CUSTOM QUESTIONS Beta version

Beta version CUSTOM QUESTION LIST

QID	Question Text	A11 Category	Answer Choices (limited to 50 characters)	Skip to
1	Please rate your agreement with the following statements about your	Trust	Strongly Disagree	
	visit to IRS.gov today:		Disagree	
	This interaction increased my trust in the IRS		Neutral	
			Agree	
			Strongly Agree	
2	I am satisfied with the service I received from IRS.gov	Satisfaction	Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
3	My need was addressed	Quality	Strongly Disagree	
	,	(, , ,	Disagree	
			Neutral Neutral	
			Agree	
			Strongly Agree	
4	It was easy to complete what I needed to do	Ease	Strongly Disagree	
7	it was easy to complete what i needed to do	Lusc	Disagree Disagree	-
			Neutral	
			Agree	
			Agree Strongly Agree	
-	March a second by a second of fine and a short a second of the sta	E60 - 1		
5	It took a reasonable amount of time to do what I needed to do	Efficiency	Strongly Disagree	_
			Disagree	_
			Neutral	
			Agree	
			Strongly Agree	
6	It was easy to find the information that I needed on IRS.gov		Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
7	It was easy to understand the information on IRS.gov		Strongly Disagree	
			Disagree	
			Neutral	
			Agree	
			Strongly Agree	
8	I am likely to use IRS.gov as my primary resource for tax information		Strongly Disagree	
	π , , , , , , , , , , , , , , , , , , ,		Disagree	
			Neutral	1
			Agree	7
			Strongly Agree	1
9	I am visiting IRS.gov today as		An individual taxpayer (myself, my household, family member, etc.)	
3	an rising morgov today domi		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	┥
10	What was your main reason for visiting IRS.gov today?		COVID-19 or Economic Impact Payment	12
10	vinat was your main reason for visiting in s.gov today?		Tax forms, publications, or instructions	12
			Refund status or refund information	12
			Filing or filing information	12
			Payments or balance info (make a payment, payment agreements, check balance, find payment info, etc.)	11
			Tax records (tax transcript, account transcript, etc.)	12
			Tools for tax professionals (e.g., e-services)	12
			Free File information	12
			Tax Identification Number (EIN, PTIN, ITIN, etc.)	12
			Penalties	12
			Credits and deduction information	12
			Amended tax return status or amend my previously filed return	12
			Identity theft, fraud, or scams	12

CUSTOM QUESTIONS

Beta version

Beta versi		

QID	Question Text	A11 Category	Answer Choices (limited to 50 characters)	Skip to
			General tax information	12
			Other	
11	Please indicate which specific payment tasks describe your visit today.		Make an online payment	
	(Select all that apply)		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	
12	Were you able to log in to (or create an account for) any IRS online tool		l did not have to log in or create an account	
	today?		successfully logged in or created an account	
			l was unable to log in or create an account	
13	Prior to this visit, what contact have you had with the IRS about your		Have not been in contact with the IRS for this reason	
	main reason for visiting? (Select all that apply)		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	
14	What other online services would you want IRS.gov to provide?			

			Doguirod
Note	Type (select from list)	Question Label	Required Y/N
	Radio button, one-up vertical		Y/N Y
	Radio button, one-up vertical		Υ
	Radio button, one-up vertical		Y
	2 11 11 11 11 11		
	Radio button, one-up vertical		Y
	Dodio button and wasting		Y
	Radio button, one-up vertical		Y
			N
			N
			N
	Radio button, one-up vertical		Υ
	Radio button, one-up vertical		Y

Note	Type (select from list)	Question Label	Required Y/N
	Checkbox, one-up vertical		N
	Radio button, one-up vertical		N
	Checkbox, one-up vertical		N
	Text area, <255 character limit		N

