

There are two test links to the electronic version of our survey; one for the website version and one for listserv version.

Website Test Link: <https://www.opssupport-surveys.com/se/251137456BEDCDC9>

Listserv Test Link: <https://www.opssupport-surveys.com/se/251137451A29C7CC>

The following is a text breakout of the survey, with question branching detailed.

Tax Stats Website Customer Satisfaction Survey 2020

As part of the process of evaluating the information and products we provide on our website, *Tax Stats* (irs.gov/statistics), we have developed a short, automated customer satisfaction survey. The survey should take approximately 5 minutes to complete. The purpose of this survey is to collect information about your experience using our website. The survey is voluntary and your responses are anonymous. Survey results will be collected so that no individual can be identified. We encourage you to answer all questions completely so we will have the information we need to improve our website.

Our authority to request information for this survey is 5 USC 301. The primary purpose of requesting the information is to determine how well we are meeting your needs. Aggregate information that does not contain personally identifiable information about our customer satisfaction might be provided to the Office of Management and Budget if requested for official business purposes. Providing the information is voluntary. Not providing all or part of the information means that we won't have feedback that we can use to improve our website experience. The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:CAR:MP:T:M:S - Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

To participate, click on the Next button below.

If you have any technical questions regarding the completion of this survey, you may contact the survey administrators by sending an email to the following address: irs.raas.soi.survey.administration@irs.gov. Thank you in advance for your time and participation. Your feedback is important to us.

Sincerely,

Dave Paris
Acting Director
Statistics of Income Division

(End of Page 1)

[Note: Some of the wording that follows is slightly different for the website version of the survey than for the listserv version. The additional wording added for the website version will appear in [blue text](#).]

Which of the following best describes how you primarily used our website, *Tax Stats* (irs.gov/statistics), during today's visit?



I do complex analysis and simulations in statistical tools such as R and Stata.

I prefer not to have to browse for the data I need and want well indexed, time series data and flat files in a specific format.



I use data from *Tax Stats* in stories and reports. I prefer to search for statistics by topic and would like there to be a collection of statistics on a topic all in one place.

I need quick, easy-to-understand data to present in multiple formats. I like to see historical trends and future projections, not just single data points. If two data sets aren't easily comparable, I am not going to spend a lot of time figuring out how to match them up.



I use data from *Tax Stats* to create models and projections to assess public policy objectives.

Because I can't always find statistics by topic, I'm not always sure if I've found all the available data relevant to an analysis I'm conducting or where I might find it. Having to download and compare different tables for different years is cumbersome and takes time away from my actual analysis.



I use data from *Tax Stats* to comment on and evaluate very recent events.

I get annoyed if the "latest statistics" aren't very recent. I like to use data summaries and the key statistics they highlight. Without a good outline or index to guide me, I am not going to wade through pages of data. I trust IRS's SOI Tax Stats, but I don't rely on them exclusively.



I work with taxpayers and like to be aware of how tax policies change and how taxpayers are affected by these changes.

To help them, I want to know what information is typically reported on tax forms and in what general range.



I clicked on a search result and was brought here.

I don't know if this site has the information I am looking for, but might click on a few links to explore a bit.



None of the above descriptions capture how I use *Tax Stats*.

(End of Page 2)

If answer is: **I do complex analysis and simulations in statistical tools such as R and Stata.**

The following questions will appear:

For the following questions, please think about your experience [today](#) with our website, *Tax Stats* (irs.gov/statistics), while answering.

How often do you use *Tax Stats*?

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly

What area of *Tax Stats* do you use most often?

- IRS Data Book
- Individual Tax Statistics
- Business Tax Statistics
- Tax-Exempt Statistics
- Estate/Gift Tax Statistics
- Projections of Return Filings
- Other (Please Specify) _____

What types of data products do you use most often? (Check all that apply)

- Microdata files (CSV)
- Summary Statistical Tables (XLSX)
- OneSheets (PDF)
- Articles (PDF)
- Publications (PDF)
- Other (Please Specify) _____

What types of statistics would you like to see more frequently? (Check all that apply)

- Microdata
- Summary Statistical Tables
- Geo-data
- Time Series Data
- Other (Please Specify) _____

What other statistical agency (Federal, State, Municipal, Non-profit/NGO) websites do you get data from?

Considering your experience with other statistical agency websites, what types of data products or website features would you like to see implemented on *Tax Stats*?

Overall, *Tax Stats* products/data met your needs.

- Never
- Sometimes
- Almost Always
- Always
- NA

Overall, how satisfied are you with our website (*Tax Stats*)?

- Totally Dissatisfied
- Somewhat Dissatisfied
- Neither
- Somewhat Satisfied
- Totally Satisfied

What would you like to see improved?

Are there any new published products that you would like to see on our website? (These can include adding new data items to our current tabulations, new breakouts for existing tables, or totally new products, etc.)

If answer is: **I use data from *Tax Stats* in stories and reports. I prefer to search for statistics by topic and would like there to be a collection of statistics on a topic all in one place.**

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- Other (Please Specify) _____

Thinking of data products available on *Tax Stats*, to what extent do you agree that our products are easy to use and understand?

- Completely Disagree
- Somewhat Disagree
- Neither
- Somewhat Agree
- Completely Agree

How easy was it to find what you were looking for?

- I did not find what I was looking for
- Very difficult
- Somewhat difficult
- Somewhat easy
- Very easy

Please explain your response to the previous question (open ended; asked if one of the negative responses is selected.)

Based on your most recent experience on *Tax Stats*, how satisfied are you with the navigation on the left-hand side of our web pages?

- Totally Dissatisfied
- Somewhat Dissatisfied
- Neither
- Somewhat Satisfied
- Totally Satisfied

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- Used a search engine (Google, Bing, etc.)
- Used the search box on IRS.gov
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If answer is: **I clicked on a search result and was brought here.**

The following questions will appear:

For the following questions, please think about your experience [today](#) with our website, *Tax Stats* ([irs.gov/statistics](#)), while answering.

What were you looking for on IRS.gov?

- How to file my return
- How to pay my taxes
- Get the status of my refund
- Get a transcript of my return
- Other (Please specify) _____

How did you find *Tax Stats*?

- Used a search engine (Google, Bing, etc.)
- Used the search box on IRS.gov
- Other (Please specify) _____

If answer is: **None of the above descriptions capture how I use *Tax Stats*.**

The following questions will appear:

Please describe how you use *Tax Stats*.

For the following questions, please think about your experience with our website, *Tax Stats* (irs.gov/statistics), while answering.

What were you looking for on IRS.gov?

- How to file my return
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