

	Skip Logic Label	Question Text
		<i>Please rate your level of agreement with the following statements about using your account online.</i>
1		This interaction increased my trust in the IRS.
2		I am satisfied with the service I received from the online tax account tool
3		The online tax account tool met my needs.
4		It was easy to find what I needed
5		It took a reasonable amount of time to do what I needed to do
6		How long have you had an online account with the IRS?
7	A1	How easy or difficult was the sign-up process for an online tax account?
8	A2	How frequently do you use this tool?
9		What was the purpose of your visit today? Select all that apply.
10	B1	<i>Please rate your level of agreement with the following statement.</i> The details of my balance were clear and easy to understand. (KEEP AS IS)

11	B2	What did you want to accomplish by viewing your notice or letter today?
12	B3	Please specify your other reason for visit.
13		If you could change or improve one thing about the online tax account tool, what would it be?
14		What did you like best about your experience today?

4- Agree		
5- Strongly Agree		
		Text area, no char limit
		Text area, no char limit
		Text area, no char limit
		Text area, no char limit

Required Y/N	A-11 Domain
Y	
	Confidence/Trust
	Satisfaction
	Quality
	Ease
	Efficiency
N	
N	
N	
Y	
N	

N	
N	
N	
N	