



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	
<p>Welcome Text - English</p> <p>Thank you for visiting the Internal Revenue Service (IRS). You've been randomly selected to tell us how we can improve IRS.gov.</p> <p>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, etc.) in the "comments" sections of this survey.</p> <p>As a reminder, we are NOT able to answer any tax or personal questions submitted through this survey.</p> <p>Required questions are marked with an *</p>	<p>Welcome Text - Spanish</p> <p>Gracias por visitar el Servicio de Impuestos Internos (IRS). Usted ha sido seleccionado al azar para informarnos cómo podemos mejorar IRS.gov.</p> <p>La participación es voluntaria y todas las respuestas son anónimas. Sólo recibimos datos compilados, lo que no nos permite identificarle individualmente. Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de "comentarios" de esta encuesta.</p> <p>Como un recordatorio, NO podemos responder a ninguna de las preguntas tributarias o personales enviadas a través de esta encuesta.</p> <p>Las preguntas requeridas están marcadas con un *</p>
<p>Thank You Text</p> <p>Thank you very much for completing this survey. All answers and comments will be used by the IRS to help better serve you.</p>	<p>Thank You Text - Spanish</p> <p>Muchas gracias por completar esta encuesta. Todas las respuestas y comentarios serán usados por el IRS para ayudar a servirle mejor.</p>
<p>Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p>Customer Satisfaction Survey</p><p>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.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>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.</p><p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	<p>Example Mobile</p>

Model Name IRS Spanish V3
 Model ID gJFodIIElgw1RgkMUU5o5A4C
 Partitioned Yes - 2MQ
 Date
 Model Version 17.2.G

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of IRS.gov.	16 Satisfaction - Overall	What is your overall satisfaction with IRS.gov? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	How likely are you to return to IRS.gov?
2 Look and Feel - Balance	Please rate the balance of graphics and text on IRS.gov.	17 Satisfaction - Expectations	How well does IRS.gov meet your expectations ? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on IRS.gov.	18 Satisfaction - Ideal	How does IRS.gov compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	20 Recommend	How likely are you to recommend IRS.gov to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on IRS.gov.			21 Primary Resource	How likely are you to use IRS.gov as your primary resource for tax information?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on IRS.gov.				
6 Site Performance - Completeness	Please rate how completely the page content loads on IRS.gov.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	Please rate how well IRS.gov is organized .				
8 Navigation - Options	Please rate the options available for navigating IRS.gov.				
9 Navigation - Layout	Please rate how well IRS.gov layout helps you find what you need .				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on IRS.gov.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on IRS.gov.				
12 Information Browsing - Features	Please rate how well the features on IRS.gov help you find the information you need .				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	Please rate the thoroughness of information provided on IRS.gov.				
14 Site Information - Understandable	Please rate how understandable IRS.gov's information is .				
15 Site Information - Answers	Please rate how well IRS.gov's information provides answers to your questions .				



Label	Element Questions	Element Questions - SP	Label	Satisfaction Questions	Satisfaction Questions - SP	Label	Future Behaviors	Future Behaviors - SP
1	Look and Feel - Appeal Please rate the visual appeal of IRS.gov.	Aspecto (1=Pobre, 10=Excelente, No Sé) Por favor, califique el aspecto visual de IRS.gov/español.	16	Satisfaction - Overall What is your overall satisfaction with IRS.gov? (1=Very Dissatisfied, 10=Very Satisfied)	¿Cuál es su satisfacción general con IRS.gov/español? (1=Muy insatisfecho, 10=Muy Satisfecho)	19	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to IRS.gov?	Volver (1=Muy poco probable, 10=Muy probable) ¿Es probable que usted vuelva a visitar IRS.gov/español?
2	Look and Feel - Balance Please rate the balance of graphics and text on IRS.gov.	Por favor, califique la proporción de texto y gráficos en IRS.gov/español.	17	Satisfaction - Expectations How well does IRS.gov meet your expectations ? (1= Falls Short, 10= Exceeds)	¿Qué tan bien IRS.gov/español cumple sus expectativas ? (1=No las cumple, 10=Las excede)	20	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend IRS.gov to someone else?	Recomendar (1=Muy poco probable, 10=Muy probable) ¿Es probable que usted recomiende IRS.gov/español a otra persona?
3	Look and Feel - Readability Please rate the readability of the pages on IRS.gov.	Por favor, califique la legibilidad de las páginas en IRS.gov/español.	18	Satisfaction - Ideal How does IRS.gov compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	¿Cómo se compara IRS.gov/español con su idea de un sitio web ideal ? (1=No muy parecido, 10=Muy parecido)	21	Primary Resource How likely are you to use IRS.gov as your primary resource for tax information?	Principal Recurso (1=Muy poco probable, 10=Muy probable) ¿Es probable que usted utilice IRS.gov/español como su principal recurso para obtener información tributaria?
4	Site Performance - Loading Please rate how quickly pages load on IRS.gov.	Por favor, califique la rapidez con que las páginas se cargan en IRS.gov/español.						
5	Site Performance - Consistency Please rate the consistency of speed from page to page on IRS.gov.	Por favor, califique la consistencia de la velocidad de página a página en IRS.gov/español.						
6	Site Performance - Completeness Please rate how completely the page content loads on IRS.gov.	Por favor, califique qué tan completo se carga el contenido de la página en IRS.gov/español.						
7	Navigation - Organized Please rate how well IRS.gov is organized .	Por favor, califique qué tan bien IRS.gov/español está organizado .						
8	Navigation - Options Please rate the options available for navigating IRS.gov.	Por favor, califique las opciones disponibles para navegar en IRS.gov/español.						
9	Navigation - Layout Please rate how well IRS.gov layout helps you find what you need .	Por favor, califique qué tan bien el diseño de IRS.gov/español le ayuda a encontrar lo que necesita .						
10	Information Browsing - Sort Please rate the ability to sort information by criteria that are important to you on IRS.gov.	Navegación de la Información (1=Pobre, 10=Excelente, No Sé) Por favor, califique la capacidad de clasificar la información por criterios que son importantes para usted en IRS.gov/español.						
11	Information Browsing - Narrow Please rate the ability to narrow choices to find the information you are looking for on IRS.gov.	Por favor, califique la capacidad de limitar las opciones para encontrar la información que busca en IRS.gov/español.						
12	Information Browsing - Features Please rate how well the features on IRS.gov help you find the information you need .	Por favor, califique qué tan bien las características en IRS.gov/español le ayudan a encontrar la información que necesita .						
13	Site Information - Thoroughness Please rate the thoroughness of information provided on IRS.gov.	Información del sitio (1=Pobre, 10=Excelente, No Sé) Por favor, califique la minuciosidad de la información proporcionada en IRS.gov/español.						
14	Site Information - Understandable Please rate how understandable IRS.gov's information is .	Por favor, califique cuán comprensible es la información en IRS.gov/español .						
15	Site Information - Answers Please rate how well IRS.gov's information provides answers to your questions .	Por favor, califique cuán bien la información en IRS.gov/español proporciona respuestas a sus preguntas .						

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
ZAK8419Q001	us_treasury_irs_irs_spanish_v3_1_role		I am visiting IRS.gov today as ...	An individual taxpayer (myself, my household, family member, etc.) A business (corporation, partnership, small business, employee, etc.) A charity or non-profit organization (tax exempt entity, government entity, employee, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	2	an_individual_tax a_business_corporation_partnership_small_business_em a_charity_or_non_profit_organization_tax_exempt_entity a_tax_professional_accountant_attorney_bank_trust_offic	Y	Radio button, one-up vertical	Skip logic group	1_Role
ZAK8419Q002	us_treasury_irs_irs_spanish_v3_1a_other_role	1a	Please specify what best describes your role today:			other	N	Text field, <100 char	Skip logic group	1A_Other Role
ZAK8419Q003	us_treasury_irs_irs_spanish_v3_2_individual_roles	2	Do any of these situations apply to you? (Select all that apply.)	Standard 1040 Filer (Wage/salary receiving employee) Retired Have self-employment income (1099) Foreign National Living in the US US Taxpayer living abroad Parent acting on behalf of a child Active duty military Acting on behalf of a deceased person and/or estate Disability recipients Other		standard_1040_fil retired have_self_employment_income_1099 foreign_national_living_in_the_us us_taxpayer_living_abroad parent_acting_on_behalf_of_a_child active_duty_military acting_on_behalf_of_a_deceased_person_and_or_estate disability_recipients other	N	Check box, one-up vertical	Skip logic group	2_Individual Roles
ZAK8419Q004	us_treasury_irs_irs_spanish_v3_2a_other_individual_roles	2a	Please describe your tax role/situation:			other	N	Text field, <100 char	Skip logic group	2A_Other Individual Roles
ZAK8419Q005	us_treasury_irs_irs_spanish_v3_3_reason		What was your main reason for visiting IRS.gov today?	Tax forms, publications, or instructions Economic impact payment Information Refund status Filing or filing information Payments, payment plans or balance information Tax records (tax transcript, account transcript, etc.) Other	4d	tax_forms_publica	Y	Radio button, one-up vertical	Skip logic group	3_Reason
					4b	refund_status_or_refund_information				
					4a	payments_or_balance_info_make_a_payment_payment_agreements_check_balance_find_payment_info_etc				
					4c	tax_records_tax_transcript_account_transcript_etc				
					3a	other				
ZAK8419Q006	us_treasury_irs_irs_spanish_v3_3a_reason_ii	3a	What was your main reason for visiting IRS.gov today?	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 Other		tools_for_tax_professionals_eg_e_services free_file_information tax_identification_number_ein_ptin_itin_etc penalties credits_and_deduction_information amended_tax_return_status_or_amend_my_previously_filed_return identity_theft_fraud_or_scams general_tax_information other	Y	Radio button, one-up vertical	Skip logic group	3A_Reason II
					4f	tax_identification_number_ein_ptin_itin_etc				
					4e	penalties credits_and_deduction_information				
					3b	other				
ZAK8419Q007	us_treasury_irs_irs_spanish_v3_3b_other_reason	3b	Please specify other reason for visiting: Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.				N	Text field, <100 char	Skip logic group	3B_Other Reason

ZAK8419Q008	us_treasury_irs_irs_spanish_v3_4a_payments	4a	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	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 other	Y	Checkbox, one-up vertical	Skip logic group	4A_Payments
ZAK8419Q009	us_treasury_irs_irs_spanish_v3_4aa_other_payments	4aa	Please specify your other payment task:		other	N	Text field, <100 char	Skip logic group	4AA_Other Payments
ZAK8419Q010	us_treasury_irs_irs_spanish_v3_4b_refund	4b	Please indicate which specific refund tasks describe your visit today. (Select all that apply)	Check status of refund General information about tax refunds Review refund FAQs Other	check_status_of_refund general_information_about_tax_refunds review_refund_faqs other	Y	Checkbox, one-up vertical	Skip logic group	4B_Refund
ZAK8419Q011	us_treasury_irs_irs_spanish_v3_4ba_other_refund	4ba	Please specify you other refund task:		other	N	Text field, <100 char	Skip logic group	4BA_Other Refund
ZAK8419Q012	us_treasury_irs_irs_spanish_v3_4c_transcript	4c	Please indicate which specific tax records tasks describe your visit today. (Select all that apply)	Download a copy of a transcript Order a transcript in the mail Find info about transcripts Obtain my adjusted gross income (AGI) from a previous year Obtain my filing status from a previous year View my current or prior year return View my balance and payment history Other	download_a_copy_of_a_transcript order_a_transcript_in_the_mail find_info_about_transcripts obtain_my_adjusted_gross_income_agi_from_a_previous_year obtain_my_filing_status_from_a_previous_year view_my_current_or_prior_year_return view_my_balance_and_payment_history other	Y	Checkbox, one-up vertical	Skip logic group	4C_Transcript
ZAK8419Q013	us_treasury_irs_irs_spanish_v3_4ca_other_transcript	4ca	Please specify your other tax records task:		other	N	Text field, <100 char	Skip logic group	4CA_Other Transcript
ZAK8419Q014	us_treasury_irs_irs_spanish_v3_4d_forms	4d	Please indicate which specific forms, publications or instructions tasks describe your visit today. (Select all that apply)	Download current year tax forms 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	download_current_year_tax_forms 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	Y	Checkbox, one-up vertical	Skip logic group	4D_Forms
ZAK8419Q015	us_treasury_irs_irs_spanish_v3_4da_other_forms	4da	Please specify your other forms, publications or instructions task:		other	N	Text field, <100 char	Skip logic group	4DA_Other Forms
ZAK8419Q016	us_treasury_irs_irs_spanish_v3_4e_penalties	4e	Please indicate which specific penalties tasks describe your visit today. (Select all that apply)	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn how to avoid a penalty Learn how to compute a penalty	learn_about_penalties learn_about_penalties_for_small_businesses_or_corporations learn_how_to_avoid_a_penalty learn_how_to_compute_a_penalty	Y	Checkbox, one-up vertical	Skip logic group	4E_Penalties

