

**ATTACHMENTS**  
**Approval Request to Conduct Cognitive & Psychological Research**  
**Pretesting of W&I Taxpayer Experience Survey (TES) 2015**

**W&I Taxpayer Experience Focus Groups 2015**  
**FINAL**

**CONSENT [DISPLAY]**

In an effort to improve its services, The Internal Revenue Service (IRS) is asking customers about their experiences and opinions. Your responses will help the IRS reduce the burden on the average taxpayer when preparing and filing taxes and help identify ways to improve IRS services for taxpayers.

The survey takes about 60 minutes to complete. This is an opinion survey about YOUR experiences in preparing and filing your taxes. Please complete the questions even if you used a tax professional to help prepare your return(s). We need input from a cross-section of individual taxpayers to get a true picture of what Americans think, not just what "experts" say.

This survey is conducted for the IRS by an independent national research organization, Pacific Consulting Group. Your answers are anonymous and no personal identifying information will be released to the IRS. If you have any questions about this survey, please contact Pacific Consulting Group at [1-866-960-7897](tel:1-866-960-7897).

The OMB Control Number for this study is 1545-1349. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please contact the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Thank you in advance for your participation!

S1: What language do you *usually* speak at home?

- 1 Only Spanish
- 2 More Spanish than English
- 3 Both Spanish and English equally
- 4 More English than Spanish
- 5 Only English
- 6 Neither Spanish nor English

**[PROGRAMMING: ENSURE CORRECT LANGUAGE OFFERED TO RESPONDENTS BASED ON PANEL DATA]**

- 1 English
- 2 Spanish

**[SC, PROMPT, TERMINATE IF SKIPPED]**

S1a. Did you or your spouse file a Federal Income Tax Return in 2014 for income earned in 2013?

- 1 Yes, I or my spouse filed a federal tax return
- 2 No, neither I nor my spouse filed a federal tax return
- 3 Not sure/Refused

**[SC, IF S1A = 2, 3, PROMPT, TERMINATE IF SKIPPED]**

S1c. Did you *not* file a federal income tax return in 2014 for 2013 taxes because you...

- 1 Got an extension
- 2 Were under the income limit for filing
- 3 Were a dependent of someone outside the household
- 4 Something else (Specify) \_\_\_\_\_
- 5 Not sure
- 6 Did file federal tax return

**[IF S1C = 5, TERMINATE]**

**[IF S1C = 1 thru 4, TAG AS “NON-FILER”]**

**“NON-FILERS” SKIP TO Q1a**

**PLEASE NOTE: “NON-FILERS” SKIP SECTIONS III and IV**

**[SC, PROMPT, TERMINATE IF SKIPPED]**

S2. Would you say that you are the adult in your household who is most familiar with the preparation and filing of your 2013 federal income tax return **[IF XSPANISH = 2 ‘and your preferred language is Spanish’]**?

- 1 Yes, most familiar
- 2 Equally familiar
- 3 Not most/equally familiar **[TERMINATE]**

**[SC, PROMPT, TERMINATE IF SKIPPED]**

S3. Who **prepared** your taxes?

- 1 I (myself, with or without software)
- 2 A friend or family member (relative)
- 3 The IRS
- 4 A volunteer preparer from a community organization (*do not count* a tax software company’s promotional events)
- 5 An independent accountant/CPA
- 6 H&R Block
- 7 Jackson Hewitt
- 8 Other paid professional **[IF XSPANISH = 2, SHOW ‘Notario’]**
- 9 Someone else
- 10 Don’t know **[TERMINATE]**

**[SC, PROMPT, TERMINATE IF SKIPPED]**

S4. Which of the following was the **filing status** you used on your 2013 tax return?

- 1 Single
- 2 Married, filing jointly
- 3 Married, filing separately
- 4 Head of Household (single with dependent parent or child)
- 5 Qualifying widow(er) with dependent child

6 Don't know [TERMINATE]

**[SC, GRID]**

S6a. Which of the following forms and schedules were filed with your 2013 return? Did you file a:

- |   | 1—Yes  | 2—No | 3—Don't Know |
|---|--|------|--------------|
| 1 | Schedule A for itemized deductions including home mortgage deductions, charitable contributions, and other types of deductions |      |              |
| 2 | Forms related to Earned Income Tax Credit (EITC/EIC) (e.g., Schedule EIC, series 886 forms)                                    |      |              |
| 3 | Schedule B for interest and dividend income  |      |              |
| 4 | Schedule C for small business income   |      |              |
| 5 | Schedule D for capital gains or losses   |      |              |
| 6 | Schedule E for supplemental income, such as rental income, royalties, and trusts   |      |              |
| 7 | Schedule F for farm income   |      |              |
| 8 | Form 2106 employee business expenses   |      |              |
| 9 | Forms related to partnerships or S Corp (e.g., 120, 1120s, 1065) <b>[TERMINATE IF SELECTED]</b>                                |      |              |

## I. AWARENESS AND IRS INTERACTIONS IN PAST 12 MONTHS

### AWARENESS

#### [SC, GRID]

Q1a. The following questions are about your awareness of different ways to contact the IRS.