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Date: 2/29/2016

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			IKS V3 CUSTOM QUESTION LIST	
	Skip			
O.D.	Logic	Outsides Total	Answer Choices	Older to
QID	Label	Question Text	(limited to 50 characters)	Skip to
1HM6185Q001		How frequently do you visit IRS.gov?	This is my first time	
			Daily	
			About once a week	
			About once a month	
			Every 6 months or less	
			About once a year	
иНМ6185Q002		Which best describes you for your visit to IRS.gov	An individual taxpayer	В
		today?	A business (corporation, partnership, small business, etc.)	
			A charity or non-profit organization (tax exempt entity, government entity, etc.)	
			A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.)	
			Other	A
MHM6185Q003	Α	Please specify:		
STE0105298	В	Please specify your individual taxpayer role.	Employee	
		,	Self employed	
			International taxpayer	
			Parent	
			Student	_
				_
			Senior and/or retiree	_ ر
0750405000			Other	С
STE0105299	С	Please specify:		24.22
иНМ6185Q004		Why did you visit IRS.gov today?	Amended tax return status or amend my previously filed return	G1,G3
			EIN (Employer Identification Number)	w
			Tools for tax professionals (e.g., e-services)	w
			Filing a return	W
			Free File information	F1
			Credits and deductions information	F1
			General tax information	F1
			Penalties	F1
			Received a notice/letter from IRS	F1
			News and events	F1
			Affordable Care Act information	F1
			Payments	B1
			PTIN (Preparer Tax Identification Number)	w
			Refund status	C1
			Tax forms, publications, or instructions	E1,F1
			Tax transcript	D1,D3,D4,D7
MHM6185Q005	Α	Diagon annoif u	Other	A,F1
	A	Please specify:	Ver-	F0
MHM6185Q006	F1	Did you find the information you were looking for today?	Yes	F3
			No .	F2
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.		
MHM6185Q008	F3	Please describe any confusion encountered in		
VII IIVIO103Q000		making sense of the information you found today.		
		making sense of the information you loand today.		
иНМ6185Q009	B1	What were you trying to accomplish with regard to	Make an online payment	B5,B7
WI INIOTO2Ó008	BI	payments?		
		payments:	Seek information about payment options	B2,B9
			Set up an installment agreement or online payment agreement	B11,B7
			Look-up, modify, or cancel an existing payment or agreement	B7
			Other	B4
STE0105300	B2	Which most closely describes the information you were seeking today?	Options to pay online from your bank account	
		were seeming today?	Lauren andre by debit a good in and	
			How to pay online by debit or credit card	
			How to pay via check	
			How to pay via cash or money order	
			Information about installment agreements or payment plans Your balance due	

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			IRS v3 CUSTOM QUESTION LIST	
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to
4.5	Luber	Quocuon Toxi	Other	B3
MHM6185Q011	В3	Please specify:		
ИНМ6185Q012	B4	Please specify:		
MHM6185Q012	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card	
WII IIWIO103Q013	53	which type of payment and you attempt:	Electronic Federal Tax Payment System (EFTPS)	
			IRS Direct Pay	
			Other	В6
MHM6185Q014	В6	Please specify:		
STE0105301	B11	Which type of agreement did you set up or tried to set	Monthly payments by mail	
			Monthly payment via direct debit	
			Full pay within the next 4 months	
			Full pay today	
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	I was able to complete all my task(s)	
			l was able to complete most of my task(s)	
			I was able to complete some of my task(s)	B8
			I was unable to complete any of my task(s)	B8
MHM6185Q016	В8	If not, what prevented you?		
MHM6185Q017	B9	Were you able to find the information you were looking	Yes	
		for?	No	B10
MHM6185Q018	B10	If not, what prevented you?		
MHM6185Q019	C1	What were you trying to accomplish with regard to your	Check status of refund	C3,C5,C7,C8
· ·			Research more information about refund	C9
			Review refund FAQs	C9
			Other	C2
MHM6185Q020	C2	Please specify:		
MHM6185Q021	C3		Very easy	
		status feature?	Somewhat easy	-
			Somewhat difficult	C4
MHM6185Q022	C4	Why did you classify the usage of the refund status feature as somewhat or very difficult? Please provide	Very difficult	C4
MHM6185Q023	C5	specific details of your experience. Did the refund status feature provide you with	Yes	
VIHIVI0165QU23	Co	sufficient information/messaging about your refund		
		status?	No No	C6
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status.		
MHM6185Q025	C7	What other ways did you use to check on your refund status?		
MHM6185Q026	C8	How many times did you use the refund status feature	This is my first time	
		during the tax season?	2-4 times	
			5-9 times	
			10 or more times	
MHM6185Q027	C9		Yes	-
MHM6185Q028	C10	for? If not, what prevented you?	No Control of the Con	C10
STE0105302	G1		Check status of amended return	
31E0105302	GI	amended return?	Other	G2
STE0105311	G2	Please specify:		
STE0105310	G3	Were you able to find the information you were looking	Yes	
0.20100010		for?		G4
. ,			No No	G4