				Learn about penalty relief criteria		learn_about_pena lty_relief_criteria				
				Learn how to request penalty relief		learn_how_to_req uest_penalty_reli ef				
				Learn how to appeal a rejected request for penalty relief		learn_how_to_ap peal_a_rejected_r equest_for_pena lty_relief				
				Learn about IRA additional tax penalties		learn_about_ira_a dditional_tax_pen alties				
				See what penalties I owe and/or the amounts due		see_what_pena lty_owe_and_or the_amounts_du e				
				Make a payment		make_a_payment				
				Other	4ea	other				
ZAK8419Q017	us_treasury_irs_ir s_spanish_v3_4ea _other_penalties	4ea	Please specify your other penalties task:				N	Text field, <100 char	Skip logic group	4EA_Other Penalties
ZAK8419Q018	us_treasury_irs_ir s_spanish_v3_4f_i d_number	4f	What type of identification number did you want to request or find more information about?	Employer Identification Number (EIN)		employer_identific	Y	Radio button, one-up vertical	Skip logic group	4F_ID Number
				Preparer Tax Identification Number (PTIN)		preparer_tax_ident				
				Electronic Filing Identification Number (EFIN)		electronic_filing_i				
				Individual Tax Identification Number (ITIN)		individual_tax_ide				
				FATCA Identification Number (FIN) or FATCA Entity ID		fatca_identificatio				
				Identity Protection Personal Identification Number (IP PIN)		identity_protection				
				Other	4fa	other				
				Not sure/don't know		not_sure_dont_kn				
ZAK8419Q019	us_treasury_irs_ir s_spanish_v3_4fa _other_id_number	4fa	Please specify what identification number information were looking for:				N	Text area, <100 characters	Skip logic group	4FA_Other ID Number
ZAK8419Q020	us_treasury_irs_ir s_spanish_v3_5_c ontact		Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply)	Have not been in contact with the IRS for this reason		have_not_been_in	N	Checkbox, one-up vertical		5_Contact
				Received a notice or letter from the IRS		received_a_notice				
				Called the IRS and spoke to a customer service representative		called_the_irs_an				
				Called the IRS and used the automated phone system to get information		called_the_irs_an				
				Visited an IRS office (Taxpayer Assistance Center)		visited_an_irs_off				
				Visited IRS.gov		visited_irs.gov				
ZAK8419Q021	us_treasury_irs_ir s_spanish_v3_6_q uality		Please rate your agreement with the following statements about your visit to IRS.gov today: My need was addressed.	Strongly Disagree	6a	strongly_disagree	Y	Radio button, one-up vertical	Skip logic group	6_Quality
				Disagree	6a	disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q022	us_treasury_irs_ir s_spanish_v3_6a _oe_need	6a	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.				N	Text area, <255 character limit	Skip logic group	6A_OE Need
ZAK8419Q023	us_treasury_irs_ir s_spanish_v3_7_e ase		It was easy to complete what I needed to do.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		7_Ease
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q024	us_treasury_irs_ir s_spanish_v3_8_e fficiency		It took a reasonable amount of time to do what I needed to do.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		8_Efficiency
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q025	us_treasury_irs_ir s_spanish_v3_9_c onfidence		This interaction increased my confidence in the IRS.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		9_Confidence
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q026	us_treasury_irs_ir s_spanish_v3_10_ login		Were you able to log in to (or create an account for) any IRS online tool today?	I did not have to log in or create an account		i_did_not_have_to	N	Radio button, one-up vertical	Skip logic group	10_Login

				I successfully logged in or created an account	10b	i_successfully_logged_in_or_created_an_account			
				I was unable to log in or create an account	10a	i_was_unable_to_log_in_or_create_an_account			
ZAK8419Q027	us_treasury_irs_irs_spanish_v3_10a_oe_login	10a	What prevented you from logging into an IRS online tool today? (Please don't provide any personal information in your response)			N	Text area, no character limit	Skip logic group	10A_OE Login
ZAK8419Q028	us_treasury_irs_irs_spanish_v3_10b_online_tool	10b	Which IRS online tool(s) did you use today? (Select all that apply)	My account Direct pay Where's My Refund Get Transcript Other	10b	my_account direct_pay wheres_my_refund get_transcript other	Checkbox, one-up vertical	Skip logic group	10B_Online Tool
ZAK8419Q029	us_treasury_irs_irs_spanish_v3_10c_oe_online_tool	10c	Please specify which online tools you used today:		10c		Text area, <100 character limit	Skip logic group	10C_OE Online Tool
ZAK8419Q030	us_treasury_irs_irs_spanish_v3_11_information		How did you look for information today? (Select all that apply)	Search engine (such as Google or Bing) brought me to IRS website Used IRS website search Navigated through IRS website menu and/or links Typed link directly into the browser or bookmarked link Other	11a 11c	search_engine_search used_irs_website_search navigated_through_irs_website_menu_and_or_links typed_link_directly_into_the_browser_or_bookmarked_link other	Checkbox, one-up vertical	Skip logic group	11_Information
ZAK8419Q031	us_treasury_irs_irs_spanish_v3_11a_search	11a	How was your search experience today?	I found what I was looking for in the Top Recommendations Search delivered a helpful set of results I was able to find what I searched for, but it wasn't easy Search did not deliver a helpful set of results	11b 11b	i_found_what_i_wanted search_delivered_a_helpful_set_of_results i_was_able_to_find_what_i_searched_for_but_it_wasnt_easy search_did_not_deliver_a_helpful_set_of_results	Radio button, one-up vertical	Skip logic group	11A_Search
ZAK8419Q032	us_treasury_irs_irs_spanish_v3_11b_oe_search_term	11b	What specific search term(s) did you use to find information on IRS.gov?			N	Text area, <100 character limit	Skip logic group	11B_OE Search Term
ZAK8419Q033	us_treasury_irs_irs_spanish_v3_11c_navigation	11c	How was your navigation experience today? (Select all that apply)	I did not encounter any difficulties with site navigation Navigation got more confusing as I got deeper into the site Expected links were not present on pages Links did not take me where I expected I was unsure where I should be clicking within the site Encountered technical difficulties (links didn't work, received error messages, etc.)		i_did_not_encounter_any_difficulties_with_site_navigation navigation_got_more_confusing_as_i_got_deeper_into_the_site expected_links_were_not_present_on_pages links_did_not_take_me_where_i_expected i_was_unsure_where_i_should_be_clicking_within_the_site encountered_technical_difficulties_links_didnt_work_received_error_messages_etc	Checkbox, one-up vertical	Skip logic group	11C_Navigation
ZAK8419Q034	us_treasury_irs_irs_spanish_v3_12_frequency		In the past year, about how often did you visit IRS.gov?	This is my first time About once a week or more About once a month Every 6 months or less About once a year Less than once a year		this_is_my_first_time about_once_a_week_or_more about_once_a_month every_6_months_or_less about_once_a_year less_than_once_a_year	Radio button, one-up vertical		12_Frequency
ZAK8419Q035	us_treasury_irs_irs_spanish_v3_13_oe_improvement		If you could change or improve one thing about this website what would it be? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.			N	Text area, no character limit		13_OE Improvement

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
ZAK8419Q001	us_treasury_irs_irs_spanish_v3_1_role		I am visiting IRS.gov today as ...	An individual taxpayer (myself, my household, family member, etc.) A business (corporation, partnership, small business, employee, etc.) A charity or non-profit organization (tax exempt entity, government entity, employee, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	2	an_individual_tax a_business_corporation_partnership_small_business_em a_charity_or_non_profit_organization_tax_exempt_entity a_tax_professional_accountant_attorney_bank_trust_offic	Y	Radio button, one-up vertical	Skip logic group	1_Role
ZAK8419Q002	us_treasury_irs_irs_spanish_v3_1a_other_role	1a	Please specify what best describes your role today:			other	N	Text field, <100 char	Skip logic group	1A_Other Role
ZAK8419Q003	us_treasury_irs_irs_spanish_v3_2_individual_roles	2	Do any of these situations apply to you? (Select all that apply.)	Standard 1040 Filer (Wage/salary receiving employee) Retired Have self-employment income (1099) Foreign National Living in the US US Taxpayer living abroad Parent acting on behalf of a child Active duty military Acting on behalf of a deceased person and/or estate Disability recipients Other		standard_1040_fil retired have_self_employment_income_1099 foreign_national_living_in_the_us us_taxpayer_living_abroad parent_acting_on_behalf_of_a_child active_duty_military acting_on_behalf_of_a_deceased_person_and_or_estate disability_recipients other	N	Check box, one-up vertical	Skip logic group	2_Individual Roles
ZAK8419Q004	us_treasury_irs_irs_spanish_v3_2a_other_individual_roles	2a	Please describe your tax role/situation:			other	N	Text field, <100 char	Skip logic group	2A_Other Individual Roles
ZAK8419Q005	us_treasury_irs_irs_spanish_v3_3_reason		What was your main reason for visiting IRS.gov today?	Tax forms, publications, or instructions <u>Economic impact payment information</u> <u>Refund status</u> Filing or filing information <u>Payments, payment plans or balance information</u> Tax records (tax transcript, account transcript, etc.) Other	4d	tax_forms_publica	Y	Radio button, one-up vertical	Skip logic group	3_Reason
					4b	refund_status_or_refund_information				
					4a	payments_or_balance_info_make_a_payment_payment_agreements_check_balance_find_payment_info_etc				
					4c	tax_records_tax_transcript_account_transcript_etc				
					3a	other				
ZAK8419Q006	us_treasury_irs_irs_spanish_v3_3a_reason_ii	3a	What was your main reason for visiting IRS.gov today?	Tools for tax professionals (e.g., e-services) Free File information Tax Identification Number (EIN, PTIN, ITIN, etc.) Penalties Credits and deduction information <u>Amended tax return status or information</u> Identity theft, fraud, or scams General tax information Other		tools_for_tax_professionals_eg_e_services free_file_information tax_identification_number_ein_ptin_itin_etc penalties credits_and_deduction_information amended_tax_return_status_or_amend_my_previously_filed_return identity_theft_fraud_or_scams general_tax_information other	Y	Radio button, one-up vertical	Skip logic group	3A_Reason II
					4f	tax_identification_number_ein_ptin_itin_etc				
					4e	penalties credits_and_deduction_information				
					3b	other				
ZAK8419Q007	us_treasury_irs_irs_spanish_v3_3b_other_reason	3b	Please specify other reason for visiting: Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.				N	Text field, <100 char	Skip logic group	3B_Other Reason

