			Beta version CUSTOM QUESTION LIST	
QID	Question Text	A11 Category		Skip to
1	Please rate your agreement with the following statements about your	Trust	Strongly Disagree	
	visit to IRS.gov today:		Disagree	
	This interaction increased my trust in the IRS		Neutral	
			Agree	
			Strongly Agree	
2	I am satisfied with the service I received from IRS.gov	Satisfaction	Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
3	My need was addressed	Quality	Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
4	It was easy to complete what I needed to do	Ease	Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
5	It took a reasonable amount of time to do what I needed to do	Efficiency	Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
6	It was easy to find the information that I needed on IRS.gov		Strongly Disagree Strongly Disagree	_
			Disagree	_
			Neutral	
			Agree	
7	It was easy to understand the information on IRS.gov		Strongly Agree	
1	il was easy to understand the information on IRS.gov		Strongly Disagree	_
			Disagree Neutral	-
				-
			Agree Strongly Agree	-
8	I am likely to use IRS.gov as my primary resource for tax information		Strongly Disagree	
0	I am likely to use iks.gov as my primary resource for tax information		Disagree	<del> </del>
			Neutral	<del> </del>
			Agree	<del> </del>
1			Strongly Agree	<del> </del>
9	I am visiting IRS.gov today as		An individual taxpayer (myself, my household, family member, etc.)	
l	. a Notaing into gov today ao		A business (corporation, partnership, small business, employee, etc.)	╡
1			A charity or non-profit organization (tax exempt entity, government entity, employee, etc.)	┥ ┃
1			A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.)	╡
1			Other	7
10	What was your main reason for visiting IRS.gov today?		COVID-19 or Economic Impact Payment	12
			Tax forms, publications, or instructions	12
			Refund status or refund information	12
			Filing or filing information	12
			Payments or balance info (make a payment, payment agreements, check balance, find payment info, etc.)	11
			Tax records (tax transcript, account transcript, etc.)	12
			Tools for tax professionals (e.g., e-services)	12
			Free File information	12
			Tax Identification Number (EIN, PTIN, ITIN, etc.)	12
			Penalties	12
			Credits and deduction information	12
			Amended tax return status or amend my previously filed return	12
			Identity theft, fraud, or scams	12

Beta version

#### **Beta version CUSTOM QUESTION LIST Answer Choices** QID A11 Category **Question Text** (limited to 50 characters) Skip to General tax information 12 Other 11 Please indicate which specific payment tasks describe your visit today. Make an online payment (Select all that apply) 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 12 Were you able to log in to (or create an account for) any IRS online tool 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 13 Prior to this visit, what contact have you had with the IRS about your Have not been in contact with the IRS for this reason main reason for visiting? (Select all that apply) 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 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
	Radio button, one-up vertical		Y
	Radio button, one-up vertical		Y
	Radio button, one-up vertical		Y
			N
			N
			N
	Radio button, one-up vertical		Y
	Radio button, one-up vertical		Y

