3
			A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.)	3
			Other	1a
1a	Please specify what best describes your role today:			3
2	Do any of these situations apply to you? (Select all that apply)		Wage/salary receiving employee (Standard 1040 Filer)	3
			Retired	3
			Have self-employment income	3
			Foreign national living in the US	3
			US taxpayer living abroad	3
			Parent acting on behalf of a child	3
			Active duty military	3
			Acting on behalf of a deceased person and/or estate	3
			Disability recipient	3
			Other	2a
2a	Please describe your tax role/situation:			3
3	What was your main reason for visiting IRS.gov today?		Refund status or refund information	4b
			Tax forms, publications, or instructions	5
			Filing or filing information	5
			Payments or balance info (make a payment, payment agreements, check balance, find payment info, etc.)	4a
			Tax records (tax transcript, account transcript, etc.)	5
			Other	3a
3a	What was your main reason for visiting IRS.gov today?		Seek contact information	5
			Tools for tax professionals (e.g., e-services)	5
			Free File information	5
			Tax Identification Number (EIN, PTIN, ITIN, etc.)	5
			Penalties	5
			Credits and deduction information	5
			Amended tax return status or amend my previously filed return	5
			Identity theft, fraud, or scams	5
			General tax information	5
			Other	3b
			3b	Please specify other reason for visiting:
4a	Please indicate which specific <b>payment</b> tasks describe your visit today. (Select all that apply)		Make an online payment	5
			Seek information about payment options	5
			Set up an installment agreement or online payment agreement	5
			Look-up, modify, or cancel an existing payment	5
			Look-up, modify, or cancel an existing payment agreement	5
			Check my account balance	5
			View my payment history	5
			Seek contact information	5
			Other	4aa
			4aa	Please specify your other payment task:
4b	Please indicate which specific <b>refund</b> tasks describe your visit today. (Select all that apply)		Check status of refund	5
			General information about tax refunds	5
			Review refund FAQs	5
			Seek contact information	5
			Other	4ba
4ba	Please specify your other refund task:			5
5	Please specify what best describes your use of the IRS2Go Mobile App		I am not aware of IRS2Go	6
			I am aware of the app, but have not used it	6
			I have used the app	6
6	Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply)		Have not been in contact with the IRS for this reason	7
			Received a notice or letter from the IRS	
			Called the IRS and spoke to a customer service representative	
			Called the IRS and used the automated phone system to get information	
			Visited an IRS office (Taxpayer Assistance Center)	

**CUSTOM QUESTIONS**

IRS Mobile v2

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			Used the IRS2Go Mobile App	
			Visited IRS.gov	
7	My need was addressed	Quality	Strongly Disagree Disagree Neutral Agree Strongly Agree	
8	It was easy to complete what I needed to do	Ease	Strongly Disagree Disagree Neutral Agree Strongly Agree	
9	It took a reasonable amount of time to do what I needed to do	Efficiency	Strongly Disagree Disagree Neutral Agree Strongly Agree	
10	This interaction increased my confidence in the IRS	Confidence	Strongly Disagree Disagree Neutral Agree Strongly Agree	
11	In the past year, about how often did you visit IRS.gov?		This is my first time About once a week or more About once a month Every 6 months or less About once a year Less than once a year	
12	If you could change one thing about this website what would it be?			



Note	Type (select from list)	Required Y/N
	Radio button, one-up vertical	Y
	Text field, <100 char	N
	Checkbox, one-up vertical	N
	Text field, <100 char	N
	Radio button, one-up vertical	Y
	Radio button, one-up vertical	Y
	Text field, <100 char	N
	Checkbox, one-up vertical	Y
	Text field, <100 char	N
	Checkbox, one-up vertical	Y
	Text field, <100 char	N
	Radio button, one-up vertical	N
	Checkbox, one-up vertical	N



Note	Type (select from list)	Required Y/N
	Radio button, one-up vertical	Y
	Radio button, one-up vertical	Y
	Radio button, one-up vertical	Y
	Radio button, one-up vertical	Y
	Radio button, one-up vertical	N
	Text area, <255 character limit	N

