Survey: IRS mobile
IA#:   30689
Date: 8/21/2019

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#
1	Standard
2	Standard
3	Standard
4	Standard
5	Standard
6	Standard
7	Standard
8	Standard
9	Standard
10	Standard
11	Standard
12	Standard
13	Standard
14	Standard
15	Standard
16	Standard
17	Standard
18	Standard
19	Standard
20	Standard
21	Standard
22	Custom
23	Custom
24	Custom
25	Custom
26	Custom
27	Custom
28	Custom
29	Custom
30	Custom
31	Custom
32	Custom
33	Custom
34	Custom
35	Custom

Type Topic
Look and Feel - Appeal
Look and Feel - Spacing
Look and Feel - Legibility
Site Performance -Speed
Site Performance - Complete
Site Performance - Responsiveness
Navigation - Organized
Navigation - Page layout
Navigation - Layout
Information Browsing - Sort
Information Browsing - Narrow
Information Browsing - Features
Site Information - Thoroughness
Site Information - Understandable
Site Information - Answers questions
Sat - Overall
Sat - Expectations
Sat - Ideal
Return
Recommend
Primary Resource
Role
Situations apply
Main visit reason
Main visit reason - other
Payment tasks
Refund tasks
Use of app
Prior contact
Need addressed
Easy to complete
Reasonable amount of time
Increased confidence
Visit frequency
Change one thing