ZAK8419Q008	us_treasury_irs_irs_spanish_v3_4a_payments	4a	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	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 other	Y	Checkbox, one-up vertical	Skip logic group	4A_Payments
ZAK8419Q009	us_treasury_irs_irs_spanish_v3_4aa_other_payments	4aa	Please specify your other payment task:		other	N	Text field, <100 char	Skip logic group	4AA_Other Payments
ZAK8419Q010	us_treasury_irs_irs_spanish_v3_4b_refund	4b	Please indicate which specific refund tasks describe your visit today. (Select all that apply)	Check status of refund General information about tax refunds Review refund FAQs Other	check_status_of_refund general_information_about_tax_refunds review_refund_faqs other	Y	Checkbox, one-up vertical	Skip logic group	4B_Refund
ZAK8419Q011	us_treasury_irs_irs_spanish_v3_4ba_other_refund	4ba	Please specify you other refund task:		other	N	Text field, <100 char	Skip logic group	4BA_Other Refund
ZAK8419Q012	us_treasury_irs_irs_spanish_v3_4c_transcript	4c	Please indicate which specific tax records tasks describe your visit today. (Select all that apply)	Download a copy of a transcript Order a transcript in the mail Find info about transcripts Obtain my adjusted gross income (AGI) from a previous year Obtain my filing status from a previous year View my current or prior year return View my balance and payment history Other	download_a_copy_of_a_transcript order_a_transcript_in_the_mail find_info_about_transcripts obtain_my_adjusted_gross_income_agi_from_a_previous_year obtain_my_filing_status_from_a_previous_year view_my_current_or_prior_year_return view_my_balance_and_payment_history other	Y	Checkbox, one-up vertical	Skip logic group	4C_Transcript
ZAK8419Q013	us_treasury_irs_irs_spanish_v3_4ca_other_transcript	4ca	Please specify your other tax records task:		other	N	Text field, <100 char	Skip logic group	4CA_Other Transcript
ZAK8419Q014	us_treasury_irs_irs_spanish_v3_4d_forms	4d	Please indicate which specific forms, publications or instructions tasks describe your visit today. (Select all that apply)	Download current year tax forms 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	download_current_year_tax_forms 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	Y	Checkbox, one-up vertical	Skip logic group	4D_Forms
ZAK8419Q015	us_treasury_irs_irs_spanish_v3_4da_other_forms	4da	Please specify your other forms, publications or instructions task:		other	N	Text field, <100 char	Skip logic group	4DA_Other Forms
ZAK8419Q016	us_treasury_irs_irs_spanish_v3_4e_penalties	4e	Please indicate which specific penalties tasks describe your visit today. (Select all that apply)	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn how to avoid a penalty Learn how to compute a penalty	learn_about_penalties learn_about_penalties_for_small_businesses_or_corporations learn_how_to_avoid_a_penalty learn_how_to_compute_a_penalty	Y	Checkbox, one-up vertical	Skip logic group	4E_Penalties

				Learn about penalty relief criteria		learn_about_pena lty_relief_criteria				
				Learn how to request penalty relief		learn_how_to_req uest_penalty_reli ef				
				Learn how to appeal a rejected request for penalty relief		learn_how_to_ap peal_a_rejected_r equest_for_pena lty_relief				
				Learn about IRA additional tax penalties		learn_about_ira_a dditional_tax_pen alties				
				See what penalties I owe and/or the amounts due		see_what_pena lty_owe_and_or the_amounts_du e				
				Make a payment		make_a_payment				
				Other	4ea	other				
ZAK8419Q017	us_treasury_irs_ir s_spanish_v3_4ea _other_penalties	4ea	Please specify your other penalties task:				N	Text field, <100 char	Skip logic group	4EA_Other Penalties
ZAK8419Q018	us_treasury_irs_ir s_spanish_v3_4f_i d_number	4f	What type of identification number did you want to request or find more information about?	Employer Identification Number (EIN)		employer_identific	Y	Radio button, one-up vertical	Skip logic group	4F_ID Number
				Preparer Tax Identification Number (PTIN)		preparer_tax_ident				
				Electronic Filing Identification Number (EFIN)		electronic_filing_i				
				Individual Tax Identification Number (ITIN)		individual_tax_ide				
				FATCA Identification Number (FIN) or FATCA Entity ID		fatca_identificatio				
				Identity Protection Personal Identification Number (IP PIN)		identity_protection				
				Other	4fa	other				
				Not sure/don't know		not_sure_dont_kn				
ZAK8419Q019	us_treasury_irs_ir s_spanish_v3_4fa _other_id_number	4fa	Please specify what identification number information were looking for:				N	Text area, <100 characters	Skip logic group	4FA_Other ID Number
ZAK8419Q020	us_treasury_irs_ir s_spanish_v3_5_c ontact		Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply)	Have not been in contact with the IRS for this reason		have_not_been_in	N	Checkbox, one-up vertical		5_Contact
				Received a notice or letter from the IRS		received_a_notice				
				Called the IRS and spoke to a customer service representative		called_the_irs_an				
				Called the IRS and used the automated phone system to get information		called_the_irs_an				
				Visited an IRS office (Taxpayer Assistance Center)		visited_an_irs_off				
				Visited IRS.gov		visited_irs.gov				
ZAK8419Q021	us_treasury_irs_ir s_spanish_v3_6_q uality		Please rate your agreement with the following statements about your visit to IRS.gov today: My need was addressed.	Strongly Disagree	6a	strongly_disagree	Y	Radio button, one-up vertical	Skip logic group	6_Quality
				Disagree	6a	disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q022	us_treasury_irs_ir s_spanish_v3_6a _oe_need	6a	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.				N	Text area, <255 character limit	Skip logic group	6A_OE Need
ZAK8419Q023	us_treasury_irs_ir s_spanish_v3_7_e ase		It was easy to complete what I needed to do.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		7_Ease
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q024	us_treasury_irs_ir s_spanish_v3_8_e fficiency		It took a reasonable amount of time to do what I needed to do.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		8_Efficiency
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q025	us_treasury_irs_ir s_spanish_v3_9_c onfidence		This interaction increased my confidence in the IRS.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		9_Confidence
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q026	us_treasury_irs_ir s_spanish_v3_10_ login		Were you able to log in to (or create an account for) any IRS online tool today?	I did not have to log in or create an account		i_did_not_have_to	N	Radio button, one-up vertical	Skip logic group	10_Login

				I successfully logged in or created an account	10b	i_successfully_logged_in_or_created_an_account			
				I was unable to log in or create an account	10a	i_was_unable_to_log_in_or_create_an_account			
ZAK8419Q027	us_treasury_irs_ir_s_spanish_v3_10a_oe_login	10a	What prevented you from logging into an IRS online tool today? (Please don't provide any personal information in your response)			N	Text area, no character limit	Skip logic group	10A_OE Login
ZAK8419Q028	us_treasury_irs_ir_s_spanish_v3_10b_online_tool	10b	Which IRS online tool(s) did you use today? (Select all that apply)	My account Direct pay Where's My Refund Get Transcript Other	10b	my_account direct_pay wheres_my_refund get_transcript other	Checkbox, one-up vertical	Skip logic group	10B_Online Tool
ZAK8419Q029	us_treasury_irs_ir_s_spanish_v3_10c_oe_online_tool	10c	Please specify which online tools you used today:		10c		Text area, <100 character limit	Skip logic group	10C_OE Online Tool
ZAK8419Q030	us_treasury_irs_ir_s_spanish_v3_11_information		How did you look for information today? (Select all that apply)	Search engine (such as Google or Bing) brought me to IRS website Used IRS website search Navigated through IRS website menu and/or links Typed link directly into the browser or bookmarked link Other	11a 11c	search_engine_su used_irs_website_search navigated_through_irs_website_menu_and_or_links typed_link_directly_into_the_browser_or_bookmarked_link other	Checkbox, one-up vertical	Skip logic group	11_Information
ZAK8419Q031	us_treasury_irs_ir_s_spanish_v3_11a_search	11a	How was your search experience today?	I found what I was looking for in the Top Recommendations Search delivered a helpful set of results I was able to find what I searched for, but it wasn't easy Search did not deliver a helpful set of results	11b 11b	i_found_what_i_wa search_delivered_a_helpful_set_of_results i_was_able_to_find_what_i_searched_for_but_it_wasn't_easy search_did_not_deliver_a_helpful_set_of_results	Radio button, one-up vertical	Skip logic group	11A_Search
ZAK8419Q032	us_treasury_irs_ir_s_spanish_v3_11b_oe_search_term	11b	What specific search term(s) did you use to find information on IRS.gov?			N	Text area, <100 character limit	Skip logic group	11B_OE Search Term
ZAK8419Q033	us_treasury_irs_ir_s_spanish_v3_11c_navigation	11c	How was your navigation experience today? (Select all that apply)	I did not encounter any difficulties with site navigation Navigation got more confusing as I got deeper into the site Expected links were not present on pages Links did not take me where I expected I was unsure where I should be clicking within the site Encountered technical difficulties (links didn't work, received error messages, etc.)		i_did_not_encount navigation_got_more_confusing_as_i_got_deeper_into_the_site expected_links_were_not_present_on_pages links_did_not_take_me_where_i_expected i_was_unsure_where_i_should_be_clicking_within_the_site encountered_technical_difficulties_links_didnt_work_received_error_messages_etc	Checkbox, one-up vertical	Skip logic group	11C_Navigation
ZAK8419Q034	us_treasury_irs_ir_s_spanish_v3_12_frequency		In the past year, about how often did you visit IRS.gov?	This is my first time About once a week or more About once a month Every 6 months or less About once a year Less than once a year		this_is_my_first_ti about_once_a_we about_once_a_mo every_6_months_o about_once_a_yea less_than_once_a	Radio button, one-up vertical		12_Frequency
ZAK8419Q035	us_treasury_irs_ir_s_spanish_v3_13_oe_improvement		If you could change or improve one thing about this website what would it be? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.			N	Text area, no character limit		13_OE Improvement

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
ZAK8419Q001	us_treasury_irs_irs_spanish_v3_1_role		I am visiting IRS.gov today as ...	An individual taxpayer (myself, my household, family member, etc.) A business (corporation, partnership, small business, employee, etc.) A charity or non-profit organization (tax exempt entity, government entity, employee, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	2	an_individual_tax a_business_corporation_partnership_small_business_em a_charity_or_non_profit_organization_tax_exempt_entity a_tax_professional_accountant_attorney_bank_trust_offic	Y	Radio button, one-up vertical	Skip logic group	1_Role
ZAK8419Q002	us_treasury_irs_irs_spanish_v3_1a_other_role	1a	Please specify what best describes your role today:			other	N	Text field, <100 char	Skip logic group	1A_Other Role
ZAK8419Q003	us_treasury_irs_irs_spanish_v3_2_individual_roles	2	Do any of these situations apply to you? (Select all that apply.)	Standard 1040 Filer (Wage/salary receiving employee) Retired Have self-employment income (1099) Foreign National Living in the US US Taxpayer living abroad Parent acting on behalf of a child Active duty military Acting on behalf of a deceased person and/or estate Disability recipients Other		standard_1040_fil retired have_self_employment_income_1099 foreign_national_living_in_the_us us_taxpayer_living_abroad parent_acting_on_behalf_of_a_child active_duty_military acting_on_behalf_of_a_deceased_person_and_or_estate disability_recipients other	N	Check box, one-up vertical	Skip logic group	2_Individual Roles
ZAK8419Q004	us_treasury_irs_irs_spanish_v3_2a_other_individual_roles	2a	Please describe your tax role/situation:			other	N	Text field, <100 char	Skip logic group	2A_Other Individual Roles
ZAK8419Q005	us_treasury_irs_irs_spanish_v3_3_reason		What was your main reason for visiting IRS.gov today?	Tax forms, publications, or instructions Refund status or refund information Filing or filing information Payments or balance info (make a payment, payment agreements, check balance, find payment info, etc.) Tax records (tax transcript, account transcript, etc.) Other	4d	tax_forms_publica	Y	Radio button, one-up vertical	Skip logic group	3_Reason
					4b	refund_status_or_refund_information				
					4a	payments_or_balance_info_make_a_payment_payment_agreements_check_balance_find_payment_info_etc				
					4c	tax_records_tax_transcript_account_transcript_etc				
					3a	other				
ZAK8419Q006	us_treasury_irs_irs_spanish_v3_3a_reason_ii	3a	What was your main reason for visiting IRS.gov today?	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 amend my previously filed return Identity theft, fraud, or scams General tax information Other		tools_for_tax_professionals_eg_e_s free_file_informati on tax_identification_number_ein_ptin_itin_etc penalties credits_and_dedu ction_information amended_tax_ret urn_status_or_am end_my_previous ly_filed_return identity_theft_fra ud_or_scams general_tax_infor mation other	Y	Radio button, one-up vertical	Skip logic group	3A_Reason II
ZAK8419Q007	us_treasury_irs_irs_spanish_v3_3b_other_reason	3b	Please specify other reason for visiting: <i>Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.</i>			other	N	Text field, <100 char	Skip logic group	3B_Other Reason