Model Name: IRS v3  
 Model ID: MNctApFhlt0k9I0UoMFsA4C  
 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 (A11 Trust/Confidence?)
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction (A11 Satisfaction)</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
1 Please rate the <b>visual appeal</b> of IRS.gov.	16 What is your <b>overall satisfaction</b> with IRS.gov? (1=Very Dissatisfied, 10=Very Satisfied)	19 How likely are you to <b>return</b> to IRS.gov?
2 Please rate the <b>balance of graphics and text</b> on IRS.gov.	17 How well does IRS.gov <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Please rate the <b>readability of the pages</b> on IRS.gov.	18 How does IRS.gov <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	20 How likely are you to <b>recommend</b> IRS.gov to someone else?
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
4 Please rate <b>how quickly pages load</b> on IRS.gov.		21 How likely are you to use IRS.gov as your <b>primary resource</b> for tax information?
5 Please rate the <b>consistency of speed from page to page</b> on IRS.gov.		
6 Please rate <b>how completely the page content loads</b> on IRS.gov.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate <b>how well IRS.gov is organized</b> .		
8 Please rate the <b>options available for navigating</b> IRS.gov.		
9 Please rate <b>how well IRS.gov layout helps you find what you need</b> .		
<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate the <b>ability to sort information by criteria that are important to you</b> on IRS.gov.		
11 Please rate the <b>ability to narrow choices to find the information you are looking for</b> on IRS.gov.		
12 Please rate how well the <b>features</b> on IRS.gov <b>help you find the information you need</b> .		
<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>		
13 Please rate the <b>thoroughness of information provided</b> on IRS.gov.		
14 Please rate <b>how understandable IRS.gov's information is</b> .		
15 Please rate how well IRS.gov's <b>information provides answers to your questions</b> .		

Model Name: IRS Mobile

Model ID: coYhBZM45141xIUcQgoJ

Partitioned: Yes 2MQ

Date: 10/04/2016

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To
HDU6974Q001			How frequently do you visit IRS.gov?	This is my first time Daily About once a week About once a month About every 6 months About once a year or less often	
HDU6974Q002	Role		Which best describes you for your visit to IRS.gov today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	A
HDU6974Q003		A	Please specify what best describes you:		
HDU6974Q004	Primary Reason-- Federal Government or Informational Non-Profit		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number) Tools for tax professionals (e.g., e-services) Filing a return Free File information Credits and deductions information General tax information Penalties Received a notice/letter from IRS News and events Affordable Care Act information Payments PTIN (Preparer Tax Identification Number) Refund status Tax forms, publications, or instructions Tax transcript Other	B D D D B B B B B B B D D B B D A
HDU6974Q005		A	Please specify your other reason for visiting:		
HDU6974Q006		B	Did you find the information you were looking for today?	Yes No	C
HDU6974Q007		C	Please describe any difficulties that prevented you from finding what you needed:		
HDU6974Q008		D	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)	E E
HDU6974Q009		E	What prevented you from accomplishing your task?		

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Date: 10/04/2016

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To
HDU6974Q010	OE_Improve Experience		What could we <del>do to</del> make our website better?		



Required Y/N	Type	Special Instructions	CQ Label
Y	Radio-button; one-up vertical		Frequency
Y	Radio-button; one-up vertical	Skip-logic	Role
N	Text-field, <100-char	Skip-logic	Other-role
Y	Radio-button; one-up vertical	Skip-logic  Randomize  Anchor answer choice	Reason
N	Text-area, no-char-limit	Skip-logic	Other-reason
Y	Radio-button; one-up vertical	Skip-logic	Tax-Info Found-info
N	Text-area, no-char-limit	Skip-logic	Tax-Info Difficulties
Y	Radio-button; one-up vertical	Skip-logic	Task-accomplishment
N	Text-area, no-char-limit	Skip-logic	Prevented-task





Required Y/N	Type	Special Instructions	CQ Label
N	Text area, no char limit		Improvement

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Date: 2/29/2016

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

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

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MHM6185Q011	B3	Please specify:	Other	B3
MHM6185Q012	B4	Please specify:		
MHM6185Q013	B5	Which <b>type of payment</b> did you attempt?	Pay by Debit or Credit Card Electronic Federal Tax Payment System (EFTPS) IRS Direct Pay Other	B6
MHM6185Q014	B6	Please specify:		
STE0105301	B11	Which <b>type of agreement</b> did you set up or tried to set	Monthly payments by mail Monthly payment via direct debit Full pay within the next 4 months Full pay today	
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	B8 B8
MHM6185Q016	B8	If not, what prevented you?		
MHM6185Q017	B9	Were you able to find the information you were looking for?	Yes 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 Research more information about refund Review refund FAQs Other	C3,C5,C7,C8 C9 C9 C2
MHM6185Q020	C2	Please specify:		
MHM6185Q021	C3	How would you classify the ease of use for the refund status feature?	Very easy Somewhat easy Somewhat difficult Very difficult	C4 C4
MHM6185Q022	C4	Why did you classify the usage of the refund status feature as somewhat or very difficult? Please provide specific details of your experience.		
MHM6185Q023	C5	Did the refund status feature provide you with sufficient information/messaging about your refund status?	Yes No	C6
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status.		
MHM6185Q025	C7	What other ways did you use to check on your refund status?		
MHM6185Q026	C8	How many times did you use the refund status feature during the tax season?	This is my first time 2-4 times 5-9 times 10 or more times	
MHM6185Q027	C9	Were you able to find the information you were looking for?	Yes No	C10
MHM6185Q028	C10	If not, what prevented you?		
STE0105302	G1	What were you trying to accomplish with regard to your amended return?	Check status of amended return Other	G2
STE0105311	G2	Please specify:		
STE0105310	G3	Were you able to find the information you were looking for?	Yes No	G4

