

Welcome and Thank You Text

Welcome Text

Thank you for visiting your IRS Online Account and taking the time 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.

Participation is voluntary and all responses are anonymous. We only receive compiled data, which does not allow us to identify you individually. Please DO NOT provide any personal information (name, Social Security number, phone number, email, etc.) in the "comments" sections of this survey.

As a reminder, we are NOT able to answer any tax or personal questions submitted through this survey.

Thank You Text

Thank you! Your response will be used to help make Online Account better for taxpayers.



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.

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

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Attribute	Value
Channel	Web
Touchpoint Name	Browse
Hierarchy	No
Model Type	CSAT Web
Journey Phase	Consideration
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	18.1.J

Survey Type	CSAT
Look and Feel	Single Page
Theme Color	#009fea

Model Name IRS Online Account V3
Model ID VEtW8MVU8JRE9tt115txUg4C
Partitioned No
Date 1/7/2019
Model Version 18.1.J

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



Label	Satisfaction Questions		
1	Satisfaction		
Satisfaction - Overall	What is your overall satisfaction with the online tax account tool? (1=Very Dissatisfied, 10=Very Satisfied)		
2 Satisfaction - Expectations	How well does the online tax account tool meet your expectations ? (1= Falls Short, 10=Exceeds)		
3 Satisfaction - Ideal	How does the online tax account tool compare to an ideal website tool? (1=Not Very Close, 10=Very Close)		

Model Name	IRS Online	Red & Strike-Through: Delete
Model ID	Account V3	Underlined & Italicized: Re-order
Partitioned	VEW8MVU8JKE9	Pink: Addition
Date	No	Blue: Reword
	1/7/2019	

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type
ZAK8367Q001			How long have you had an online account with the IRS?	First-time user Less than 6 months More than 6 months, but less than a year More than a year	A1 A2 A2 A2		N	Radio button, one-up vertical
ZAK8367Q002		A1	How easy or difficult was the sign-up process for an online tax account?	1- Very difficult 2- Somewhat difficult 3- Neutral 4- Somewhat easy 5- Very easy			N	Radio button, one-up vertical
ZAK8367Q003	visit_frequency	A2	How frequently do you use this tool?	More than once a week About once a week About once a month About once every few months About every 6 months Once a year or less		weekly monthly few_months	N	Radio button, one-up vertical
ZAK8367Q004	primary_reason_govt		What was the purpose of your visit today? (Select all that apply.)	View my balance Make an online payment View my payment history View my previous filing history (AGI or filing status) Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment or agreement Download a copy of my transcript Update personal information Other (please specify)	B1 B2		Y	Checkbox, one-up vertical
ZAK8367Q005		B1	Please rate your level of agreement with the following statement. The details of my balance were clear and easy to understand.	1- Strongly disagree 2- Somewhat disagree 3- Neutral 4- Somewhat agree 5- Strongly agree Not applicable - my balance was not shown			N	Radio button, one-up vertical
ZAK8367Q006		B2	Please specify your other reason for visit. Please DO NOT provide any personal information (name, Social Security number, phone number, email, etc.) in your response.				N	Text area, no char limit
ZAK8367Q007			Please rate your level of agreement with the following statements about using your account online. This experience increased my confidence in the IRS.	1- Strongly disagree 2- Somewhat disagree 3- Neutral 4- Somewhat agree 5- Strongly agree			Y	Radio button, one-up vertical
ZAK8367Q008			The online tax account tool met my needs .	1- Strongly disagree 2- Somewhat disagree 3- Neutral 4- Somewhat agree 5- Strongly agree			Y	Radio button, one-up vertical
ZAK8367Q009			I was able to find what I needed easily and quickly .	1- Strongly disagree 2- Somewhat disagree 3- Neutral 4- Somewhat agree 5- Strongly agree			Y	Radio button, one-up vertical
ZAK8367Q010	improve		If you could change or improve ONE thing about the online tax account tool, what would it be? Please DO NOT provide any personal information (name, Social Security number, phone number, email, etc.) in your response.				N	Text area, no char limit
ZAK8367Q011			What did you like best about your experience today? Please DO NOT provide any personal information (name, Social Security number, phone number, email, etc.) in your response.				N	Text area, no char limit

Special Instructions	CQ Label
Skip logic group	Length of account
Skip logic group	Sign up
Skip logic group	Frequency
Skip logic group Randomize	Purpose
Anchor Answer Choice Skip logic group	Balance Details
Skip logic group	Other visit reason
	Confidence
	Quality
	Ease
	Change one thing
	Like best

Model Name	IRS Online	Red & Strike-Through: Delete
Model ID	Account V3	Underlined & Italicized: Re-order
Partitioned	VEW8MVU8JKE9	Pink: Addition
Date	1/7/2019	Blue: Reword

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ZAK8367Q006		B2	Please specify your other reason for visit. Please DO NOT provide any personal information (name, Social Security number, phone number, email, etc.) in your response.				N	Text area, no char limit
ZAK8367Q007			Please rate your level of agreement with the following statements about using your account online. This experience increased my confidence in the IRS.	1- Strongly disagree 2- Somewhat disagree 3- Neutral 4- Somewhat agree 5- Strongly agree			Y	Radio button, one-up vertical
ZAK8367Q008			The online tax account tool met my needs .	1- Strongly disagree 2- Somewhat disagree 3- Neutral 4- Somewhat agree 5- Strongly agree			Y	Radio button, one-up vertical
ZAK8367Q009			I was able to find what I needed easily and quickly .	1- Strongly disagree 2- Somewhat disagree 3- Neutral 4- Somewhat agree 5- Strongly agree			Y	Radio button, one-up vertical
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