ZAK8419Q008	us_treasury_irs_irs_spanish_v3_4a_payments	4a	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 Other	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 other	Y	Checkbox, one-up vertical	Skip logic group	4A_Payments
ZAK8419Q009	us_treasury_irs_irs_spanish_v3_4aa_other_payments	4aa	Please specify your other payment task:		other	N	Text field, <100 char	Skip logic group	4AA_Other Payments
ZAK8419Q010	us_treasury_irs_irs_spanish_v3_4b_refund	4b	Please indicate which specific refund tasks describe your visit today. (Select all that apply)	Check status of refund General information about tax refunds Review refund FAQs Other	check_status_of_refund general_information_about_tax_refunds review_refund_faqs other	Y	Checkbox, one-up vertical	Skip logic group	4B_Refund
ZAK8419Q011	us_treasury_irs_irs_spanish_v3_4ba_other_refund	4ba	Please specify your other refund task:		other	N	Text field, <100 char	Skip logic group	4BA_Other Refund
ZAK8419Q012	us_treasury_irs_irs_spanish_v3_4c_transcript	4c	Please indicate which specific tax records tasks describe your visit today. (Select all that apply)	Download a copy of a transcript Order a transcript in the mail Find info about transcripts Obtain my adjusted gross income (AGI) from a previous year Obtain my filing status from a previous year View my current or prior year return View my balance and payment history Other	download_a_copy_of_a_transcript order_a_transcript_in_the_mail find_info_about_transcripts obtain_my_adjusted_gross_income_agi_from_a_previous_year obtain_my_filing_status_from_a_previous_year view_my_current_or_prior_year_return view_my_balance_and_payment_history other	Y	Checkbox, one-up vertical	Skip logic group	4C_Transcript
ZAK8419Q013	us_treasury_irs_irs_spanish_v3_4ca_other_transcript	4ca	Please specify your other tax records task:		other	N	Text field, <100 char	Skip logic group	4CA_Other Transcript
ZAK8419Q014	us_treasury_irs_irs_spanish_v3_4d_forms	4d	Please indicate which specific forms, publications or instructions tasks describe your visit today. (Select all that apply)	Download current year tax forms 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	download_current_year_tax_forms 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	Y	Checkbox, one-up vertical	Skip logic group	4D_Forms
ZAK8419Q015	us_treasury_irs_irs_spanish_v3_4da_other_forms	4da	Please specify your other forms, publications or instructions task:		other	N	Text field, <100 char	Skip logic group	4DA_Other Forms
ZAK8419Q016	us_treasury_irs_irs_spanish_v3_4e_penalties	4e	Please indicate which specific penalties tasks describe your visit today. (Select all that apply)	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn how to avoid a penalty Learn how to compute a penalty	learn_about_penalties learn_about_penalties_for_small_businesses_or_corporations learn_how_to_avoid_a_penalty learn_how_to_compute_a_penalty	Y	Checkbox, one-up vertical	Skip logic group	4E_Penalties

				Learn about penalty relief criteria		learn_about_pena lty_relief_criteria				
				Learn how to request penalty relief		learn_how_to_req uest_penalty_reli ef				
				Learn how to appeal a rejected request for penalty relief		learn_how_to_ap peal_a_rejected_r equest_penalty_re lief				
				Learn about IRA additional tax penalties		learn_about_ira_a dditional_tax_pen alties				
				See what penalties I owe and/or the amounts due		see_what_penalti es_i_owe_and_or the_amounts_du e				
				Make a payment		make_a_payment				
				Other		other				
ZAK8419Q017	us_treasury_irs_ir s_spanish_v3_4ea other_penalties	4ea	Please specify your other penalties task:		4ea		N	Text field, <100 char	Skip logic group	4EA_Other Penalties
ZAK8419Q018	us_treasury_irs_ir s_spanish_v3_4f_i d_number	4f	What type of identification number did you want to request or find more information about?	Employer Identification Number (EIN)		employer_identific	Y	Radio button, one-up vertical	Skip logic group	4F_ID Number
				Preparer Tax Identification Number (PTIN)		preparer_tax_ident				
				Electronic Filing Identification Number (EFIN)		electronic_filing_i				
				Individual Tax Identification Number (ITIN)		individual_tax_iden				
				FATCA Identification Number (FIN) or FATCA Entity ID		fatca_identificatio				
				Identity Protection Personal Identification Number (IP PIN)		identity_protection				
				Other		other				
				Not sure/don't know		not_sure_dont_kn				
ZAK8419Q019	us_treasury_irs_ir s_spanish_v3_4fa other_id_number	4fa	Please specify what identification number information were looking for:				N	Text area, <100 characters	Skip logic group	4FA_Other ID Number
ZAK8419Q020	us_treasury_irs_ir s_spanish_v3_5_c ontact		Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply)	Have not been in contact with the IRS for this reason		have_not_been_in	N	Checkbox, one-up vertical		5_Contact
				Received a notice or letter from the IRS		received_a_notice				
				Called the IRS and spoke to a customer service representative		called_the_irs_an				
				Called the IRS and used the automated phone system to get information		called_the_irs_an				
				Visited an IRS office (Taxpayer Assistance Center)		visited_an_irs_off				
				Visited IRS.gov		visited_irs.gov				
ZAK8419Q021	us_treasury_irs_ir s_spanish_v3_6_q uality		Please rate your agreement with the following statements about your visit to IRS.gov today: My need was addressed.	Strongly Disagree	6a	strongly_disagree	Y	Radio button, one-up vertical	Skip logic group	6_Quality
				Disagree	6a	disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q022	us_treasury_irs_ir s_spanish_v3_6a oe_need	6a	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.				N	Text area, <255 character limit	Skip logic group	6A_OE Need
ZAK8419Q023	us_treasury_irs_ir s_spanish_v3_7_e ase		It was easy to complete what I needed to do.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		7_Ease
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q024	us_treasury_irs_ir s_spanish_v3_8_e fficiency		It took a reasonable amount of time to do what I needed to do.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		8_Efficiency
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q025	us_treasury_irs_ir s_spanish_v3_9_c onfidence		This interaction increased my confidence in the IRS.	Strongly Disagree		strongly_disagree	Y	Radio button, one-up vertical		9_Confidence
				Disagree		disagree				
				Neutral		neutral				
				Agree		agree				
				Strongly Agree		strongly_agree				
ZAK8419Q026	us_treasury_irs_ir s_spanish_v3_10_		Were you able to log in to (or create an account for) any IRS online tool today?	I did not have to log in or create an account	10b	i_did_not_have_to	N	Radio button, one-up vertical	Skip logic group	10_Login
				I successfully logged in or created an account	10a	i_successfully_logg ed_in_or_created_a n_account				
				I was unable to log in or create an account		i_was_unable_to_lo g_in_or_create_an _account				

ZAK8419Q027	us_treasury_irs_irs_spanish_v3_10a_oe_login	10a	What prevented you from logging into an IRS online tool today? (Please don't provide any personal information in your response)			N	Text area, no character limit	Skip logic group	10A_OE Login
ZAK8419Q028	us_treasury_irs_irs_spanish_v3_10b_online_tool	10b	Which IRS online tool(s) did you use today? (Select all that apply)	My account Direct pay Where's My Refund Get Transcript Other		N	Checkbox, one-up vertical	Skip logic group	10B_Online Tool
ZAK8419Q029	us_treasury_irs_irs_spanish_v3_10c_oe_online_tool	10c	Please specify which online tools you used today:		10c		Text area, <100 character limit	Skip logic group	10C_OE Online Tool
ZAK8419Q030	us_treasury_irs_irs_spanish_v3_11_information		How did you look for information today? (Select all that apply)	Search engine (such as Google or Bing) brought me to IRS website Used IRS website search Navigated through IRS website menu and/or links Typed link directly into the browser or bookmarked link Other	11a 11c	N	Checkbox, one-up vertical	Skip logic group	11_Information
ZAK8419Q031	us_treasury_irs_irs_spanish_v3_11a_search	11a	How was your search experience today?	I found what I was looking for in the Top Recommendations Search delivered a helpful set of results I was able to find what I searched for, but it wasn't easy Search did not deliver a helpful set of results	11b 11b	N	Radio button, one-up vertical	Skip logic group	11A_Search
ZAK8419Q032	us_treasury_irs_irs_spanish_v3_11b_oe_search_term	11b	What specific search term(s) did you use to find information on IRS.gov?			N	Text area, <100 character limit	Skip logic group	11B_OE Search Term
ZAK8419Q033	us_treasury_irs_irs_spanish_v3_11c_navigation	11c	How was your navigation experience today? (Select all that apply)	I did not encounter any difficulties with site navigation Navigation got more confusing as I got deeper into the site Expected links were not present on pages Links did not take me where I expected I was unsure where I should be clicking within the site Encountered technical difficulties (links didn't work, received error messages, etc.)		N	Checkbox, one-up vertical	Skip logic group	11C_Navigation
ZAK8419Q034	us_treasury_irs_irs_spanish_v3_12		In the past year, about how often did you visit IRS.gov?	This is my first time About once a week or more About once a month Every 6 months or less About once a year Less than once a year		N	Radio button, one-up vertical		12_Frequency
ZAK8419Q035	us_treasury_irs_irs_spanish_v3_13_oe_improvement		If you could change or improve one thing about this website what would it be? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.			N	Text area, no character limit		13_OE Improvement