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105303	G4	If not, what <b>prevented</b> you?		
MHM6185Q029	D1	What was your <b>main reason</b> for requesting a transcript today?	Higher education/student aid Mortgage related Tax preparation Immigration FEMA/Disaster related State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	D2
MHM6185Q030	D2	Please specify any <b>other reason(s)</b> for requesting a transcript today.		
MHM6185Q031	D3	What <b>type of transcript</b> were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you <b>have any difficulty</b> requesting a transcript today?	Yes No	D5
MHM6185Q033	D5	What <b>type of difficulty</b> did you have when requesting a	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6
MHM6185Q034	D6	Please specify <b>any other difficulties</b> you had when requesting a transcript today or you may <b>give more details about the type you chose above</b> .		
MHM6185Q035	D7	What could the IRS do to <b>make the Get Transcript application better</b> in the future?		
MHM6185Q036	E1	What were you trying to accomplish with regard to <b>forms, publications, or instructions</b> ?	Download current year tax forms Download prior year tax forms Print current year tax forms Print prior year tax forms Better understand tax rules and procedures Order tax forms e-file my forms Find examples of completed forms Other	E2 E2
MHM6185Q037	E2	Please specify:		
MHM6185Q038	W	<b>To what extent</b> were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	X X
MHM6185Q039	X	If not, what <b>prevented</b> you?		
MHM6185Q040		How did you <b>look for information</b> on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area	A,C A,C

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IRS v3 CUSTOM QUESTION LIST

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



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



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



Type (select from list)	Required Y/N	Special instructions	CQ Label
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
Checkbox, one-up vertical	Y	Skip logic	Method





Type (select from list)	Required Y/N	Special instructions	CQ Label
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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MID: MNctApFh1td0k9IUoMFsA4C

Date: 12/15/2015

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

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QID	Skip Logic Label	Question Text	Answer Choices (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 today?	An individual taxpayer A business (corporation, partnership, small business, etc.) A charity or non-profit organization (tax exempt entity, government entity, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other
MHM6185Q003	A	Please specify:	
	B	Please specify your individual taxpayer role.	Employee Self employed International taxpayer Parent Student Senior and/or retiree Other
MHM6185Q004	C	Please specify: 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	A	Please specify:	
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes No
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.	
MHM6185Q008	F3	Please describe any confusion encountered in making sense of the information you found today.	
MHM6185Q009	B1	What were you trying to accomplish with regard to payments?	Make an online payment Seek information about payment options <del>Seek information about installment agreements or payment plans</del> Set up an installment agreement or online payment agreement Make an installment payment Look-up, modify, or cancel an existing payment or agreement Other
MHM6185Q010	B2	Which most closely describes the information you were seeking today?	Information about different payment options Information about how to qualify Information about how to apply Check approval of application Review terms of my current online payment agreement, installment agreement or payment plan (due dates, amounts, bank accounts, etc.) Options to pay online from your bank account

Gabriela Smith  
 This may need to be a whole new B2 question as they are removing all current

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Date: 12/15/2015

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pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

IRS v3 CUSTOM QUESTION LIST

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

CUSTOM QUESTIONS

IRS v3

MID: MNctApFhItD0k9I0UoMFsA4C

Date: 12/15/2015

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

IRS v3 CUSTOM QUESTION LIST

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

CUSTOM QUESTIONS

IRS v3

MID: MNctApFhItD0k9I0UoMFsA4C

Date: 12/15/2015

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

IRS v3 CUSTOM QUESTION LIST

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

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

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
B3	Text area, no char limit	N	Skip logic	Payments Other info type
	Text area, no char limit	N	Skip logic	Other payments
B6	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
B8 B8	Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
	Text area, no char limit	N	Skip logic	Payments Prevented task
B10	Radio button, one-up vertical	Y	Skip logic	Payments Find info
	Text area, no char limit	N	Skip logic	Payments No info found
C3,C5,C7,C8 C3,C5,C7,C8 C9 C9 C2	Radio button, one-up vertical	Y	Skip logic	Refund
	Text area, no char limit	N	Skip logic	Other refund
C4 C4	Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
	Text area, no char limit	N	Skip logic	Refund Difficult use
C6	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
C10	Radio button, one-up vertical	Y	Skip logic	Refund Find info

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



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