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
STE0105303	G4	If not, what prevented you?		
MHM6185Q029	D1	What was your main reason for requesting a transcript today?	Higher education/student aid Mortgage related Tax preparation	
			Immigration FEMA/Disaster related State licensing	
			Small business loan Housing assistance State or local tax issue	
			Income verification Health care Other	D2
MHM6185Q030	D2	Please specify any other reason(s) for requesting a transcript today.		
MHM6185Q031	D3	What type of transcript were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you have any difficulty requesting a transcript today?	Yes No	D5
MHM6185Q033	D5	What type of difficulty did you have when requesting a	There were technical difficulties with the application The information entered didn't match IRS records Received a registration error Tax year needed wasn't available Transcript type needed wasn't available The system/application was down Session expired too early Other	D6 D6 D6 D6 D6 D6 D6
MHM6185Q034	D6	Please specify any other difficulties you had when requesting a transcript today or you may give more details about the type you chose above .		
MHM6185Q035	D7	What could the IRS do to make the Get Transcript application better in the future?		
MHM6185Q036	E1	What were you trying to accomplish with regard to forms, publications, or instructions?	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	E2
MHM6185Q037	E2	Please specify:		
MHM6185Q038	W	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)	X X
MHM6185Q039	Х	If not, what prevented you?	i was unable to complete any or my tasi(s)	^
MHM6185Q040	Α	How did you look for information on IRS.gov today?	IRS.gov website search Advanced search Forms and publications area	A,C A,C

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OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
QID	Labei	Question Text	Site navigation	D D
			Links on a page	— ը
			Internet search engine (Google, MSN Search, Yahoo! Search, etc.)	
MHM6185Q041	Α	How was your search experience today?	Search delivered the expected results	
WI IWIO100Q0-1	,,	The was your source experience today.	Top recommendations were helpful	
			Too many results returned	
			No results returned	
			Results irrelevant to search terms	
			Unsure of search terms to use	
			Other	В
MHM6185Q042	В	Please specify:		
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov?		
MHM6185Q044	D	How easily were you able to navigate the website to	Navigation worked as expected	
		find what you needed?	Navigation terms were intuitive/easy to follow	
			First-level navigation was intuitive, but subsequent levels were less intuitive	
			Expected links were not present on Web pages	
			Links did not take me where I expected	
			Navigating through site and determining location on site was difficult	
			Encountered technical difficulties (links didn't work, received error messages, etc.)	
			Other	E
MHM6185Q045	E	Please specify:		
MHM6185Q046		What could we do to make our website better?		

Type (select from list)	Required Y/N	Special instructions	CQ Label
Radio button, one-up vertical	Y		Frequency
Radio button, one-up vertical	Y	Skip logic	Role
Text field, <100 char	N	Skip logic	Other role
Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
Text field, <100 char Radio button, one-up vertical	N Y	Skip logic Skip logic	Other taxpayer Reason
		Randomize Anchor answer choice	
Text area, no char limit	N	Skip logic	Other reason
Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
Text area, no char limit	N	Skip logic	Tax Info Difficulties
Text area, no char limit	N	Skip logic	Tax Info Confusion
Radio button, one-up vertical	Y	Skip logic	Payments
Checkbox, one-up vertical	Y	Skip logic	Payments Info Type

Type (select from list)	Required Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Payments Other info type
Text area, no char limit	N	Skip logic	Other payments
Checkbox, one-up vertical	Y	Skip logic	Payment Type
Text area, no char limit	N	Skip logic	Payments Other type
Radio button, one-up vertical	Y	Skip logic	Payments Agreement type
Radio button, one-up vertical	Y	Skip logic	Payments Accomplish task
Text area, no char limit	N	Skip logic	Payments Prevented task
Radio button, one-up vertical	Y	Skip logic	Payments Find info
Text area, no char limit	N	Skip logic	Payments No info found
Radio button, one-up vertical	Y	Skip logic	Refund
Text area, no char limit	N	Skip logic	Other refund
Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
Text area, no char limit	N	Skip logic	Refund Difficult use
Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
Text area, no char limit	N	Skip logic	Improve refund
Text area, no char limit	N	Skip logic	Refund Other ways
Radio button, one-up vertical	Y	Skip logic	Refund # times used
Radio button, one-up vertical	Y	Skip logic	Refund Find info
Text area, no char limit	N	Skip logic	Refund No info found
Radio button, one-up vertical	Y	Skip logic	Amended return
Text area, no char limit	N	Skip logic	Other amended return
Radio button, one-up vertical	Y	Skip logic	Amended return Find info