Model Name	Model ID	Partitioned	Date	IRS Spanish V3	gJFodlElgw1RgkMUU5o5A4C	Yes - 2MQ	Red-6-Strike-Through: Delete	Underlined & Italicized: Re-order	Plus: Addition	Blue: Reword	FORSEE	
QID	AP Question Tag	Skip From	Question Text	Question Text	Answer Choices	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
ZAK8419Q001	us_treasury_irs_irs_spanish_v3_1_r_ole		I am visiting IRS.gov today as ...	Visito IRS.gov/espanol hoy como...	An individual taxpayer (myself, my household, family member, etc.) A business (corporation, partnership, small business, employee, etc.) A charity or non-profit organization (tax exempt entity, government entity, employee, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	Un contribuyente individual (yo mismo, mi unidad familiar, miembro de la familia, etcétera) Un negocio (sociedad anónima, sociedad colectiva, negocio pequeño, empleado, etcétera) Una organización caritativa o sin fines de lucro (entidad exenta de impuestos, entidad gubernamental, empleado, etcétera) Un profesional de impuestos (contable, abogado, oficial de fideicomisos bancarios, agente inscrito, asesor de impuestos, preparador de impuestos, etcétera) Otros	2	an_individual_tax	Y	Radio button, one-up vertical	Skip logic group	1_Role
ZAK8419Q002	us_treasury_irs_irs_spanish_v3_1a_other_role	1a	Please specify what best describes your role today:	Por favor, indique lo que mejor describa su rol hoy:					N	Text field, <100 char	Skip logic group	1a_Other Role
ZAK8419Q003	us_treasury_irs_irs_spanish_v3_2_individual_roles	2	Do any of these situations apply to you? (Select all that apply.)	¿Alguna de estas circunstancias se aplica a usted? (Seleccione todas las que correspondan)	Standard 1040 Filer (Wage/salary receiving employee) Retired Have self-employment income (1099) Foreign National Living in the US US Taxpayer living abroad Parent acting on behalf of a child Active duty military Acting on behalf of a deceased person and/or estate Disability recipients Other	Contribuyente del 1040 estándar (empleado que recibe sueldos/salarios) Jubilado Tiene ingresos del trabajo por cuenta propia (1099) Ciudadano extranjero que vive en los Estados Unidos Contribuyente estadounidense que vive en el extranjero Padre que actúa en nombre de un hijo Militar en servicio activo Acción en nombre de una persona fallecida y/o un caudal hereditario Beneficiario de compensación por discapacidad Otros	standard_1040_filer	N	Check box, one-up vertical	Skip logic group	2_Individual Roles	
ZAK8419Q004	us_treasury_irs_irs_spanish_v3_2a_other_individual_roles	2a	Please describe your tax role/situation:	Por favor, describa su situación/proposición tributario:					N	Text field, <100 char	Skip logic group	2a_Other Individual Roles
ZAK8419Q005	us_treasury_irs_irs_spanish_v3_3_reason		What was your main reason for visiting IRS.gov today?	¿Cuál fue su propósito principal para visitar IRS.gov/espanol hoy?	Tax forms, publications, or instructions Economic impact payment information Refund status Filing or filing information Payments, payment plans or balance information Tax records (tax transcript, account transcript, etc.) Other	Formularios, publicaciones o instrucciones tributarias Información sobre el pago de impacto económico Estado del reembolso Presentación o información sobre la presentación Pagos, planes de pago o información de saldo Registros tributarios (transcripción de impuestos, transcripción de la cuenta, etcétera) Otros	4d	tax_forms_publication	Y	Radio button, one-up vertical	Skip logic group	3_Reason
ZAK8419Q006	us_treasury_irs_irs_spanish_v3_3a_reason_ii	3a	What was your main reason for visiting IRS.gov today?	¿Cuál fue su motivo principal para visitar IRS.gov/espanol hoy?	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 Other	Herramientas para los profesionales de impuestos (por ejemplo, servicios electrónicos) Información sobre Free File Número de identificación tributaria (EIN, PTIN, ITIN, etcétera) Multas Información sobre los créditos y deducciones Estado o información sobre la declaración de impuestos enmendada Robo de identidad, fraude o estafas Información tributaria general Otros	tools_for_tax_professionals_eg_e_services	Y	Radio button, one-up vertical	Skip logic group	3_Reason II	
ZAK8419Q007	us_treasury_irs_irs_spanish_v3_3b_other_reason	3b	Please specify other reason for visiting: Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.	Por favor, especifique otro motivo para la visita: Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de "comentarios" de esta encuesta.					N	Text field, <100 char	Skip logic group	3B_Other Reason
ZAK8419Q008	us_treasury_irs_irs_spanish_v3_4a_payments	4a	Please indicate which specific payment tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas de pago específicas describen su visita hoy. (Seleccione todas las que correspondan)	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	Realizar un pago en línea Buscar información sobre las opciones de pago Establecer un plan de pagos a plazos o un acuerdo de pagos en línea Buscar, modificar o cancelar un pago actual Buscar, modificar o cancelar un plan de pagos actual Verificar el saldo de mi cuenta Ver mi historial de pagos Buscar información de contacto Otros	make_an_online_payment	Y	Checkbox, one-up vertical	Skip logic group	4A_Payments	
ZAK8419Q009	us_treasury_irs_irs_spanish_v3_4aa_other_payments	4aa	Please specify your other payment task:	Por favor, especifique su otra tarea de pago:					N	Text field, <100 char	Skip logic group	4AA_Other Payments
ZAK8419Q010	us_treasury_irs_irs_spanish_v3_4b_refund	4b	Please indicate which specific refund tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas de reembolso específicas describen su visita hoy. (Seleccione todas las que correspondan)	Check status of refund General information about tax refunds Review refund FAQs	Verificar el estado del reembolso Información general sobre los reembolsos tributarios Revisar las preguntas frecuentes sobre reembolsos (FAQ, por sus siglas en inglés)	check_status_of_refund	Y	Checkbox, one-up vertical	Skip logic group	4B_Refund	

ZAK8419Q011	us_treasury_irs_irs_spanish_v3_4ba_other_refund	4ba	Please specify your other refund task:	Por favor, especifique su otra tarea de reembolso:	Other	Otros	4ba	other	N	Text field, <100 char	Skip logic group	4BA_Other Refund
ZAK8419Q012	us_treasury_irs_irs_spanish_v3_4c_transcript	4c	Please indicate which specific tax records tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas sobre los registros tributarios específicos describen su visita hoy. (Seleccione todas las que correspondan)	Download a copy of a transcript Order a transcript in the mail Find info about transcripts Obtain my adjusted gross income (AGI) from a previous year Obtain my filing status from a previous year View my current or prior year return View my balance and payment history Other	Descargar una copia de una transcripción Solicitar una transcripción por correo Encontrar información sobre las transcripciones Obtener mis ingresos brutos ajustados (AGI, por sus siglas en inglés) de un año anterior Obtener mi estado civil para efectos de la declaración de un año anterior Ver mi declaración actual o del año anterior Ver mi saldo y mi historial de pagos Otros	download_a_copy_of_a_transcript order_a_transcript_in_the_mail find_info_about_transcripts obtain_my_adjusted_gross_income_agi_from_a_previous_year obtain_my_filing_status_from_a_previous_year view_my_current_or_prior_year_return view_my_balance_and_payment_history other	Y	Checkbox, one-up vertical	Skip logic group	4C_Transcript	
ZAK8419Q013	us_treasury_irs_irs_spanish_v3_4ca_other_transcript	4ca	Please specify your other tax records task:	Por favor, especifique su otra tarea sobre los registros tributarios:					N	Text field, <100 char	Skip logic group	4CA_Other Transcript
ZAK8419Q014	us_treasury_irs_irs_spanish_v3_4d_forms	4d	Please indicate which specific forms, publications or instructions tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas de formularios, publicaciones o instrucciones específicas describen su visita hoy. (Seleccione todas las que correspondan)	Download current year tax forms 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	Descargar los formularios tributarios del año actual Descargar los formularios tributarios del año anterior Imprimir los formularios tributarios del año actual Imprimir los formularios tributarios del año anterior Comprender mejor las normas y los procedimientos tributarios Ordenar los formularios tributarios E-file mis formularios Encontrar ejemplos de formularios completados Otros	download_current_year_tax_forms 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	Y	Checkbox, one-up vertical	Skip logic group	4D_Forms	
ZAK8419Q015	us_treasury_irs_irs_spanish_v3_4da_other_forms	4da	Please specify your other forms, publications or instructions task:	Por favor, especifique sus tareas de otros formularios, publicaciones o instrucciones:					N	Text field, <100 char	Skip logic group	4DA_Other Forms
ZAK8419Q016	us_treasury_irs_irs_spanish_v3_4e_penalties	4e	Please indicate which specific penalties tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas de multas específicas describen su visita hoy. (Seleccione todas las que correspondan)	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties See what penalties I owe and/or the amounts due Make a payment Other	Obtener información sobre las multas para contribuyentes individuales Obtener información sobre las multas para empresas pequeñas o sociedades anónimas Obtener información sobre cómo evitar una multa Obtener información sobre cómo calcular una multa Obtener información sobre los criterios de alivio de multas Obtener información sobre cómo solicitar el alivio de multas Obtener información sobre cómo apelar una solicitud denegada de alivio de multas Obtener información acerca de las multas tributarias adicionales sobre las IRA Ver qué multas adeudo y/o las cantidades adeudadas Realizar un pago Otros	learn_about_penalties_for_individual_taxpayers learn_about_penalties_for_small_businesses_or_corporations learn_how_to_avoid_a_penalty learn_how_to_compute_a_penalty learn_about_penalty_relief_criteria learn_how_to_request_penalty_relief learn_how_to_appeal_a_rejected_request_for_penalty_relief learn_about_ira_additional_tax_penalties see_what_penalties_i_owe_and_or_the_amounts_due make_a_payment other	Y	Checkbox, one-up vertical	Skip logic group	4E_Penalties	
ZAK8419Q017	us_treasury_irs_irs_spanish_v3_4ea_other_penalties	4ea	Please specify your other penalties task:	Por favor, especifique su otra tarea de multas:					N	Text field, <100 char	Skip logic group	4EA_Other Penalties
ZAK8419Q018	us_treasury_irs_irs_spanish_v3_4f_id_number	4f	What type of identification number did you want to request or find more information about?	¿Sobre qué tipo de número de identificación deseaba solicitar u obtener más información?	Employer Identification Number (EIN) Preparer Tax Identification Number (PTIN) Electronic Filing Identification Number (EFIN) Individual Tax Identification Number (ITIN) FATCA Identification Number (FIN) or FATCA Entity ID Identity Protection Personal Identification Number (IP PIN) Other Not sure/don't know	Número de identificación del empleador (EIN, por sus siglas en inglés) Número de identificación tributaria del preparador de impuestos (PTIN, por sus siglas en inglés) Número de identificación de presentación electrónica (EFIN, por sus siglas en inglés) Número de identificación personal del contribuyente (ITIN, por sus siglas en inglés) Número de identificación de la FATCA (FIN, por sus siglas en inglés) o identificación de entidad de la Ley de Cumplimiento Tributario de Cuentas en el Extranjero (FATCA, por sus siglas en inglés) Número de identificación personal para la protección de la identidad (IP PIN, por sus siglas en inglés) Otros No estoy seguro/no tengo conocimiento	employer_identification_number preparer_tax_identification_number electronic_filing_identification_number individual_tax_identification_number fatca_identification_number identity_protection_personal_identification_number other not_sure_dont_know	Y	Radio button, one-up vertical	Skip logic group	4F_ID Number	
ZAK8419Q019	us_treasury_irs_irs_spanish_v3_4fa_other_id_number	4fa	Please specify what identification number information were looking for:	Por favor, especifique qué información de número de identificación buscaba:					N	Text area, <100 characters	Skip logic group	4FA_Other ID Number
ZAK8419Q020	us_treasury_irs_irs_spanish_v3_5_contact		Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply)	Antes de esta visita, ¿qué comunicación ha tenido con el IRS sobre su propósito principal para visitar? (Seleccione todas las que correspondan)	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) Visited IRS.gov	Ninguna comunicación con el IRS por este asunto Recibí un aviso o carta del IRS Llamé al IRS y hablé con un representante de servicio al cliente Llamé al IRS y utilicé el sistema de teléfono automatizado para obtener información Visité una oficina del IRS (Centro de ayuda al contribuyente) Visité IRS.gov/espanol	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 visited_irs_gov	N	Checkbox, one-up vertical	Skip logic group	5_Contact	
ZAK8419Q021	us_treasury_irs_irs_spanish_v3_6a_quality		Please rate your agreement with the following statements about your visit to IRS.gov today. My need was addressed.	Por favor califique su acuerdo con las siguientes declaraciones sobre su visita a IRS.gov hoy. Obtuvo lo que buscaba	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical	Skip logic group	6_Quality	
ZAK8419Q022	us_treasury_irs_irs_spanish_v3_6a_others	6a	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.	¿Por qué no obtuvo lo que buscaba? Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de "comentarios" de esta encuesta.					N	Text area, no character limit	Skip logic group	6A_OE Need
ZAK8419Q023	us_treasury_irs_irs_spanish_v3_7_ease		It was easy to complete what I needed to do	Fue fácil completar lo que tenía que hacer	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical	Skip logic group	7_Ease	

