Survey Type	Always On			
Property		UAT:		
Targeting Logic	*ex: URL, page path, parameter*			
Page / Q. #	**Include / Exclude**	**Survey Text**	**Required?**	**Answer Type**
		This report is authorized under the Paperwork Reduction Act. The approval is OMB No: 1545-2290, expiration date 12/31/2026. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes such as direct enforcement activities. The information that you provide will fully be protected as allowable under the Freedom of Information Act (FOIA). Public reporting burden for this collection of information is estimated to average 1 minute. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Special Services Section, SE:W:CAR:MP:T:M:S, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.		
1	Include	This interaction increased my trust in the IRS.	Y	Radio Buttons
1.1	Include	What about this interaction made the difference? (Tap/Select all that apply)	N	Checkboxes
1.2	Include	What other aspect of this interaction made the difference? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text Area

1.3	Include	What could have been better? (Tap/Select all that apply)	N	Checkboxes
1.4	Include	Why was your need not addressed? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text Area
1.5	Include	What other aspect of this interaction could have been better? Please do NOT provide any personal information (name, Social Security number, etc.) in your response.	N	Text Area
2	Include	I am satisfied with the service I received from IRS.gov.	Y	Scale 1-5
3	Include	Who are you visiting IRS.gov today as? (Select all that apply.)	N	Checkboxes
3.1	Include	Which situation best describes who you're helping? (Select all that apply.)	N	Checkboxes

4	Include	What was your reason for visiting IRS.gov today? (Select all that apply.)	N	Checkboxes
4.1	Include	Please indicate which specific payment tasks describe your visit today. (Select all that apply.)	N	Checkboxes
5	Include	Prior to this visit, what contact have you had with the IRS about your main reason for visiting? (Select all that apply.)	N	Checkboxes
6	Include	Were you able to log in to (or create an account for) any IRS online tool today?	N	Radio Buttons
7	Include	Anything else you want us to know about your experience?	N	Text

Answer Choices	**Condition**
Thumbs up Thumbs down	
My need was addressed. It was easy to complete what I needed to do. It took a reasonable amount of time to do what I needed to do. Something else.	If Q1=Thumbs up
	If Q1.1="Something else"

My need was not addressed. It was difficult to complete what I needed to do. It took too long to do what I needed to do. Something else.	If Q1=Thumbs down
	If Q1.3="My need was not addressed"
	If Q1.3="Something else"
Strongly Disagree Disagree Neutral Agree Strongly Agree	
Myself (individual) or on behalf of others (example: family member, spouse or client) Business (example: corporation, partnership, small business or my employer) Charity or non-profit organization (example: tax exempt entity or government entity) Tax professional (example: accountant, attorney, bank trust officer, enrolled agent, tax consultant or tax preparer) Other	
Non-filer of a federal income tax return First-time federal income tax return filer Employee earning a wage or salary (Standard 1040 Filer) Retiree Earns self-employment income Someone who has employees Foreign national living in the United States US taxpayer living abroad Parent acting on behalf of a child Active duty member of the military Estate administrator acting on behalf of a deceased person and/or their estate Receives disability benefits	If Q3="Myself"

Refund status Tax forms, publications, or instructions Filing or filing information Payments, payment plans or balance information Tax records (tax transcript, account transcript, etc.) Tools for tax professionals (e.g., e-services) Free File information Economic impact payment information Tax Identification Number (EIN, PTIN, ITIN, etc.) Penalties Credits and deduction information Amended tax return status or information Identity theft, fraud, or scams General tax information Seek contact information Child tax credit payment information Other	
Make an online payment Seek information about payment options Set up an installment agreement or online payment agreement Look-up, modify, or cancel an existing payment Look-up, modify, or cancel an existing payment agreement Check my account balance View my payment history Seek contact information Other	If Q4="Payments, payment plans or balance information"
Have not been in contact with the IRS for this reason Received a notice or letter from the IRS Called the IRS and spoke to a customer service representative Called the IRS and used the automated phone system to get information Visited an IRS office (Taxpayer Assistance Center) Used the IRS2Go Mobile App Visited IRS.gov	
I did not have to log in or create an account I successfully logged in or created an account I was unable to log in or create an account	

Experience Cloud Field	**Notes**
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