	Required		
Type (select from list)	Y/N	Special instructions	CQ Label
Text area, no char limit	N	Skip logic	Amended return No info found
Radio button, one-up vertical	Y	Skip logic	Transcript Reason
Text area, no char limit	N	Skip logic	Transcript
			Other reason
Radio button, one-up vertical	Y	Skip logic	Transcript types
Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
Text area, no char limit	N	Skip logic	Transcript Other difficulties
Text area, no char limit	N	Skip logic	Improve transcript
Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
Text area, no char limit	N	Skip logic	Forms Other accomplish
Radio button, one-up vertical	Y	Skip logic	Task accomplishment
Text area, no char limit	N	Skip logic	Prevented task
Checkbox, one-up vertical	Y	Skip logic	Method

Type (select from list)	Required Y/N	Special instructions	CQ Label
Checkbox, one-up vertical	Y	Skip logic	Search diff
Text area, no char limit	N	Skip logic	Other search diff
Text area, no char limit	N	Skip logic	Search terms
Checkbox, one-up vertical	Y	Skip logic	Navigation diff
Text area, no char limit	N	Skip logic	Other nav diff
Text area, no char limit	N		Improvement

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			IRS v3 CUSTOM QUESTION LIST			
	Skip Logic		Answer Choices			
QID	Label	Question Text	(limited to 50 characters)			
MHM6185Q001		How frequently do you visit IRS.gov?	This is my first time			
			Daily			
			About once a week			
			About once a month			
			Every 6 months or less			
			About once a year			
MHM6185Q002		Which best describes you for your visit to IRS.gov	An individual taxpayer			
		today?	A business (corporation, partnership, small business, etc.)			
			A charity or non-profit organization (tax exempt entity, government entity, etc.)			
			A tax professional (accountant, attorney, bank trust officer, enrolled agent, tax consultant, tax preparer, etc.)			
MUNACADE 0000		Discourant in	Other State of the			
MHM6185Q003	A	Please specify:				
	В	Please specify your individual taxpayer role.	Employee			
			Seir empioyed			
			International taxpayer			
			Paren			
			Student			
			Senior and/or retiree			
	С	Diagon aposify	Otte			
MHM6185Q004	<u> </u>	Why did you visit IRS.gov today?	Amonded to victure status or amond my provinces filed return			
MHM0185Q004		why did you visit iks.gov today?	Amended tax return status or amend my previously filed return EIN (Employer Identification Number)			
			Tools for tax professionals (e.g., e-services)			
			Filing a return			
			Free File information			
			Credits and deductions information			
			General tax information			
			Received a notice/letter from IRS			
			News and events			
			Affordable Care Act information			
			Payments			
			PTIN (Preparer Tax Identification Number)			
			Refund status			
			Tax forms, publications, or instructions			
			Tax transcript			
			Other			
MHM6185Q005	Α	Please specify:				
MHM6185Q006	F1	Did you find the information you were looking for	Yes			
		today?	No			
MHM6185Q007	F2	Please describe any difficulties that prevented you from finding what you needed.				
MHM6185Q008		Please describe any confusion encountered in making sense of the information you found today.				
MHM6185Q009	B1	What were you trying to accomplish with regard to	Make an online narment			
MILIMOTO2Ó008		payments?	Make an online payment			
		payments	Seek information about payment options Seek information about installment agreements or payment plans			
			Set up an installment agreement or online payment agreement			
			Make an installment payment Make an installment payment			
			Look-up, modify, or cancel an existing payment or agreement			
			Other			
MHM6185Q010	B2	Which most closely describes the information you	Information about different payment options			
MILIMOTO2Ó010	DZ	were seeking today?	Information about different payment options			
			Information about now to apply			
			Check approval of application			
		Gabriela Smith	Review terms of my current online payment agreement, installment agreement or payment plan (due dates, amounts, bank accounts, etc.)			
		This may need to be a whole new B2	Options to pay online from your bank account			

