

QID Question Text

1 Please rate your agreement with the following statements about your visit to IRS.gov today:
This interaction increased my trust in the IRS.

2 I am satisfied with the service I received from IRS.gov.

3 My need was addressed.

3.1 Why was your need not addressed?
Please do NOT provide any personal information (name, Social Security number, etc.) in your response.

4 It was easy to complete what I needed to do.

5 It took a reasonable amount of time to do what I needed to do.

6 Who are you visiting IRS.gov today as? (Select all that apply.)

6.1 Which situation best describes who you're helping? (Select all that apply.)

7 What was your reason for visiting IRS.gov today? (Select all that apply.)

7.1 Please indicate which specific payment tasks describe your visit today.
(Select all that apply.)

7.2 Please indicate which specific child tax credit payment tasks describe
your visit today. (Select all that apply.)

8 Prior to this visit, what contact have you had with the IRS about your
main reason for visiting? (Select all that apply.)

9 Were you able to log in to (or create an account for) any IRS online tool today?

10 What suggestions do you have to improve existing IRS.gov services?
Please do NOT provide any personal information (name, Social Security number, etc.) in your response.

Answer Choices

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

Myself (individual) or on behalf of others (example: family member, spouse or client)

Business (example: corporation, partnership, small business or my employer)

Charity or non-profit organization (example: tax exempt entity or government entity)

Tax professional (example: accountant, attorney, bank trust officer, enrolled agent, tax consultant or tax preparer)

Other

Non-filer of a federal income tax return

First-time federal income tax return filer

Employee earning a wage or salary (Standard 1040 Filer)

Retiree

Earns self-employment income

Someone who has employees

Foreign national living in the United States

US taxpayer living abroad
Parent acting on behalf of a child
Active duty member of the military
Estate administrator acting on behalf of a deceased person and/or their estate
Receives disability benefits

Economic impact payment information
Refund status
Tax forms, publications, or instructions
Child tax credit payment information
Filing or filing information
Payments, payment plans or balance information
Tax records (tax transcript, account transcript, etc.)
Tools for tax professionals (e.g., e-services)
Free File information
Tax Identification Number (EIN, PTIN, ITIN, etc.)
Penalties
Credits and deduction information
Amended tax return status or information
Identity theft, fraud, or scams
General tax information
Seek contact information
Other

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

Check eligibility status
View payment history
Update payment information
Update mailing address
Unenroll from payments
Re-enroll in payments
Find general information about the credit

Have not been in contact with the IRS for this reason
Received a notice or letter from the IRS
Called the IRS and spoke to a customer service representative

.....
Called the IRS and used the automated phone system to get information
.....

Visited an IRS office (Taxpayer Assistance Center)
.....

Used the IRS2Go Mobile App
.....

Visited IRS.gov
.....
.....

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
.....
.....

Skip To Required Y/N Type

..... Y Radio button
.....
.....
.....

..... Y Radio button
.....
.....
.....

3.1 Y Radio button
3.1
.....
.....

..... N Text area

..... Y Radio button
.....
.....
.....

..... Y Radio button
.....
.....
.....

6.1 Y Checkbox
.....
.....
.....
.....

..... N Checkbox
.....
.....
.....
.....
.....

.....
.....
.....
.....

Y Radio button
.....
.....

N Text area

Checkbox, one-up vertical

Drop down, select one

Radio button, one-up vertical

Radio button, scale, has don't know

Radio button, scale, no don't know

Text area, no char limit

Text field, <100 char