

Page / Q. #	Include / Exclude	Survey Text	Required?
		<p>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.</p>	
		Please rate your agreement with the following statements about using the Where's My Refund tool today:	
1		This interaction increased my trust in the IRS.	Y
2	Include	I am satisfied with the service I received from the Where's My Refund tool.	Y
3		My need was addressed.	Y
3.1		<p>Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.</p>	N

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

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Answer Type	Answer Choices	Condition
Scale 1-5	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
Scale 1-5	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
Scale 1-5	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
Text		If Q3=1-2

Scale 1-5	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
Scale 1-5	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
Scale 1-5	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
Radio Buttons	Return Received Refund Approved Refund Sent I was not able to obtain the status	
Text		If Q7=Not able
Scale 1-5	1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree	
Text		If Q8=1-2
Text		

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Experience Cloud Field



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