ZAK8419Q024	us_treasury_irs_irs_spanish_v3_8_efficiency	It took a reasonable amount of time to do what I needed to do	Tomó una cantidad de tiempo razonable completarlo que tenía que hacer	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical		8_Efficiency
ZAK8419Q025	us_treasury_irs_irs_spanish_v3_9_confidence	This interaction increased my confidence in the IRS	Esta experiencia aumentó mi confianza en el IRS	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical		9_Confidence
ZAK8419Q026	us_treasury_irs_irs_spanish_v3_10	Were you able to log in to (or create an account for) any IRS online tool today?	¿Pudo usted iniciar sesión (o crear una cuenta) en cualquier herramienta en línea del IRS hoy?	Strongly Agree 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	No tuve que iniciar sesión o crear una cuenta Logré iniciar sesión o crear una cuenta correctamente No pude iniciar sesión o crear una cuenta	10b 10a 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	N	Checkbox, one-up vertical	Skip logic group	10_Login
ZAK8419Q027	us_treasury_irs_irs_spanish_v3_10a_oe_login	10a What prevented you from logging into an IRS online tool today? (Please don't provide any personal information in your response)	¿Qué le impidió iniciar sesión en una herramienta en línea del IRS hoy? (Por favor no proporcione ninguna información personal en su respuesta)				N	Text area, <100 character limit	Other please specify	10_OE Login
ZAK8419Q028	us_treasury_irs_irs_spanish_v3_10b_online_tool	10b Which IRS online tool(s) did you use today? (Select all that apply)	¿Qué herramienta(s) en línea del IRS utilizó usted hoy? (Seleccione todas las que correspondan)	Your account Direct Pay Where's My Refund Get Transcript Other, please specify:	Mi cuenta Direct Pay ¿Dónde está mi Reembolso? Otener Transcripción Otra, por favor indique:	your_account direct_pay wheres_my_refund get_transcript other	N	Checkbox, one-up vertical	Skip logic group	10B_Online Tool
ZAK8419Q029	us_treasury_irs_irs_spanish_v3_10c_oe_online_tool	10c Please specify which online tools you used today:	Por favor, especifique qué herramientas en línea utilizó hoy:			10c	N	Text area, <100 character limit		
ZAK8419Q030	us_treasury_irs_irs_spanish_v3_11_information	How did you look for information today? (Select all that apply)	¿Cómo buscó la información hoy? (Seleccione todos los que correspondan)	Search engine (such as Google or Bing) brought me to IRS website Used IRS website search Navigated through IRS website menu and/or links Typed link directly into the browser or bookmarked link Other	Un buscador (tal como Google o Bing) me condujo al sitio web del IRS Búsqueda en el sitio web del IRS Navegó a través del menú y/o enlaces del sitio web del IRS Ingresó un enlace directamente en el navegador o un enlace marcado favorito Otros	search_engine_such_as_google_or_bing_brought_me_to_irs_website 11a used_irs_website 11c navigated_through_typed_link_directly_into_the_browser_or_bookmarked_link other	N	Radio button, one-up vertical	Skip logic group	11_Information
ZAK8419Q031	us_treasury_irs_irs_spanish_v3_11a_search	11a How was your search experience today?	¿Cómo fue su experiencia de búsqueda hoy?	I found what I was looking for in the Top Recommendations Search delivered a helpful set of results I was able to find what I searched for, but it wasn't easy Search did not deliver a helpful set of results	Encontré lo que buscaba en la sección de Las Mejores Recomendaciones La búsqueda dio un conjunto de resultados útiles Pude encontrar lo que buscaba, pero no fue fácil La búsqueda no dio un conjunto de resultados útiles	I found what I was looking for in the top recommendations 11b search_delivered 11b i_was_able_to_find_search_did_not_d	N	Checkbox, one-up vertical	Skip logic group	11A_Search
ZAK8419Q032	us_treasury_irs_irs_spanish_v3_11b_oe_search_term	11b What specific search term(s) did you use to find information on IRS.gov?	¿Qué término(s) específico(s) de búsqueda utilizó usted para encontrar la información en IRS.gov/espanol?				N	Text area, <100 character limit	Skip logic group	11B_OE Search Term
ZAK8419Q033	us_treasury_irs_irs_spanish_v3_11c_navigation	11c How was your navigation experience today? (Select all that apply)	¿Cómo fue su experiencia de navegación hoy? (Seleccione todos los que correspondan)	I did not encounter any difficulties with site navigation Navigation got more confusing as I got deeper into the site Expected links were not present on pages Links did not take me where I expected I was unsure where I should be clicking within the site Encountered technical difficulties (links didn't work, received error messages, etc.)	No encontré ninguna dificultad con la navegación del sitio La navegación se hizo más confusa a medida que ingresé más profundo al sitio Los enlaces esperados no estaban presentes en las páginas Los enlaces no me llevaron donde esperaba No estaba seguro de dónde debía pulsar dentro del sitio Encontré dificultades técnicas (los enlaces no funcionaron, mensajes de error)	I did not encounter any difficulties with site navigation 11c navigation_got_more_confusing_as_i_got_deeper_into_the_site expected_links_were_not_present_on_pages_links_did_not_take_me_where_i_expected i_was_unsure_where_i_should_be_clicking_within_the_site encountered_technical_difficulties_links_didnt_work_received_error_messages_etc	N	Checkbox, one-up vertical	Skip logic group	11C_Navigation
ZAK8419Q034	us_treasury_irs_irs_spanish_v3_12	In the past year, about how often did you visit IRS.gov?	En el año pasado, ¿con qué frecuencia visitó usted IRS.gov/espanol?	This is my first time About once a week or more About once a month Every 6 months or less About once a year Less than once a year	Esta es mi primera vez Aproximadamente una vez a la semana o más Aproximadamente una vez al mes Cada 6 meses o menos Aproximadamente una vez al año Menos de una vez al año	this_is_my_first_time about_once_a_week about_once_a_month every_6_months_or_less about_once_a_year less_than_once_a_year	N	Radio button, one-up vertical		12_Frequency
ZAK8419Q035	us_treasury_irs_irs_spanish_v3_13_oe_improvement	If you could change or improve one thing about this website what would it be? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.	Si pudiera cambiar una cosa acerca de este sitio web, ¿qué sería? Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de "comentarios" de esta encuesta.				N	Text area, no character limit		13_OE Improvement

ZAK8419Q011	us_treasury_irs_irs_spanish_v3_4ba_other_refund	4ba	Please specify your other refund task:	Por favor, especifique su otra tarea de reembolso:	Other	Otros	4ba	other	N	Text field, <100 char	Skip logic group	4BA_Other Refund
ZAK8419Q012	us_treasury_irs_irs_spanish_v3_4c_transcript	4c	Please indicate which specific tax records tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas sobre los registros tributarios específicos describen su visita hoy. (Seleccione todas las que correspondan)	Download a copy of a transcript Order a transcript in the mail Find info about transcripts Obtain my adjusted gross income (AGI) from a previous year Obtain my filing status from a previous year View my current or prior year return View my balance and payment history Other	Descargar una copia de una transcripción Solicitar una transcripción por correo Encontrar información sobre las transcripciones Obtener mis ingresos brutos ajustados (AGI, por sus siglas en inglés) de un año anterior Obtener mi estado civil para efectos de la declaración de un año anterior Ver mi declaración actual o del año anterior Ver mi saldo y mi historial de pagos Otros	download_a_copy_of_a_transcript order_a_transcript_in_the_mail find_info_about_transcripts obtain_my_adjusted_gross_income_agi_from_a_previous_year obtain_my_filing_status_from_a_previous_year view_my_current_or_prior_year_return view_my_balance_and_payment_history other	Y	Checkbox, one-up vertical	Skip logic group	4C_Transcript	
ZAK8419Q013	us_treasury_irs_irs_spanish_v3_4ca_other_transcript	4ca	Please specify your other tax records task:	Por favor, especifique su otra tarea sobre los registros tributarios:					N	Text field, <100 char	Skip logic group	4CA_Other Transcript
ZAK8419Q014	us_treasury_irs_irs_spanish_v3_4d_forms	4d	Please indicate which specific forms, publications or instructions tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas de formularios, publicaciones o instrucciones específicas describen su visita hoy. (Seleccione todas las que correspondan)	Download current year tax forms 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	Descargar los formularios tributarios del año actual Descargar los formularios tributarios del año anterior Imprimir los formularios tributarios del año actual Imprimir los formularios tributarios del año anterior Comprender mejor las normas y los procedimientos tributarios Ordenar los formularios tributarios E-file mis formularios Encontrar ejemplos de formularios completados Otros	download_current_year_tax_forms 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	Y	Checkbox, one-up vertical	Skip logic group	4D_Forms	
ZAK8419Q015	us_treasury_irs_irs_spanish_v3_4da_other_forms	4da	Please specify your other forms, publications or instructions task:	Por favor, especifique sus tareas de otros formularios, publicaciones o instrucciones:					N	Text field, <100 char	Skip logic group	4DA_Other Forms
ZAK8419Q016	us_treasury_irs_irs_spanish_v3_4e_penalties	4e	Please indicate which specific penalties tasks describe your visit today. (Select all that apply)	Por favor, indique qué tareas de multas específicas describen su visita hoy. (Seleccione todas las que correspondan)	Learn about penalties for individual taxpayers Learn about penalties for small businesses or corporations Learn how to avoid a penalty Learn how to compute a penalty Learn about penalty relief criteria Learn how to request penalty relief Learn how to appeal a rejected request for penalty relief Learn about IRA additional tax penalties See what penalties I owe and/or the amounts due Make a payment Other	Obtener información sobre las multas para contribuyentes individuales Obtener información sobre las multas para empresas pequeñas o sociedades anónimas Obtener información sobre cómo evitar una multa Obtener información sobre cómo calcular una multa Obtener información sobre los criterios de alivio de multas Obtener información sobre cómo solicitar el alivio de multas Obtener información sobre cómo apelar una solicitud denegada de alivio de multas Obtener información acerca de las multas tributarias adicionales sobre las IRA Ver qué multas adeudo y/o las cantidades adeudadas Realizar un pago Otros	learn_about_penalties_for_individual_taxpayers learn_about_penalties_for_small_businesses_or_corporations learn_how_to_avoid_a_penalty learn_how_to_compute_a_penalty learn_about_penalty_relief_criteria learn_how_to_request_penalty_relief learn_how_to_appeal_a_rejected_request_for_penalty_relief learn_about_ira_additional_tax_penalties see_what_penalties_i_owe_and_or_the_amounts_due make_a_payment other	Y	Checkbox, one-up vertical	Skip logic group	4E_Penalties	
ZAK8419Q017	us_treasury_irs_irs_spanish_v3_4ea_other_penalties	4ea	Please specify your other penalties task:	Por favor, especifique su otra tarea de multas:					N	Text field, <100 char	Skip logic group	4EA_Other Penalties
ZAK8419Q018	us_treasury_irs_irs_spanish_v3_4f_id_number	4f	What type of identification number did you want to request or find more information about?	¿Sobre qué tipo de número de identificación deseaba solicitar u obtener más información?	Employer Identification Number (EIN) Preparer Tax Identification Number (PTIN) Electronic Filing Identification Number (EFIN) Individual Tax Identification Number (ITIN) FATCA Identification Number (FIN) or FATCA Entity ID Identity Protection Personal Identification Number (IP PIN) Other Not sure/don't know	Número de identificación del empleador (EIN, por sus siglas en inglés) Número de identificación tributaria del preparador de impuestos (PTIN, por sus siglas en inglés) Número de identificación de presentación electrónica (EFIN, por sus siglas en inglés) Número de identificación personal del contribuyente (ITIN, por sus siglas en inglés) Número de identificación de la FATCA (FIN, por sus siglas en inglés) o identificación de entidad de la Ley de Cumplimiento Tributario de Cuentas en el Extranjero (FATCA, por sus siglas en inglés) Número de identificación personal para la protección de la identidad (IP PIN, por sus siglas en inglés) Otros No estoy seguro/no tengo conocimiento	employer_identification_number preparer_tax_identification_number electronic_filing_identification_number individual_tax_identification_number fatca_identification_number identity_protection_personal_identification_number other not_sure_dont_know	Y	Radio button, one-up vertical	Skip logic group	4F_ID Number	
ZAK8419Q019	us_treasury_irs_irs_spanish_v3_4fa_other_id_number	4fa	Please specify what identification number information were looking for:	Por favor, especifique qué información de número de identificación buscaba:					N	Text area, <100 characters	Skip logic group	4FA_Other ID Number
ZAK8419Q020	us_treasury_irs_irs_spanish_v3_5_contact		Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply)	Antes de esta visita, ¿qué comunicación ha tenido con el IRS sobre su propósito principal para visitar? (Seleccione todas las que correspondan)	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) Visited IRS.gov	Ninguna comunicación con el IRS por este asunto Recibí un aviso o carta del IRS Llamé al IRS y hablé con un representante de servicio al cliente Llamé al IRS y utilicé el sistema de teléfono automatizado para obtener información Visité una oficina del IRS (Centro de ayuda al contribuyente) Visité IRS.gov/espanol	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 visited_irs_gov	N	Checkbox, one-up vertical	Skip logic group	5_Contact	
ZAK8419Q021	us_treasury_irs_irs_spanish_v3_6a_quality	6a	Please rate your agreement with the following statements about your visit to IRS.gov today. My need was addressed.	Por favor califique su acuerdo con las siguientes declaraciones sobre su visita a IRS.gov hoy. Obtuvo lo que buscaba	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical	Skip logic group	6_Quality	
ZAK8419Q022	us_treasury_irs_irs_spanish_v3_6a_others	6a	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.	¿Por qué no obtuvo lo que buscaba? Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de "comentarios" de esta encuesta.					N	Text area, no character limit	Skip logic group	6A_OE Need
ZAK8419Q023	us_treasury_irs_irs_spanish_v3_7_ease		It was easy to complete what I needed to do	Fue fácil completar lo que tenía que hacer	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical	Skip logic group	7_Ease	

