





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><b>Welcome Text</b></p> <p>Thank you for visiting . You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</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><b>Welcome Text - Tablet / Phone</b></p> <p>Thank you for visiting . You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p>
<p><b>Thank You Text</b></p> <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 website.</p>	<p><b>Thank You Text - Tablet / Phone</b></p> <p>Thank you for taking our survey - and for helping us serve you better. We appreciate your input!</p>
<p><b>Example Desktop</b></p> <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p style="text-align: center;"><b>Customer Satisfaction Survey</b></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 style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	<p><b>Example Mobile</b></p> <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p>Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p><p>Required questions are denoted by an *</p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p style="text-align: center;"><a href="#">ForeSee</a> <a href="#">ForeSee Privacy Policy</a></p></div>

Model Name  
Model ID VkdIFBZ19ptAJ1U8xBYxFg4C  
Partitioned No  
Date  
Model Version NA

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
			Please rate your agreement with the following statements about your visit to IRS Direct Pay today: This interaction increased my trust in the IRS.	1 = Strongly Disagree 2 3 4 5 = Strongly Agree			Y	Radio button, scale, no don't know		Trust
			I am satisfied with the service I received from IRS Direct Pay.	1 = Strongly Disagree 2 3 4 5 = Strongly Agree			Y	Radio button, scale, no don't know		Satisfied
			My need was addressed.	1 = Strongly Disagree 2 3 4 5 = Strongly Agree	A A		Y	Radio button, scale, no don't know	Skip Logic Group*	Need Addressed
		A	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.				N	Text area, no char limit		Why not addressed
			It was easy to complete what I needed to do.	1 = Strongly Disagree 2 3 4 5 = Strongly Agree			Y	Radio button, scale, no don't know		Ease to complete
			It took a reasonable amount of time to do what I needed to do.	1 = Strongly Disagree 2 3 4 5 = Strongly Agree			Y	Radio button, scale, no don't know		Time
			What is the reason for your payment today?	Payment Plan or Installment Agreement Tax Return (balance due when filing) Estimated Tax Proposed Tax Assessment Extension Amended Return Other			Y	Radio button, one-up vertical		Reason
SBD9365Q008			What features or benefits prompted you to use IRS Direct Pay? (Select all that apply.)	Online payment option No fees No registration Look up status, edit or cancel my payment None of the above Other			Y	Checkbox, one-up vertical	Mutually Exclusive	Features
SBD9365Q009			Which methods have you previously used to submit payments to the IRS? (Select all that apply.)	This is my first time submitting payments to the IRS IRS Direct Pay Paper process Online credit card payment Electronic Funds Transfer Payment System (EFTPS.gov) Electronic Fund Withdrawal (with e-file returns) Other			Y	Checkbox, one-up vertical	Mutually Exclusive	Methods used
			What would be your preferred choice of payment if Direct Pay was not available?	Mail in check Pay in person Credit card			Y	Radio button, one-up vertical		Preferred choice

			Electronic Funds Transfer Payment System (EFTPS.gov)					
			Pay when you e-file					
			Don't know					
		How likely are you to contact customer service as a result of your visit today?	1=Very Unlikely			Y	Radio button, scale, no don't know	Likely to contact
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Very Likely					
		What suggestions do you have to improve the existing IRS Direct Pay feature? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.				N	Text area, no char limit	OE_Improvement
<b>Breakpoint. Remove this line.</b>								

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			Which methods have you previously used to submit payments to the IRS? (Select all that apply.)	This is my first time submitting payments to the IRS IRS Direct Pay Paper process Online credit card payment Electronic Funds Transfer Payment System (EFTPS.gov) Electronic Fund Withdrawal (with e-file returns) Other			Y	Checkbox, one-up vertical	Mutually Exclusive	Methods used
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			How likely are you to contact customer service as a result of your visit today?	1=Very Unlikely 2 3 4 5 6 7 8 9 10=Very Likely			Y	Radio button, scale, no don't know		Likely to contact

		What suggestions do you have to improve the existing IRS Direct Pay feature? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.				N	Text area, no char limit		OE_Improvement
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Breakpoint. Remove this line.