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

IRS v3

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			IKS V3 CUSTOM QUESTION LIST	
	Skip			
	Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
IHM6185Q001		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	
4LINAC10E0002		Which hast describes you for your visit to IDC sou		В
иНМ6185Q002		Which <b>best describes</b> you for your visit to IRS.gov	An individual taxpayer	в
		today?	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
ИНМ6185Q003	Α	Please specify:		
STE0105298	В	Please <b>specify</b> your individual taxpayer role.	Employee	
0.20200200	_	l louise specify your marriadar taxpayer roler	Self employed	
			International taxpayer	
			Parent	
			Student	
			Senior and/or retiree	
			Other	С
STE0105299	С	Please specify:		
ИНМ6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return	G1.G3
III IIVI0163Q004		Willy did you visit in 3.gov today:	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	
4111404050005		Diagram and the second	Ottle	A,F1
MHM6185Q005	Α	Please specify:		
MHM6185Q006	F1	Did you <b>find</b> the information you were <b>looking for</b>	Yes	F3
		today?	No	F2
иНМ6185Q007	F2	Please describe <b>any difficulties that prevented</b> 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 <b>trying to accomplish</b> with regard to	Make an online payment	B5,B7
		payments?	Seek information about payment options	B2,B9
				B11,B7
			Set up an installment agreement or online payment agreement	
			Look-up, modify, or cancel an existing payment or agreement	B7
			Other	B4
STE0105300	B2	Which <b>most closely describes</b> 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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			11.0 V3 000 TOM Q020 TOM E101	
	Skip Logic		Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Skip to
MUNACA OF COA 4		Diameter 1997	Other	B3
MHM6185Q011	B3	Please specify:		
MHM6185Q012	B4	Please specify:		
MHM6185Q012	B5	Which <b>type of payment</b> did you attempt?	Pay by Debit or Credit Card	
WII IIWIO100Q010		without type of payment and you attempt.	Electronic Federal Tax Payment System (EFTPS)	1
			IRS Direct Pay	1
			Other	В6
MHM6185Q014	В6	Please specify:		
STE0105301	B11	Which type of agreement did you set up or tried to set	Monthly payments by mail	
		3,7	Monthly payment via direct debit	1
			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
			was unable to complete any of my task(s)	B8
MHM6185Q016	B8	If not, what <b>prevented</b> you?		
MHM6185Q017	B9	Were you able to find the information you were looking	Yes	
		for?	No	B10
MHM6185Q018	B10	If not, what <b>prevented</b> you?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your	Check status of refund	C3,C5,C7,C8
		The state of the s	Research more information about refund	C9
			Review refund FAQs	C9
			Other	C2
MHM6185Q020	C2	Please specify:		
MHM6185Q021	C3	How would you <b>classify the ease of use</b> for the refund	Very easy	
		status feature?	Somewhat easy	
			Somewhat difficult	C4
			Very difficult 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	Yes	
		sufficient information/messaging about your refund	No	C6
		status?	INO	_ C0
MHM6185Q024	C6	Please specify what the IRS could do better 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	How many times did you use the refund status feature	This is my first time	
		during the tax season?	2-4 times	1
			5-9 times	
			10 or more times	
MHM6185Q027	C9	Were you able to find the information you were looking	Yes	
		for?	No	C10
MHM6185Q028	C10	If not, what prevented you?		
STE0105302	G1	What were you trying to accomplish with regard to your	Check status of amended return	
STE0105311	G2	amended return? Please specify:	Other	G2
STE0105310	G3	Were you <b>able to find</b> the information you were looking		
		for?	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	Higher education/student aid	
VIHIVIO165Q029	DI	today?	Mortgage related	
		ioudy.	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.		
иНM6185Q031	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	
иНМ6185Q032	D4	Did you have any difficulty requesting a transcript today?	Yes	D5
ИНМ6185Q033	D5		No	D6
MHM0185Q033	פט	What type of difficulty did you have when requesting a	There were technical difficulties with the application 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 <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 make the Get Transcript application better in the future?		
MHM6185Q036	E1	What were you trying to accomplish with regard to	Download current year tax forms	
		forms, publications, or instructions?	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	E2
			Other	EZ
4UM619E0027	E2	Dlooco coocify:		
	E2	Please specify:		
	E2 W	Please specify:  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)	
MHM6185Q037 MHM6185Q038			I was able to complete most of my task(s) I was able to complete some of my task(s)	X
мНМ6185Q038	W	To what extent were you able to complete the task(s)?	I was able to complete most of my task(s)	X X
ИНМ6185Q038 ИНМ6185Q039		To what extent were you able to complete the task(s)?  If not, what prevented you?	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)	х
	W	To what extent were you able to complete the task(s)?	I was able to complete most of my task(s) I was able to complete some of my task(s)	

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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	Α	How was your <b>search experience</b> 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	В
MHM6185Q042		Please specify:		
MHM6185Q043		What specific search term(s) did you use to find information on IRS.gov?		
MHM6185Q044		How easily were you <b>able to navigate</b> the website to	Navigation worked as expected	
		find what you needed?	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

	Required		
Type (select from list)	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
Radio button, one-up vertical	Y	Skip logic	Other reason Transcript types
Raulo bullon, one-up vertical	'	Skip logic	Hanscript 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

IRS v3

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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 <b>best describes</b> you for your visit to IRS.gov	An individual taxpayer
		today?	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	Α	Please specify:	
	В	Please <b>specify</b> your individual taxpayer role.	Employee
			Self employed
			International taxpayer
			Parent
			Student
			Senior and/or retiree
	_		Other
	С	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	Α	Please specify:	
MHM6185Q006	F1	Did you <b>find</b> the information you were <b>looking for</b>	Yes
		today?	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	Make an online payment
		payments?	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	Information about different payment options
		were seeking today?	Information about how to qualify.
			Information about how to apply
			Check approval of application
		Gabriela Smith	Review terms of my current online payment agreement, installment agreement or payment plan (due dates, amounts, bank accounts, etc.)
		This may need to be a whole new B2	Options to pay online from your bank account

