



The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text

Welcome Text

Thank you for visiting. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Welcome Text - Tablet / Phone

Thank you for visiting. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Thank You Text - Tablet / Phone

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Example Desktop



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an **

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

Example Mobile



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Required questions are denoted by an *

Thank you for taking our survey - and for helping us serve you better.

Cancel

Submit

ForeSee
[ForeSee Privacy Policy](#)

Model Name IRS Mobile v5
Model ID M5tYsVQZUoI4NdAVVtBEUw4C
Partitioned No
Date
Model Version NA

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
PAT0504952			Please rate your agreement with the following statements	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		Trust
PAT0504953			I am satisfied with the service I received from IRS.gov.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		Satisfaction
PAT0504954			My need was addressed.	1=Strongly Disagree 2 3 4 Strongly Agree=5	3.1 3.1		Y	Radio button, scale, no don't know	Skip Logic Group*	Quality
SBD9358Q004		3.1	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.				N	Text area, no char limit	Skip Logic Group*	OE_Need
PAT0504955			It was easy to complete what I needed to do.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		Ease
PAT0504956			It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree 2 3 4 Strongly Agree=5			Y	Radio button, scale, no don't know		Efficiency
SBD9358Q007			Who are you visiting IRS.gov today as? (Select all that apply.)	Myself (individual) or on behalf of others (example: family member, spouse or client) Business (example: corporation, partnership, small business or my employer) Charity or non-profit organization (example: tax exempt entity or government entity) Tax professional (example: accountant, attorney, bank trust officer, enrolled agent, tax consultant or tax preparer) Other	6.1		Y	Checkbox, one-up vertical	Skip Logic Group*	Role
SBD9358Q008		6.1	Which situation best describes who you're helping? (Select all that apply.)	Non-filer of a federal income tax return First-time federal income tax return filer Employee earning a wage or salary (Standard 1040 Filer) Retiree Earns self-employment income Someone who has employees Foreign national living in the United States US taxpayer living abroad Parent acting on behalf of a child Active duty member of the military Estate administrator acting on behalf of a deceased person and/or their estate Receives disability benefits			N	Checkbox, one-up vertical	Skip Logic Group*	Situation
SBD9358Q009			What was your reason for visiting IRS.gov today? (Select all that apply.)	Economic impact payment information Refund status Tax forms, publications, or instructions Child tax credit payment information Filing or filing information Payments, payment plans or balance information Tax records (tax transcript, account transcript, etc.) Tools for tax professionals (e.g., e-services) Free File information Tax Identification Number (EIN, PTIN, ITIN, etc.) Penalties Credits and deduction information Amended tax return status or information Identity theft, fraud, or scams General tax information Seek contact information Other	7.2 7.1		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
SBD9358Q010		7.1	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 Seek contact information Other			N	Checkbox, one-up vertical	Skip Logic Group*	Payment Tasks
SBD9358Q011		7.2	Please indicate which specific child tax credit payment tasks describe your visit today. (Select all that apply.)	Check eligibility status			N	Checkbox, one-up vertical	Skip Logic Group*	Child Tax Credit Tasks

			View payment history Update payment information Update mailing address Unenroll from payments Re-enroll in payments Find general information about the credit					
SBD9358Q012		Prior to this visit, what contact have you had with the IRS	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) Used the IRS2Go Mobile App Visited IRS.gov		Y	Checkbox, one-up vertical		Prior Contact
SBD9358Q013		Were you able to log in to (or create an account for) any IRS	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		Y	Radio button, one-up vertical		Log In
SBD9358Q014		What suggestions do you have to improve existing IRS.gov services? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.			N	Text area, no char limit		OE_Improve

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
SBD9358Q001			Please rate your agreement with the following statements	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, one-up-vertical		Trust
SBD9358Q002			I am satisfied with the service I received from IRS.gov.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, one-up-vertical		Satisfaction
NEW			Please rate your agreement with the following statements	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, scale, no don't know		Trust
NEW			I am satisfied with the service I received from IRS.gov.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, scale, no don't know		Satisfaction
SBD9358Q003			My need was addressed.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	0.1 0.1		Y	Radio button, one-up-vertical	Skip Logic Group*	Quality
NEW			My need was addressed.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	0.1 3.1		Y	Radio button, scale, no don't know	Skip Logic Group*	Quality
SBD9358Q004		3.1	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.				N	Text area, no char limit	Skip Logic Group*	OE_Need
SBD9358Q005			It was easy to complete what I needed to do.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, one-up-vertical		Ease
SBD9358Q006			It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, one-up-vertical		Efficiency
NEW			It was easy to complete what I needed to do.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, scale, no don't know		Ease
NEW			It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree			Y	Radio button, scale, no don't know		Efficiency
SBD9358Q007			Who are you visiting IRS.gov today as? (Select all that apply.)	Myself (individual) or on behalf of others (example: family member, spouse or client) Business (example: corporation, partnership, small business or my employer) Charity or non-profit organization (example: tax exempt entity or government entity) Tax professional (example: accountant, attorney, bank trust officer, enrolled agent, tax consultant or tax preparer) Other	6.1		Y	Checkbox, one-up vertical	Skip Logic Group*	Role
SBD9358Q008		6.1	Which situation best describes who you're helping? (Select all that apply.)	Non-filer of a federal income tax return First-time federal income tax return filer Employee earning a wage or salary (Standard 1040 Filer) Retiree Earns self-employment income Someone who has employees Foreign national living in the United States US taxpayer living abroad Parent acting on behalf of a child Active duty member of the military Estate administrator acting on behalf of a deceased person and/or their estate Receives disability benefits			N	Checkbox, one-up vertical	Skip Logic Group*	Situation
SBD9358Q009			What was your reason for visiting IRS.gov today? (Select all that apply.)	Economic impact payment information Refund status Tax forms, publications, or instructions			Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason

			Child tax credit payment information Filing or filing information Payments, payment plans or balance information Tax records (tax transcript, account transcript, etc.) Tools for tax professionals (e.g., e-services) Free File information Tax Identification Number (EIN, PTIN, ITIN, etc.) Penalties Credits and deduction information Amended tax return status or information Identity theft, fraud, or scams General tax information Seek contact information Other	7.2 7.1					
SBD9358Q010		7.1	Please indicate which specific payment tasks describe your visit	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 Seek contact information Other		N	Checkbox, one-up vertical	Skip Logic Group*	Payment Tasks
SBD9358Q011		7.2	Please indicate which specific child tax credit payment tasks describe your visit today. (Select all that apply.)	Check eligibility status View payment history Update payment information Update mailing address Unenroll from payments Re-enroll in payments Find general information about the credit		N	Checkbox, one-up vertical	Skip Logic Group*	Child Tax Credit Tasks
SBD9358Q012			Prior to this visit, what contact have you had with the IRS	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) Used the IRS2Go Mobile App Visited IRS.gov		Y	Checkbox, one-up vertical		Prior Contact
SBD9358Q013			Were you able to log in to (or create an account for) any IRS	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		Y	Radio button, one-up vertical		Log In
SBD9358Q014			What suggestions do you have to improve existing IRS.gov services? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.			N	Text area, no char limit		OE_Improve

Attribute	Value
Channel	Mobile
Touchpoint Name	Browse
Hierarchy	No
Model Type	NonModel
Journey Phase	Consideration
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	NA

Survey Type	NONMODEL
Look and Feel	Single Page
Theme Color	#000000