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)			
		options and adding brand new ones.	How to pay online by debit or credit card			
			How to pay via check			
			How to pay via cash or money order			
			Information about installment agreements or payment plans			
			Your balance due			
			Other			
MHM6185Q011	В3	Please specify:				
MHM6185Q012	B4	Please specify:				
MHM6185Q013	B5	Which type of payment did you attempt?	Pay by Debit or Credit Card			
			Electronic Federal Tax Payment System (EFTPS)			
			IRS Direct Pay			
			Other			
MHM6185Q014	В6	Please specify:				
	B11	Which type of agreement did you set up or tried to set	Online payment agreement			
		up?	Installment agreement			
			Monthly payments by mail			
			Monthly payment via direct debit			
			Full pay within the next 4 months			
			Full pay today			
MHM6185Q015	B7	To what extent were you able to complete the task(s)?	I was able to complete all my task(s)			
, i			I was able to complete most of my task(s)			
			I was able to complete some of my task(s)			
			I was unable to complete any of my task(s)			
MHM6185Q016	В8	If not, what prevented you?				
MHM6185Q017	В9	Were you able to find the information you were looking	Yes			
		for?	No			
MHM6185Q018	B10	If not, what prevented you?				
MHM6185Q019	C1	What were you trying to accomplish with regard to your refund status?	Check status of refund			
		refund Status?	Check status of amended return			
			Research more information about refund			
			Review refund FAQs			
			Other			
MHM6185Q020	C2	Please specify:				
MHM6185Q021	C3		Very easy			
		status feature?	Somewhat easy			
			Somewhat difficult			
MUMO1050000		NATIONAL MICHAEL CONTRACTOR OF THE CONTRACTOR OF	Very difficult			
MHM6185Q022	C4	Why did you classify the usage of the refund status feature as somewhat or very difficult? Please provide specific details of your experience.				
MHM6185Q023	C5	Did the refund status feature provide you with sufficient information/messaging about your refund	Yes			
		status?	No No			
MHM6185Q024	C6	Please specify what the IRS could do better in informing you about your refund status.				
MHM6185Q025	C7	What other ways did you use to check on your refund status?				
MHM6185Q026	Q026 C8 How many times did you use the refund status feature This is my first time		This is my first time			
	during the tax season? 2-4 times					
		5-9 times				
			10 or more times			
MHM6185Q027	C9	Were you able to find the information you were looking	Yes			
		for?	No			

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			IRS v3 CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	
MHM6185Q028	C10	If not, what prevented you?		
	G1	What were you trying to accomplish with regard to your amended return?	Check status of amended return Other	
	G2	Please specify:		
	G3	Were you able to find the information you were looking for?	Yes No	
	G4	If not, what prevented you?		
MHM6185Q029	D1	What was your main reason for requesting a transcript today?	Mortgage related Tax preparation Immigration FEMA/Disaster related	
			State licensing Small business loan Housing assistance State or local tax issue Income verification Health care Other	
MHM6185Q030	D2	Please specify any other reason(s) for requesting a transcript today.	Culto	
MHM6185Q031	D3	What type of transcript were you interested in?	Tax Account Transcript Tax Return Transcript Record of Account (Account & Return Transcript) Wage & Income Transcript Verification of Non-Filing Letter Not sure	
MHM6185Q032	D4	Did you have any difficulty requesting a transcript today?	Yes No	
MHM6185Q033	D5	What type of difficulty did you have when requesting a transcript today?		
	·	Please specify any other difficulties you had when requesting a transcript today or you may give more details about the type you chose above .		
MHM6185Q035	D7	What could the IRS do to make the Get Transcript application better in the future?		
MHM6185Q036	E1	What were you trying to accomplish with regard to forms, publications, or instructions?	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	

MID: MNctApFhltd0k9l0UoMFsA4C

Date: 12/15/2015

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)			
MHM6185Q037	E2	Please specify:				
MHM6185Q038	w	To what extent were you able to complete the task(s)?	I was able to complete all my task(s) I was able to complete most of my task(s) I was able to complete some of my task(s) I was unable to complete any of my task(s)			
MHM6185Q039	Х	If not, what prevented you?	· ma anaba to complete any or my money			
MHM6185Q040	· ·		IRS.gov website search Advanced search Forms and publications area Site navigation Links on a page Internet search engine (Google, MSN Search, Yahoo! Search, etc.)			
MHM6185Q041	A	How was your search experience today?	Search delivered the expected results Top recommendations were helpful Too many results returned No results returned Results irrelevant to search terms Unsure of search terms to use Other			
MHM6185Q042	В	Please specify:				
MHM6185Q043	С	What specific search term(s) did you use to find information on IRS.gov?				
MHM6185Q044		How easily were you able to navigate the website to find what you needed?	Navigation worked as expected Navigation terms were intuitive/easy to follow First-level navigation was intuitive, but subsequent levels were less intuitive Expected links were not present on Web pages Links did not take me where I expected Navigating through site and determining location on site was difficult Encountered technical difficulties (links didn't work, received error messages, etc.) Other			
MHM6185Q045	Е	Please specify:				
MHM6185Q046		What could we do to make our website better?				

