			Beta version 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.)	
			A business (corporation, partnership, small business, employee, etc.)	
			A charity or non-profit organization (tax exempt entity, government entity, employee, etc.)	
			A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.)	
			Other	
2	**What was your main reason for visiting** IRS.gov today?		Tax forms, publications, or instructions	**4**
			Refund status or refund information	**4**
			Filing or filing information	**4**
			Payments or balance info (make a payment, payment agreements, check balance, find payment info, etc.)	**3**
			Tax records (tax transcript, account transcript, etc.)	**4**
			Tools for tax professionals (e.g., e-services)	**4**
			Free File information	**4**
			Tax Identification Number (EIN, PTIN, ITIN, etc.)	**4**
			Penalties	**4**
			Credits and deduction information	**4**
			Amended tax return status or amend my previously filed return	**4**
			Identity theft, fraud, or scams	**4**
			General tax information	**4**
			Other	
3	Please indicate which specific **payment** tasks describe your visit today. (Select all that apply)		Make an online payment	
			Seek information about payment options	
			Set up an installment agreement or online payment agreement	
			Look-up, modify, or cancel an existing payment	
			Look-up, modify, or cancel an existing payment agreement	
			Check my account balance	
			View my payment history	
			Other	
4	Were you able to log in to (or create an account for) any IRS online tool today?		I did not have to log in or create an account	
			I successfully logged in or created an account	
			I was unable to log in or create an account	
5	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	
			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)	
			Visited IRS.gov	
6	I am satisfied with the service I received from IRS.gov	Satisfaction	Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
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	

CUSTOM QUESTIONS
Beta version

QID	Question Text	A11 Category	Answer Choices (limited to 50 characters)	Skip to
			Neutral	
			Agree	
			Strongly Agree	
11	It was easy to find the information that I needed on IRS.gov		Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
12	It was easy to understand the information on IRS.gov		Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
13	I am likely to use IRS.gov as my primary resource for tax information		Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
14	What other online services would you want IRS.gov to provide?			

Note	Type (select from list)	Question Label	Required Y/N
	Radio button, one-up vertical		Y
	Radio button, one-up vertical		Y
	Checkbox, one-up vertical		N
	Radio button, one-up vertical		N
	Checkbox, one-up vertical		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		Y

Note	Type (select from list)	Question Label	Required Y/N
			N
			N
			N
	Text area, <255 character limit		N

CUSTOM QUESTIONS
IRS v3
MID: MNctApFhltd0k9I0UoMFsA4C
Date: 2/29/2016

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

IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
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	**B**
			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	**A**	Please specify:		
STE0105298	**B**	Please **specify** your individual taxpayer role.	Employee	
			Self employed	
			International taxpayer	
			Parent	
			Student	
			Senior and/or retiree	
			Other	**C**
STE0105299	**C**	Please specify:		
MHM6185Q004		**Why did you visit** IRS.gov today?	Amended tax return status or amend my previously filed return	**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**
			Tax forms, publications, or instructions	**E1,F1**
			Tax transcript	**D1,D3,D4,D7**
			Other	**A,F1**
MHM6185Q005	**A**	Please specify:		
MHM6185Q006	**F1**	Did you **find** the information you were **looking for** today?	Yes	**F3**
			No	**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	**B5,B7**
			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 were seeking today?	Options to pay online from your bank account	
			How to pay online by debit or credit card	
			How to pay via check	
			How to pay via cash or money order	
			Information about installment agreements or payment plans	
			Your balance due	

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IRS v3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Other	**B3**
MHM6185Q011	**B3**	Please specify:		
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	**B6**	Please specify:		
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	
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?		
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	**C3,C5,C7,C8**
			Research more information about refund	**C9**
			Review refund FAQs	**C9**
			Other	**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	**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 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**

			IRS v3 CUSTOM QUESTION LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)		Skip to
STE0105303	**G4**	If not, what **prevented** you?			
MHM6185Q029	**D1**	What was your **main reason** for requesting a transcript today?	Higher education/student aid		
			Mortgage related		
			Tax preparation		
			Immigration		
			FEMA/Disaster related		
			State licensing		
			Small business loan		
			Housing assistance		
			State or local tax issue		
			Income verification		
			Health care		
			Other		**D2**
MHM6185Q030	**D2**	Please specify any **other reason(s)** for requesting a transcript today.			
MHM6185Q031	**D3**	What **type of transcript** were you interested in?	Tax Account Transcript		
			Tax Return Transcript		
			Record of Account (Account & Return Transcript)		
			Wage & Income Transcript		
			Verification of Non-Filing Letter		
			Not sure		
MHM6185Q032	**D4**	Did you **have any difficulty** requesting a transcript today?	Yes		**D5**
			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**
			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 **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		**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)		**X**
MHM6185Q039	**X**	If not, what **prevented** you?			
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		

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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 **search experience** today?	Search delivered the expected results	
			Top recommendations were helpful	
			Too many results returned	
			No results returned	
			Results irrelevant to search terms	
			Unsure of search terms to use	
			Other	**B**
MHM6185Q042	**B**	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	**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	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

CUSTOM QUESTIONS
IRS v3
MID: MNctApFhltd0k9I0UoMFsA4C
Date: 12/15/2015

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			IRS v3 CUSTOM QUESTION LIST
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
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
	C	Please specify:	
MHM6185Q004		**Why did you visit** IRS.gov today?	Amended tax return status or amend my previously filed return
			EIN (Employer Identification Number)
			Tools for tax professionals (e.g., e-services)
			Filing a return
			Free File information
			Credits and deductions information
			General tax information
			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
			Seek information about installment agreements or payment plans
			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
questions as they are removing all current

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

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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 **amended return**?	Check status of amended return
			Other
	G2	Please specify:	
	G3	Were you **able to find** the information you were looking for?	Yes
			No
	G4	If not, what **prevented** you?	
MHM6185Q029	D1	What was your **main reason** for requesting a transcript today?	Higher education/student aid
			Mortgage related
			Tax preparation
			Immigration
			FEMA/Disaster related
			State licensing
			Small business loan
			Housing assistance
			State or local tax issue
			Income verification
			Health care
			Other
MHM6185Q030	D2	Please specify any **other reason(s)** for requesting a transcript today.	
MHM6185Q031	D3	What **type of transcript** were you interested in?	Tax Account Transcript
			Tax Return Transcript
			Record of Account (Account & Return Transcript)
			Wage & Income Transcript
			Verification of Non-Filing Letter
			Not sure
MHM6185Q032	D4	Did you **have any difficulty** requesting a transcript today?	Yes
			No
MHM6185Q033	D5	What **type of difficulty** did you have when requesting a transcript today?	*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
			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 **forms, publications, or instructions**?	Download current year tax forms
			Download prior year tax forms
			Print current year tax forms
			Print prior year tax forms
			Better understand tax rules and procedures
			Order tax forms
			e-file my forms
			Find examples of completed forms
			Other

CUSTOM QUESTIONS
IRS v3
MID: MNctApFhltd0k9I0UoMFsA4C
Date: 12/15/2015

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

IRS v3 CUSTOM QUESTION LIST

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

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Radio button, one-up vertical	Y		Frequency
B A	Radio button, one-up vertical	Y	Skip logic	Role
	Text field, <100 char	N	Skip logic	Other role
C	Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
	Text field, <100 char	N	Skip logic	Other taxpayer
G1,G3 W W W F1 F1 F1 F1 F1 F1 B1 W C1 E1,F1 D1,D3,D4,D7 A,F1	Radio button, one-up vertical	Y	Skip logic Randomize Anchor answer choice	Reason
	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
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 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