

Page / Q. #	Include / Exclude	Survey Text	Required?	Answer Type
		The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:C. A. R:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.		
		Please rate your agreement with the following statements about using the Where's My Amended Return tool today:		
1		This interaction increased my trust in the IRS.	Y	Scale 1-5
2	Include	I am satisfied with the service I received from the Where's My Amended Return tool.	Y	Scale 1-5
3		My need was addressed.	Y	Scale 1-5
3.1		Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text

4		It was easy to complete what I needed to do.	Y	Scale 1-5
5		It took a reasonable amount of time to do what I needed to do.	Y	Scale 1-5
6		I am satisfied with the helpfulness of the Where's My Amended Return tool.	Y	Scale 1-5
7		What was the status of your amended return?	Y	
7.1		Why were you not able to obtain the status of your amended return? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
8	Include	I understand the status of my amended return.	Y	Scale 1-5
8.1	Include	Why did you not understand the status of your amended return? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text
9		What suggestions do you have to improve the Where's My Amended Return tool? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text

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Answer Choices	Condition
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	
	If Q3=1-2

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	
Received Adjusted Completed I was not able to obtain the status	
	If Q7=Not able
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
	If Q7=1-2

Experience Cloud Field



[illegible]

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