

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	Welcome Text - Tablet / Phone
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.	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 Text - Tablet / Phone
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 for taking our survey - and for helping us serve you better. We appreciate your input!
Example Desktop	Example Mobile
Customer Satisfaction Survey The result of the prime of the prima	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 Model ID Partitioned Date Model Version	IRS Mobile v5 M5tYsVQZUol4NdAVVtBEUw4C No NA			Red & Strike Throu Underlined & Italici, Pink: Addition Blue: Reword	gh: Delete zed: Re-order FORESEE
Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors

Model Name	IRS Mobile v5	Red & Strike-Through: Delete	
Model ID	M5tYsVQZUoI4NdAVVtBEUw4C	Underlined & Italicized: Re-order	FORESEE
Partitioned	No	Pink: Addition	
Date		Blue: Reword	

QID	AP Question Tag Si	kip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
AT0504952	1 1		Please rate your agreement with the following statements	1=Strongly Disagree			Y	Radio button, scale, no don't know		Trust
				2						
				3 4						
				Strongly Agree=5						
T0504953			I am satisfied with the service I received from IRS.gov.	1=Strongly Disagree			Y	Radio button, scale, no don't know		Satisfaction
				2						
				3						
				4 Strongly Agree=5						
T0504954			My need was addressed.	1=Strongly Disagree	3.1		Y	Radio button, scale, no don't know	Skip Logic Group*	Quality
				2	3.1					
				3						
				4 Strongly Agree=5						
SBD9358Q004		3.1	Why was your need not addressed? Please do NOT provide any personal information (name, Social	Strongly Agree=5			N	Text area, no char limit	Skip Logic Group*	OE_Need
			Please do NOT provide any personal information (name, Social Security number, etc.) in your response.							_
T0504955			It was easy to complete what I needed to do.	1=Strongly Disagree			Y	Radio button, scale, no don't know		Ease
				2						
				3						
				4 Strongly Agree=5						
T0504956	• –		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree			Y	Radio button, scale, no don't know		Efficiency
				2						
				3						
				4 Strongly Agree=5						
09358Q007			Who are you visiting IRS.gov today as? (Select all that apply.)	Myself (individual) or on behalf of others (example: family member, spouse				Checkbox, one-up vertical	Skip Logic Group*	Role
				or client)	6.1		Y			
				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						
D9358Q008		6.1	Which situation best describes who you're helping? (Select all	Non-filer of a federal income tax return			N	Checkbox, one-up vertical	Skip Logic Group*	Situation
				First-time federal income tax return filer Employee earning a wage or salary (Standard 1040 Filer)						
				Employee earning a wage of salary (standard 1040 Filer) Refiree						
				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						
09358Q009			What was your reason for visiting IRS.gov today? (Select all	Economic impact payment information Refund status			Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reaso
				Retund status Tax forms, publications, or instructions						
				Child tax credit payment information	7.2					
				Filing or filing information						
				Payments, payment plans or balance information	7.1					
				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						
D9358Q010		7.1	Please indicate which specific payment tasks describe your visit				N	Checkbox, one-up vertical	Skip Logic Group*	Payment Task
				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						
				Check my account balance View my payment history						
				Seek contact information						
					-					
				Other						
D9358Q011		7.2	Please indicate which specific child tax credit payment tasks	Other Check eligibility status				Checkbox, one-up vertical	Skip Logic Group*	Child Tax Credit T

ForeSee Results - Confidential and Proprietary

		View payment history Update payment information Update mailing address Unenroll from payments Re-erroll 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 IRS2gov	Y	Checkbox, one-up vertical	Prio	or 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	L	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