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Radio button, one-up vertical	Y		Frequency
В	Radio button, one-up vertical	Y	Skip logic	Role
A	Text field, <100 char	N	Skip logic	Other role
	Radio button, one-up vertical	Y	Skip logic	Individual taxpayer
С				
G1.G3	Text field, <100 char	N Y	Skip logic	Other taxpayer
w	Radio button, one-up vertical	Y	Skip logic	Reason
W W			Randomize	
F1 F1				
F1				
F1 F1				
F1 B1				
W				
C1 E1,F1				
D1,D3,D4,D7 A,F1			Anchor answer choice	
	Text area, no char limit	N	Skip logic	Other reason
F3 F2	Radio button, one-up vertical	Y	Skip logic	Tax Info Found info
	Text area, no char limit	N	Skip logic	Tax Info Difficulties
	Text area, no char limit	N	Skip logic	Tax Info Confusion
B5,B7 B2,B9	Radio button, one-up vertical	Y	Skip logic	Payments
B2,B9				
B11,B7 B5,B7				
B7 B4				
Die	Checkbox, one-up vertical	Y	Skip logic	Payments Info Type
				ппо туре

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
В3				
	Text area, no char limit	N	Skip logic	Payments Other info type
	Text area, no char limit	N	Skip logic	Other payments
	Checkbox, one-up vertical	Y	Skip logic	Payment Type
В6				
	Text area, no char limit	N	Skip logic	Payments Other type
	Radio button, one-up vertical	Υ	Skip logic	Payments
				Agreement type
	Radio button, one-up vertical	Y	Skip logic	Payments
	radio buttori, orie-up vertical		Skip logic	Accomplish task
B8 B8				
	Text area, no char limit	N	Skip logic	Payments Prevented task
B10	Radio button, one-up vertical	Y	Skip logic	Payments Find info
	Text area, no char limit	N	Skip logic	Payments No info found
C3,C5,C7,C8	Radio button, one-up vertical	Y	Skip logic	Refund
C3,C5,C7,C8 C9				
C9 C2				
02	Text area, no char limit	N	Skip logic	Other refund
	Radio button, one-up vertical	Y	Skip logic	Refund Ease of use
C4 C4				
	Text area, no char limit	N	Skip logic	Refund Difficult use
				Difficult use
	Radio button, one-up vertical	Y	Skip logic	Refund Sufficient info
C6				
	Text area, no char limit	N	Skip logic	Improve refund
	Text area, no char limit	N	Skip logic	Refund Other ways
	Radio button, one-up vertical	Y	Skip logic	Refund # times used
				# unies useu
	Radio button, one-up vertical	Y	Skip logic	Refund
C10				Find info

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Text area, no char limit	N	Skip logic	Refund No info found
G2	Radio button, one-up vertical	Y	Skip logic	Amended return
G2	Text area, no char limit	N	Skip logic	Other amended return
G4	Radio button, one-up vertical	Y	Skip logic	Amended return Find info
	Text area, no char limit	N	Skip logic	Amended return No info found
	Radio button, one-up vertical	Y	Skip logic	Transcript Reason
D2	Text area, no char limit	N	Skip logic	Transcript Other reason
	Radio button, one-up vertical	Y	Skip logic	Transcript types
D5	Radio button, one-up vertical	Y	Skip logic	Transcript Encounter difficulty
D6 D6 D6 D6 D6 D6 D6 D6	Radio button, one-up vertical	Y	Skip logic	Transcript difficulties
	Text area, no char limit	N	Skip logic	Transcript Other difficulties
	Text area, no char limit	N	Skip logic	Improve transcript
	Checkbox, one-up vertical	Y	Skip logic	Forms accomplish
E2				
E2				

Skip to	Type (select from list)	Required Y/N	Special instructions	CQ Label
	Text area, no char limit	N	Skip logic	Forms Other accomplish
	Radio button, one-up vertical	Y	Skip logic	Task accomplishment
X X				
	Text area, no char limit	N	Skip logic	Prevented task
A,C A,C A,G D D A,G	Checkbox, one-up vertical	Y	Skip logic	Method
	Checkbox, one-up vertical	Y	Skip logic	Search diff
В	Tout out on the should inside	N.I.	Chin lania	Other search diff
	Text area, no char limit Text area, no char limit	N N	Skip logic Skip logic	Search terms
E	Checkbox, one-up vertical	Y	Skip logic	Navigation diff
_	Text area, no char limit	N	Skip logic	Other nav diff
	Text area, no char limit	N		Improvement