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			IRS V3 CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)			
		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			
			Tour balance due			
MHM6185Q011	B3	Please specify	Other			
		Please specify:				
MHM6185Q012	B4	Please specify:	Durk Duking Outlined			
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card  Floatronic Forders Toy Reymont System (FFTDS)			
			Electronic Federal Tax Payment System (EFTPS)  IRS Direct Pay			
			Other			
MHM6185Q014	B6	Please specify:	Onter			
MHM0163Q014						
	B11	Which <b>type of agreement</b> did you set up or tried to set	Online payment agreement			
		up?	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)?	l was able to complete all my task(s)			
			was able to complete most of my task(s)			
			was able to complete some of my task(s)			
		W	was unable to complete any of my task(s)			
MHM6185Q016	B8	If not, what <b>prevented</b> you?				
MHM6185Q017	B9		Yes			
		for?	No			
MHM6185Q018	B10	If not, what <b>prevented</b> you?				
MHM6185Q019 C1 What were you trying to accomplish with regard to your Check status of refund		Check status of refund				
		refund status?	Check status of amended return			
			Research more information about refund			
			Review refund FAQs			
			Other			
MHM6185Q020	C2	Please specify:				
MHM6185Q021	C3					
		status feature?	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	Yes			
		status?	No			
MHM6185Q024	C6	Please specify what the IRS could do better 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 How many times did you use the refund status feature This is my first time			This is my first time			
	2-4 times					
	5-9 times					
			10 or more times			
MHM6185Q027	C9		Yes			
		for?	No			

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			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	Check status of amended return			
		amended return?	Other			
	G2	Please specify:				
	G3	Were you <b>able to find</b> the information you were looking	Yes			
	G4	If not, what <b>prevented</b> you?	NO Control of the con			
MHM6185Q029	D1	What was your <b>main reason</b> for requesting a transcript	Higher education/student aid			
IVII IIVIO103Q029	DI		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 <b>other reason(s)</b> for requesting a transcript today.				
MHM6185Q031	D3	What type of transcript were you interested in?	Tax Account Transcript			
IVII IIVIOTOSQUST	DJ	what type of transcript were you interested in:	Tax Return Transcript			
			Record of Account (Account & Return Transcript)			
			Wage & Income Transcript			
			Verification of Non-Filing Letter			
			vermication of Notice image better. Notice image better.			
MHM6185Q032	D4	Did you have any difficulty requesting a transcript	Yes			
WII IIVIO103Q032	54		No			
MHM6185Q033	D5	What <b>type of difficulty</b> did you have when requesting a				
WII IIVIOTOJQUJJ	DJ	transcript today?	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 <b>any other difficulties</b> you had when	One			
WI IWO103Q034	Бо	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			
0250Q000			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			
			One			

IRS v3

MID: MNctApFhltd0k9I0UoMFsA4C

Date: 12/15/2015

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

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)			
		(4)	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	Х	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	Α	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	В	Please specify:			
MHM6185Q043	С	What <b>specific search term(s)</b> did you use to find information on IRS.gov?			
MHM6185Q044	D	·			
			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	Е	Please specify:			
MHM6185Q046		What could we <b>do to make</b> our website better?			

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Radio button, one-up vertical	Y		Frequency
В	Radio button, one-up vertical	Υ	Skip logic	Role
Α	Text field, <100 char	N	Skip logic	Other role
	Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
С				
	Text field, <100 char	N	Skip logic	Other taxpayer
G1,G3 W	Radio button, one-up vertical	Y	Skip logic	Reason
w				
W			Randomize	
F1 F1				
F1				
F1				
F1 F1				
B1				
w				
C1				
E1,F1 D1,D3,D4,D7				
A,F1			Anchor answer choice	
	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 B7	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
В3				
	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
B6	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 <del>C3,C5,C7,C8</del> 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
- GZ	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
	Radio button, one-up vertical	Y	Skip logic	Transcript Reason
D2	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 difficult
D6 D6 D6 D6 D6 D6 D6 D6	Radio button, one-up vertical	Y	Skip logic	Transcript difficultion
	Text area, no char limit	N	Skip logic	Transcript Other difficulties
	Text area, no char limit	N	Skip logic	Improve transcrip
	Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
E2				
E2				

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Text area, no char limit	N	Skip logic	Forms Other accomplish
	Radio button, one-up vertical	Y	Skip logic	Task accomplishment
X X				
	Text area, no char limit	N	Skip logic	Prevented task
A,C A,C <del>A,G</del> D D A <del>,G</del>	Checkbox, one-up vertical	Y	Skip logic	Method
В	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