ZAK8419Q024	us_treasury_irs_irs_spanish_v3_8_efficiency	It took a reasonable amount of time to do what I needed to do	Tomó una cantidad de tiempo razonable completarlo que tenía que hacer	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical		8_Efficiency
ZAK8419Q025	us_treasury_irs_irs_spanish_v3_9_confidence	This interaction increased my confidence in the IRS	Esta experiencia aumentó mi confianza en el IRS	Strongly Disagree Disagree Neutral Agree Strongly Agree	Muy en desacuerdo En desacuerdo Neutral De acuerdo Muy de acuerdo	strongly_disagree disagree neutral agree strongly_agree	Y	Radio button, one-up vertical		9_Confidence
ZAK8419Q026	us_treasury_irs_irs_spanish_v3_10	Were you able to log in to (or create an account for) any IRS online tool today?	¿Pudo usted iniciar sesión (o crear una cuenta) en cualquier herramienta en línea del IRS hoy?	Strongly Disagree Disagree Neutral Agree Strongly Agree	No tuve que iniciar sesión o crear una cuenta Logré iniciar sesión o crear una cuenta correctamente No pude iniciar sesión o crear una cuenta	10b 10a	N	Checkbox, one-up vertical	Skip logic group	10_Login
ZAK8419Q027	us_treasury_irs_irs_spanish_v3_10a_oe_login	10a What prevented you from logging into an IRS online tool today? (Please don't provide any personal information in your response)	¿Qué le impidió iniciar sesión en una herramienta en línea del IRS hoy? (Por favor no proporcione ninguna información personal en su respuesta)				N	Text area, <100 character limit	Other please specify	10_OE Login
ZAK8419Q028	us_treasury_irs_irs_spanish_v3_10b_online_tool	10b Which IRS online tool(s) did you use today? (Select all that apply)	¿Qué herramienta(s) en línea del IRS utilizó usted hoy? (Seleccione todas las que correspondan)	Your account Direct Pay Where's My Refund Get Transcript Other, please specify:	Mi cuenta Direct Pay ¿Dónde está mi Reembolso? Obtener Transcripción Otra, por favor indique:	10c	N	Checkbox, one-up vertical	Skip logic group	10B_Online Tool
ZAK8419Q029	us_treasury_irs_irs_spanish_v3_10c_oe_online_tool	10c Please specify which online tools you used today:	Por favor, especifique qué herramientas en línea utilizó hoy:				N	Text area, <100 character limit		
ZAK8419Q030	us_treasury_irs_irs_spanish_v3_11_information	How did you look for information today? (Select all that apply)	¿Cómo buscó la información hoy? (Seleccione todos los que correspondan)	Search engine (such as Google or Bing) brought me to IRS website Used IRS website search Navigated through IRS website menu and/or links Typed link directly into the browser or bookmarked link Other	Un buscador (tal como Google o Bing) me condujo al sitio web del IRS Búsqueda en el sitio web del IRS Navegó a través del menú y/o enlaces del sitio web del IRS Ingresó un enlace directamente en el navegador o un enlace marcado favorito Otras	11a 11c	N	Radio button, one-up vertical	Skip logic group	11_Information
ZAK8419Q031	us_treasury_irs_irs_spanish_v3_11a_search	11a How was your search experience today?	¿Cómo fue su experiencia de búsqueda hoy?	I found what I was looking for in the Top Recommendations Search delivered a helpful set of results I was able to find what I searched for, but it wasn't easy Search did not deliver a helpful set of results	Encontré lo que buscaba en la sección de Las Mejores Recomendaciones La búsqueda dio un conjunto de resultados útiles Pude encontrar lo que buscaba, pero no fue fácil La búsqueda no dio un conjunto de resultados útiles	11b 11b	N	Checkbox, one-up vertical	Skip logic group	11A_Search
ZAK8419Q032	us_treasury_irs_irs_spanish_v3_11b_oe_search_term	11b What specific search term(s) did you use to find information on IRS.gov?	¿Qué término(s) específico(s) de búsqueda utilizó usted para encontrar la información en IRS.gov/espanol?				N	Text area, <100 character limit	Skip logic group	11B_OE Search Term
ZAK8419Q033	us_treasury_irs_irs_spanish_v3_11c_navigation	11c How was your navigation experience today? (Select all that apply)	¿Cómo fue su experiencia de navegación hoy? (Seleccione todos los que correspondan)	I did not encounter any difficulties with site navigation Navigation got more confusing as I got deeper into the site Expected links were not present on pages Links did not take me where I expected I was unsure where I should be clicking within the site Encountered technical difficulties (links didn't work, received error messages, etc.)	No encontré ninguna dificultad con la navegación del sitio La navegación se hizo más confusa a medida que ingresé más profundo al sitio Los enlaces esperados no estaban presentes en las páginas Los enlaces no me llevaron donde esperaba No estaba seguro de dónde debía pulsar dentro del sitio Encontré dificultades técnicas (los enlaces no funcionaron, mensajes de error)	11c	N	Checkbox, one-up vertical	Skip logic group	11C_Navigation
ZAK8419Q034	us_treasury_irs_irs_spanish_v3_12	In the past year, about how often did you visit IRS.gov?	En el año pasado, ¿con qué frecuencia visitó usted IRS.gov/espanol?	This is my first time About once a week or more About once a month Every 6 months or less About once a year Less than once a year	Esta es mi primera vez Aproximadamente una vez a la semana o más Aproximadamente una vez al mes Cada 6 meses o menos Aproximadamente una vez al año Menos de una vez al año	12	N	Radio button, one-up vertical		12_Frequency
ZAK8419Q035	us_treasury_irs_irs_spanish_v3_13_oe_improvement	If you could change or improve one thing about this website what would it be? Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.	Si pudiera cambiar una cosa acerca de este sitio web, ¿qué sería? Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de "comentarios" de esta encuesta.				N	Text area, no character limit		13_OE Improvement

QID	AP Question Tag	Skip From	Question Text	Question Text	Answer Choices	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
ZAK8419Q001	us_treasury_irs_irs_spanish_v3_1_r		I am visiting IRS.gov today as ...	Visito IRS.gov/espanol hoy como...	An individual taxpayer (myself, my household, family member, etc.) A business (corporation, partnership, small business, employee, etc.) A charity or non-profit organization (tax exempt entity, government entity, employee, etc.) A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.) Other	Un contribuyente individual (yo mismo, mi unidad familiar, miembro de la familia, etcétera) Un negocio (sociedad anónima, sociedad colectiva, negocio pequeño, empleado, etcétera) Una organización caritativa o sin fines de lucro (entidad exenta de impuestos, entidad gubernamental, empleado, etcétera) Un profesional de impuestos (contable, abogado, oficial de fideicomisos bancarios, agente inscrito, asesor de impuestos, preparador de impuestos, etcétera) Otro	2	an_individual_tax	Y	Radio button, one-up vertical	Skip logic group	1_Role
ZAK8419Q002	us_treasury_irs_irs_spanish_v3_1a_other_role	1a	Please specify what best describes your role today:	Por favor, indique lo que mejor describa su rol hoy:					N	Text field, <100 char	Skip logic group	1a_Other Role
ZAK8419Q003	us_treasury_irs_irs_spanish_v3_2_individual_roles	2	Do any of these situations apply to you? (Select all that apply.)	¿Alguna de estas circunstancias se aplica a usted? (Seleccione todas las que correspondan)	Standard 1040 Filer (Wage/salary receiving employee) Retired Have self-employment income (1099) Foreign National Living in the US US Taxpayer living abroad Parent acting on behalf of a child Active duty military Acting on behalf of a deceased person and/or estate Disability recipients Other	Contribuyente del 1040 estándar (empleado que recibe sueldos/salarios) Jubilado Tiene ingresos del trabajo por cuenta propia (1099) Ciudadano extranjero que vive en los Estados Unidos Contribuyente estadounidense que vive en el extranjero Padre que actúa en nombre de un hijo Militar en servicio activo Acción en nombre de una persona fallecida y/o un caudal hereditario Beneficiario de compensación por discapacidad Otra	standard_1040_filer	N	Check box, one-up vertical	Skip logic group	2_Individual Roles	
ZAK8419Q004	us_treasury_irs_irs_spanish_v3_2a_other_individual_roles	2a	Please describe your tax role/situation:	Por favor, describa su situación/proposición tributario:					N	Text field, <100 char	Skip logic group	2a_Other Individual Roles
ZAK8419Q005	us_treasury_irs_irs_spanish_v3_3_reason		What was your main reason for visiting IRS.gov today?	¿Cuál fue su propósito principal para visitar IRS.gov/espanol hoy?	Tax forms, publications, or instructions Refund status or refund information Filing or filing information Payments or balance info (make a payment, payment agreements, check balance, find payment info, etc.) Tax records (tax transcript, account transcript, etc.) Other	Formularios, publicaciones o instrucciones tributarias Estado del reembolso o información sobre el reembolso Presentar impuestos o la información sobre cómo presentar los impuestos Pagos o información de saldo (efectuar un pago, planes de pagos, verificar el saldo, encontrar información de pago, etcétera) Registros tributarios (transcripción de impuestos, transcripción de cuenta, etcétera) Otro	4d	tax_forms_publication	Y	Radio button, one-up vertical	Skip logic group	3_Reason
								4b	refund_status_or_refund_information			
								4a	payments_or_balance_info_make_a_payment_payment_agreements_check_balance_find_payment_info_etc			
								4c	tax_records_tax_transcript_account_transcript_etc			
								3a	other			
ZAK8419Q006	us_treasury_irs_irs_spanish_v3_3a_reason_ii	3a	What was your main reason for visiting IRS.gov today?	¿Cuál fue su propósito principal para visitar IRS.gov/espanol hoy?	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 amend my previously filed return Identity theft, fraud, or scams General tax information Other	Herramientas para profesionales de impuestos (por ejemplo los servicios electrónicos) Información sobre Free File Número de identificación para propósitos tributarios (EIN, PTIN, ITIN, etcétera) Multas Información sobre créditos y deducciones Estado de una declaración de impuestos enmendada o enmendar mi declaración presentada anteriormente Robo de identidad, fraude o estafas Información tributaria general Otro		tools_for_tax_professionals_eg_e_services	Y	Radio button, one-up vertical	Skip logic group	3_Reason II
								4f	tax_identification_number_ein_ptin_itin_etc			
								4e	penalties_credits_and_deduction_information			
									amended_tax_return_status_or_amend_my_previously_filed_return			
									identity_theft_fraud_or_scams			
									general_tax_information			
								3b	other			
ZAK8419Q007	us_treasury_irs_irs_spanish_v3_3b_other_reason	3b	Please specify other reason for visiting: Please do NOT provide any personal information (name, Social Security number, etc.) in the "comments" sections of this survey.	Por favor, indique otro propósito de su visita: Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de "comentarios" de esta encuesta.					N	Text field, <100 char	Skip logic group	3B_Other Reason
ZAK8419Q008	us_treasury_irs_irs_spanish_v3_4a_payments	4a	Please indicate which specific payment tasks describe your visit today. (Select all that apply)	Por favor, indique qué acción específica de pago describe su visita de hoy (Seleccione todas las que correspondan)	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 Other	Efectuar un pago en línea Buscar información sobre las opciones de pago Establecer un plan de pagos a plazos o un acuerdo de pagos en línea Ver, modificar o cancelar un pago existente Ver, modificar o cancelar un plan de pagos existente Verificar el saldo de mi cuenta Ver mi historial de pago Otra		make_an_online_payment	Y	Checkbox, one-up vertical	Skip logic group	4A_Payments
									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			
								4aa	other			
ZAK8419Q009	us_treasury_irs_irs_spanish_v3_4aa_other_payments	4aa	Please specify your other payment task:	Por favor, indique su otra acción de pago:					N	Text field, <100 char	Skip logic group	4AA_Other Payments
ZAK8419Q010	us_treasury_irs_irs_spanish_v3_4b_refund	4b	Please indicate which specific refund tasks describe your visit today. (Select all that apply)	Por favor, indique qué acción específica de reembolso describe su visita de hoy (Seleccione todas las que correspondan)	Check status of refund General information about tax refunds Review refund FAQs Other	Verificar el estado del reembolso Información general sobre los reembolsos de impuestos Revisar las preguntas frecuentes sobre los reembolsos Otra		check_status_of_refund	Y	Checkbox, one-up vertical	Skip logic group	4B_Refund
									general_information_about_tax_refunds			
									review_refund_faqs			
								4ba	other			

