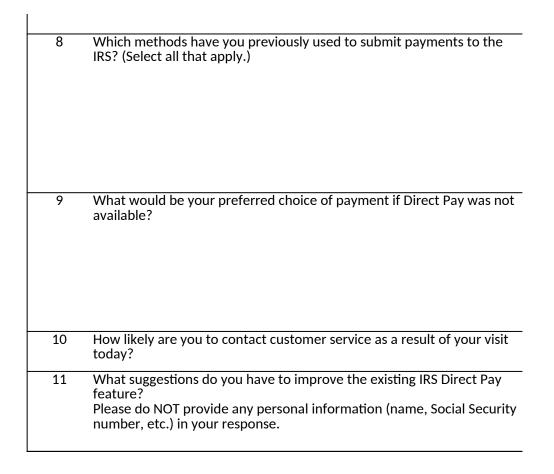
QID	Question Text		
1	Please rate your agreement with the following statements about your visit to IRS Direct Pay today: This interaction increased my trust in the IRS.		
	,		
2	I am satisfied with the service I received from IRS Direct Pay.		
3	My need was addressed.		
3.1	Why was your need not addressed? 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.)		



## **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	<b>Type</b> Radio button
	Y	Radio button
		D. P. L. H.
	Υ	Radio button
	V	Radio button
3.1	Υ	Radio button
3.1		
	N	Text area
	14	rext area
	Υ	Radio button
	•	nadio sation
	Υ	Radio button
	Υ	Radio button
	Υ	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