

QID Question Text

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

2 I am satisfied with the service I received from IRS Direct Pay.

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 What is the reason for your payment today?

7 What features or benefits prompted you to use IRS Direct Pay? (Select all that apply.)

8 Which methods have you previously used to submit payments to the IRS? (Select all that apply.)

9 What would be your preferred choice of payment if Direct Pay was not available?

10 How likely are you to contact customer service as a result of your visit today?

11 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.

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

Payment Plan or Installment Agreement

Tax Return (balance due when filing)

Estimated Tax

Proposed Tax Assessment

Extension

Amended Return

Other

Online payment option

No fees

No registration

Look up status, edit or cancel my payment

All of the above

None of the above

Other

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

Mail in check

Pay in person

Credit card

Electronic Funds Transfer Payment System (EFTPS.gov)

Pay when you e-file

Don't know

1=Very Unlikely, 10=Very Likely

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

Y Radio button

Y Checkbox

| | |
|---|--------------|
| Y | Checkbox |
| Y | Radio button |
| 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