Model Name Model ID Partitioned Date			IRS Mobile v5 M5tYsVQZUoI4NdAVVtBEUw4C No				Red & Strike- Underlined & Pink: Additior Blue: Reword	Through: Delete Italicized: Re-order		FORESEE
QID /	AP Question Tag S	kin From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required	Туре Sp	pecial Instructions	CQ Labe
QID 7	AF QUESTION TAY 3	кір гіопі	Question Text		экір то	AF Allswei Tay	Ý/N ¥	Radio button, one up vertical	pecial instructions	Trust
5575500001			the second structure with the following statements	1 = Strongly Disagree 2 = Disagree			+	Radio Button, one up verticar		TUSt
				3 = Neutral						
				4 = Agree						
BD9358Q002			I am satisfied with the service I received from IRS.gov.	5 = Strongly Agree 1 = Strongly Disagree			¥	Radio button, one-up vertical		Satisfactio
				2=Disagree						Calibratia
				3 = Neutral						
				4 = Agree						
IEW			Please rate your agreement with the following statements	5 = Strongly Agree 1=Strongly Disagree			Y	Radio button, scale, no don't know		Trust
			· · · · · · · · · · · · · · · · · · ·	2						, index
				3						
				4 Strongly Agree=5						
NEW			I am satisfied with the service I received from IRS.gov.	1=Strongly Disagree			Y	Radio button, scale, no don't know		Satisfactio
				2						Guiloidodo
				3						
				4						
BD93580003			My need was addressed.	Strongly Agree=5 1-Strongly Disagree	3.1		¥	Radio button, one up vertical	-ogic Group*	Quality
			ing need this data essen.	2=Disagree	3.1 3.1		-	Skp E	Logic Oroup	Quanty
				3 = Neutral						
				4 - Agree						
JEW			My need was addressed.	5 = Strongly Agree	31			Radio button, scale, no don't know Skip Lu	_ogic Group*	Quality
				2	3.1			Skip E	Logic Oroup	Quanty
				3						
				4						
SBD9358Q004		3.1	Why was your need not addressed?	Strongly Agree=5			N	Text area, no char limit Skip Li	_ogic Group*	OE_Nee
55576564001			Please do NOT provide any personal information (name, Social Security number, etc.) in your response.						Logic Group	OL_NCC
BD9358Q005			It was easy to complete what I needed to do.	1 = Strongly Disagree			¥	Radio button, one-up vertical		Ease
				2 = Disagree						
				3 - Neutral						
				4 = Agree 5 = Strongly Agree						
BD9358Q006			It took a reasonable amount of time to do what I needed to do.	1 = Strongly Disagree			¥	Radio button, one-up-vertical		Efficiency
				2 - Disagree						
				3 = Neutral 4 = Agree						
				5 = Strongly Agree						
IEW			It was easy to complete what I needed to do.	1=Strongly Disagree			Y	Radio button, scale, no don't know		Ease
				2						
				3						
				4 Strongly Agree=5						
IEW			It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree			Y	Radio button, scale, no don't know		Efficiency
				2						
				3						
				4 Strongly Agree=5						
BD9358Q007			Who are you visiting IRS.gov today as? (Select all that apply.)	Myself (individual) or on behalf of others (example: family member, spouse				Checkbox, one-up vertical Skip Li	_ogic Group*	Role
				or client)	6.1		Y			
				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)						
BD9358Q008		6.1	Which situation best describes who you're helping? (Select all	Other Non-filer of a federal income tax return			N	Checkbox, one-up vertical Skip Li	_ogic Group*	Situation
		0.1	····· , ···· , ··· , ··· , ···· , ···· , ··· , ··· , ··· , ··· , ··· , ···· , ·· , ··· , ··· , ··· , ··· , ··· , ··· , ··· , ··	First-time federal income tax return filer				J. J		Citation
				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

Receives disability benefits

What was your reason for visiting IRS.gov today? (Select all Economic impact payment information Refund status Tax forms, publications, or instructions

SBD9358Q009

Estate administrator acting on behalf of a deceased person and/or their estate

Primary Reason

Skip Logic Group*

Checkbox, one-up vertical

Y

		Child tax credit payment information	7.2				
		Filing or filing information	1.2				
		Tax records (tax transcript, account transcript, etc.)	7.1				
		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					
SBD9358Q010	7.1 Please indicate which specific payment tasks describe your visit	Make an online payment		N	Checkbox, one-up vertical	Skip Logic Group*	Payment Tasks
		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					
SBD9358Q011	7.2 Please indicate which specific child tax credit payment tasks				Checkbox, one-up vertical	Skip Logic Group*	Child Tax Credit Tasks
	describe your visit today. (Select all that apply.)	Check eligibility status		N			
		View payment history					
		Update payment information					
		Update mailing address					
		Unenroll from payments					
		Re-enroll in payments					
		Find general information about the credit					
SBD9358Q012		Have not been in contact with the IRS for this reason	_	 Y	Checkbox, one-up vertical		Prior Contact
	1 · · · · · · · · · · · · · · · · · · ·	Received a notice or letter from the IRS					The Solitati
		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					
SBD9358Q013		Visited IRS.gov I did not have to log in or create an account		 Y	Radio button, one-up vertical		Log In
55575500013				т	Radio button, one-up vertical		Log In
		I successfully logged in or created an account					
SBD9358Q014	Millet executions de very have to impress a definition (DC	I was unable to log in or create an account		 	Text area. no char limit		
3007330Q014	What suggestions do you have to improve existing IRS.gov services?				Text area, no char limit		OE_Improve
	Please do NOT provide any personal information (name, Social						
	Security number, etc.) in your response.					1	
1	security number, etc.) In your response.			N			

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