ZAK8419Q011	us_treasury_irs_irs_spanish_v3_4ba_other_refund	4ba	Please specify your other refund task:	Por favor, indique su otra acción de reembolso:				N	Text field, <100 char	Skip logic group	4BA_Other Refund
ZAK8419Q012	us_treasury_irs_irs_spanish_v3_4c_transcript	4c	Please indicate which specific tax records tasks describe your visit today. (Select all that apply)	Por favor, indique qué acción específica de registro tributario describe su visita de hoy (Seleccione todas las que correspondan)	Download a copy of a transcript	Descargar una copia de una transcripción	download_a_copy_of_a_transcript	Y	Checkbox, one-up vertical	Skip logic group	4C_Transcript
					Order a transcript in the mail	Ordenar una transcripción por correo	order_a_transcript_in_the_mail				
					Find info about transcripts	Encontrar la información sobre las transcripciones	find_info_about_transcripts				
					Obtain my adjusted gross income (AGI) from a previous year	Obtener mi Ingreso Bruto Ajustado (AGI, por sus siglas en inglés) de un año anterior	obtain_my_adjusted_gross_income_agi_from_a_previous_year				
					Obtain my filing status from a previous year	Obtener mi estado civil para efectos de la declaración de un año anterior	obtain_my_filing_status_from_a_previous_year				
					View my current or prior year return	Ver mi declaración del año actual o de un año anterior	view_my_current_or_prior_year_return				
ZAK8419Q013	us_treasury_irs_irs_spanish_v3_4ca_other_transcript	4ca	Please specify your other tax records task:	Por favor, indique su otra acción de registro tributario:	View my balance and payment history	Ver mi saldo y el historial de pagos	view_my_balance_and_payment_history				
					Other	Otra	other	N	Text field, <100 char	Skip logic group	4CA_Other Transcript
					Download current year tax forms	Descargar los formularios tributarios del año en curso	download_current_year_tax_forms	Y	Checkbox, one-up vertical	Skip logic group	4D_Forms
					Download prior year tax forms	Descargar los formularios tributarios de un año anterior	download_prior_year_tax_forms				
					Print current year tax forms	Imprimir los formularios tributarios del año en curso	print_current_year_tax_forms				
					Print prior year tax forms	Imprimir los formularios tributarios de un año anterior	print_prior_year_tax_forms				
ZAK8419Q015	us_treasury_irs_irs_spanish_v3_4da_other_forms	4da	Please specify your other forms, publications or instructions tasks describe your visit today. (Select all that apply)	Por favor, indique qué acción específica de formularios, publicaciones o instrucciones describe su visita de hoy (Seleccione todas las que correspondan)	Better understand tax rules and procedures	Entender mejor las reglas y los procedimientos tributarios	better_understand_tax_rules_and_procedures				
					Order tax forms	Ordenar los formularios tributarios	order_tax_forms				
					e-file my forms	Presentar electrónicamente mis formularios	e_file_my_forms				
					Find examples of completed forms	Encontrar ejemplos de formularios completados	find_examples_of_completed_forms				
					Other	Otra	other	N	Text field, <100 char	Skip logic group	4DA_Other Forms
					ZAK8419Q016	us_treasury_irs_irs_spanish_v3_4e_penalties	4e	Please indicate which specific penalties tasks describe your visit today. (Select all that apply)	Por favor, indique qué acción específica de las multas describe su visita de hoy (Seleccione todas las que correspondan)	Learn about penalties for individual taxpayers	Aprender sobre las multas para los contribuyentes individuales
ZAK8419Q017	us_treasury_irs_irs_spanish_v3_4ea_other_penalties	4ea	Please specify your other penalties task:	Por favor, indique su otra acción de las multas:	Learn about penalties for small businesses or corporations	Aprender sobre las multas para los negocios pequeños o sociedades anónimas	learn_about_penalties_for_small_businesses_or_corporations				
					Learn how to avoid a penalty	Aprender cómo evitar una multa	learn_how_to_avoid_a_penalty				
					Learn how to compute a penalty	Aprender cómo calcular una multa	learn_how_to_compute_a_penalty				
					Learn about penalty relief criteria	Aprender sobre los criterios del alivio de las multas	learn_about_penalty_relief_criteria				
					Learn how to request penalty relief	Aprender cómo solicitar el alivio de las multas	learn_how_to_request_penalty_relief				
					Learn how to appeal a rejected request for penalty relief	Aprender cómo apelar una solicitud denegada del alivio de las multas	learn_how_to_appeal_a_rejected_request_for_penalty_relief				
ZAK8419Q018	us_treasury_irs_irs_spanish_v3_4f_id_number	4f	What type of identification number did you want to request or find more information about?	¿Qué clase de número de identificación desea solicitar u obtener más información?	Employer Identification Number (EIN)	Número de Identificación del Empleador (EIN)	employer_identification_number	Y	Radio button, one-up vertical	Skip logic group	4F_ID Number
					Preparer Tax Identification Number (PTIN)	Número de Identificación Tributaria del Preparador Remunerado (PTIN)	preparer_tax_identification_number				
					Electronic Filing Identification Number (EFIN)	Número de Identificación de Presentación Electrónica (EFIN)	electronic_filing_identification_number				
					Individual Tax Identification Number (ITIN)	Número de Identificación Personal del Contribuyente (ITIN)	individual_tax_identification_number				
					FATCA Identification Number (FIN) or FATCA Entity ID	Número de Identificación de FATCA (FIN) o Identificación de la Entidad de FATCA	fatca_identification_number				
					Identity Protection Personal Identification Number (IP PIN)	Número de Identificación Personal para la Protección de la Identidad (IP PIN)	identity_protection_personal_identification_number				
ZAK8419Q019	us_treasury_irs_irs_spanish_v3_4fa_other_id_number	4fa	Please specify what identification number information were looking for:	Por favor, indique qué información de número de identificación buscaba:	Other	Otro	other	N	Text area, <100 characters	Skip logic group	4FA_Other ID Number
					Not sure/don't know	No estoy seguro/ no sé	not_sure_dont_know				
					Have not been in contact with the IRS for this reason	Ninguna comunicación con el IRS por este asunto	have_not_been_in_contact_with_the_irs_for_this_reason	N	Checkbox, one-up vertical		5_Contact
					Received a notice or letter from the IRS	Recibió un aviso o carta del IRS	received_a_notice_or_letter_from_the_irs				
					Called the IRS and spoke to a customer service representative	Llamó al IRS y habló con un representante de servicio al cliente	called_the_irs_and_spoke_to_a_customer_service_representative				
					Called the IRS and used the automated phone system to get information	Llamó al IRS y utilizó el sistema de teléfono automatizado para obtener información	called_the_irs_and_used_the_automated_phone_system_to_get_information				
ZAK8419Q020	us_treasury_irs_irs_spanish_v3_5_c_contact	6a	Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply)	Antes de esta visita, ¿qué comunicación ha tenido con el IRS sobre su propósito principal para visitar? (Seleccione todas las que correspondan)	Visited an IRS office (Taxpayer Assistance Center)	Visitó una oficina del IRS (Centro de ayuda al contribuyente)	visited_an_irs_office				
					Visited IRS.gov	Visitó IRS.gov/espagnol	visited_irs_gov				
					Strongly Disagree	Muy en desacuerdo	strongly_disagree	Y	Radio button, one-up vertical	Skip logic group	6_Quality
					Disagree	En desacuerdo	disagree				
					Neutral	Neutral	neutral				
					Agree	De acuerdo	agree				
ZAK8419Q021	us_treasury_irs_irs_spanish_v3_6_a_why_need	6a	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in the comments' sections of this survey.	¿Por qué no obtuvo lo que buscaba? Por favor, no proporcione ninguna información personal (nombre, número de Seguro Social, etc.) en las secciones de 'comentarios' de esta encuesta.	Strongly Agree	Muy de acuerdo	strongly_agree	N	Text area, no character limit	Skip logic group	6A_OE Need
					Disagree	En desacuerdo	disagree				
					Neutral	Neutral	neutral				
					Agree	De acuerdo	agree				
					Strongly Disagree	Muy en desacuerdo	strongly_disagree				
					Disagree	En desacuerdo	disagree				
ZAK8419Q022	us_treasury_irs_irs_spanish_v3_7_e_ease	7	It was easy to complete what I needed to do	Fue fácil completar lo que tenía que hacer	Strongly Disagree	Muy en desacuerdo	strongly_disagree	Y	Radio button, one-up vertical	Skip logic group	7_Ease
					Disagree	En desacuerdo	disagree				
					Neutral	Neutral	neutral				
					Agree	De acuerdo	agree				
					Strongly Agree	Muy de acuerdo	strongly_agree				
					Disagree	En desacuerdo	disagree				
ZAK8419Q024	us_treasury_irs_irs_spanish_v3_8_e_efficiency	8	It took a reasonable amount of time to do what I needed to do	Tomó una cantidad de tiempo razonable completar lo que tenía que hacer	Strongly Disagree	Muy en desacuerdo	strongly_disagree	Y	Radio button, one-up vertical	Skip logic group	8_Efficiency
					Disagree	En desacuerdo	disagree				

Attribute	Value
Channel	Web
Touchpoint Name	Browse
Hierarchy	No
Model Type	PredCSAT Desktop Browse
Journey Phase	Consideration
Touchpoint Type	Standard
Partner Involved	No
Replay	Yes
Version Number of Model Template	17.3.Y

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

