

Question #	Page	Question Type	Research question addressed
1	1	A-11 (Required by OMB)	
2	1	A-11 (Required by OMB)/User satisfaction	
3	1	A-11 (Required by OMB)/User satisfaction	Were users able to accomplish what they wanted to do? (What's working/meeting expectations/useful)
3.1	1		Why were users not able to accomplish what they wanted to do?
3.2	1		What did users find most useful about BTA?
4	1	A-11 (Required by OMB)/User satisfaction	How easy was BTA for users to use?
5	1	A-11 (required by OMB)/User satisfaction	
6	2	User demographics	Who is trying to access BTA?

6.1	2	User demographics	Who is trying to access BTA?
7	2	User goals	What are users trying to accomplish?

7.1	2	User goals	What are users trying to accomplish?
8	2	Product knowledge	How are users hearing about BTA?

8.1	2	Product knowledge	How are users hearing about BTA? (lower priority)
9	2	User demographics	Who is trying to access BTA?
10	2	Future needs/improvement	What else do users want from BTA?

Survey QuestionText	Required?	Answer Type
This interaction increased my trust in the IRS.	Y	Scale 1-5
I am satisfied with the service I received from business tax account.	Y	Scale 1-5
Business tax account met my needs.	Y	Scale 1-5
Why was your need not met? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
How did business tax account meet your needs? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
It was easy to complete what I needed to do.	Y	Scale 1-5
It took a reasonable amount of time to do what I needed to do.	Y	Scale 1-5
Which best describes your role(s) when using business tax account? (Select all that apply)	Y	Checkboxes

Specify your other role. Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
Why did you use business tax account today? (Select all that apply)	Y	Checkboxes

What other reason(s) did you have for using business tax account? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
How did you learn about business tax account? (Select all that apply)	N	Checkboxes

What other way did you learn about business tax account? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
Is this your first time using business tax account?	Y	Radio button

What suggestions do you have for improving business tax account? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
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Answer Choices	Condition
	Q3 = 1-2
	Q3 = 3-5
I own a sole proprietorship	
I'm the employee of a sole proprietorship	
I receive a schedule K-1 from a partnership	
I receive a schedule K-1 from an S corporation	
Other	
	Q6 = Other
Set up account	
View account balance	
Get tax transcripts	
Read notices and letters from the IRS	
Add additional users for company	
Access Clean Energy account	
Get business tax compliance report	
Get tax certificate for federal contract award use	
Other	
R2.1 Make a payment	Add in March 2024
R2.1 View payment history and status	Add in March 2024
R2.1 Authorize tax professional to act for business	Add in Q1 FY25
R2.1 Get Employee Identification Number (EIN) verification letter	Add in Q4 FY24

	Q7 = Other
Word of mouth	
Web search e.g., Google	
IRS.gov	
Professional publication	
Social media	
IRS marketing and public announcements	
Other	
	Q8 = Other
Yes	
No	