Are you **aware** that you can get information or help such as obtaining forms or tax law information, checking refund status or getting help to resolve a notice from the IRS in the following ways?

Please select one answer from each row.

1—Yes 2—No

- 1 Calling an IRS Toll-Free line
- 2 Visiting a local IRS office (Taxpayer Assistance Center, walk-in center)
- 3 Visiting the IRS website (www.IRS.gov)
- 4 Sending regular mail to the IRS
- 5 E-mailing the IRS
- 6 Getting help from a volunteer tax preparer from a community organization
- 7 Using IRS2Go App (for smartphone or tablet mobile device)

#### [SC, GRID]

Q1a.a Are you **aware** that the IRS provides some general tax information via the following social media channels?

1—Yes 2—No

- 1 IRS videos on YouTube
- 2 IRS tweets on Twitter
- 3 IRS posts on Facebook
- 4 IRS posts on Tumblr

Q1a.b (Show YES items in Q1a.a) Have you looked for general tax information via the following social media channels provided by the IRS?

1—Yes 2—No

- 1 IRS videos on YouTube
- 2 IRS tweets on Twitter
- 3 IRS posts on Facebook
- 4 IRS posts on Tumblr

#### [SC, GRID, IF Q1A\_3=YES, AWARE OF IRS.GOV]

Q1a.1 Which of the following IRS.gov (online) services/tools are you **aware** of?

1—Yes 2—No

#### [PROGRAMMER: Rotate list...]

- 1 Electronic Federal Tax Payment System (EFTPS) (allows taxpayers to transmit regular tax payments electronically)
- 2 Electronic Filing PIN Request (to get a PIN to use to “sign” your tax return when you file it electronically)
- 3 Interactive Tax Assistant (ITA) (helps you answer a question like “How many exemptions can I claim?” by asking you a series of questions that guide you to a response tailored to your situation)
- 5 IRS Withholding Calculator (helps you determine the number of withholdings you ask your employer to take on your W-4)

- 6 Online Employer Identification Number (EIN)
- 7 Online Payment Agreement (OPA)
- 8 Tax Exempt Charity Search
- 9 Tax Trails (helps you answer a question like “Do I qualify for a filing extension” by asking you a series of questions that guide you to a response tailored to your situation)
- 10 Where’s My Refund?
- 11 Where’s My Amended Return?
- 12 Get Transcript Online
- 13 Get Transcripts by Mail (online ordering of transcript or prior year return sent to you in the mail)
- 14 [Earned Income Tax Credit \(EITC\) Hot Topic link](#)
- 15 [EITC Assistant \(helps taxpayers determine EITC eligibility\)](#)

**[SC,GRID, SHOW and ASK categories if YES in Q1a.1]**

**Q5c** Which of the following services/tools on the IRS website did you use during the 2014 filing season?

1—Yes 2—No

- a. Electronic Federal Tax Payment System (EFTPS)
- b. Electronic Filing PIN Request
- c. Interactive Tax Assistant (ITA)
- d. IRS Withholding Calculator
- e. Online Employer Identification Number (EIN)
- f. Online Payment Agreement (OPA)
- g. Tax Exempt Charity Search
- h. Tax Trails
- i. Where’s My Refund?
- j. Where’s My Amended Return?
- k. Get Transcripts Online
- l. Get Transcripts by Mail (online ordering of transcript or prior year return sent to you in the mail)
- m. [Earned Income Tax Credit Hot Topic link](#)
- n. [Earned Income Tax Credit Assistant \(helps taxpayers determine EITC eligibility\)](#)
- o. Other

**[SC, GRID, IF XSPANISH = 2]**

**Q1b.** Are you **aware** that you can get information or help such as finding forms or tax law information, checking refund status or getting help resolving a notice from the IRS in the following ways in Spanish?

1—Yes 2—No

- 1 Calling an IRS Toll-Free line and getting assistance in Spanish
- 2 Visiting a local IRS office (Taxpayer Assistance Center, walk-in center) and getting assistance in Spanish
- 3 Visiting the Español section of the IRS website
- 4 Sending regular mail to the IRS in Spanish
- 5 Spanish speaking volunteer preparers from a community organization
- 6. Where’s My Refund
- 7. Using IRS2Go App (for smartphone or tablet mobile device)

[SC, IF XSPANISH = 2]

Q1b.1 Are you **aware** that the IRS provides some general tax information in Spanish via the following social media and television channels?

1—Yes 2—No

- 1 IRS videos on YouTube
- 2 Telemundo
- 3 Univision

**INTRO1 [IF A “YES” RESPONSE TO Q1A\_A THRU Q1A\_E OR YES TO Q1B\_A THRU Q1B\_D, DISPLAY]**

The next questions are about **any** contact you may have had with the Internal Revenue Service (IRS) in the *past 12 months*, including actively using the IRS website to obtain information. **[IF XSPANISH = 2: ‘Please include all contacts regardless of whether they were in Spanish or English’]**

**[IF A “YES” RESPONSE TO Q1A\_A THRU Q1A\_E OR YES TO Q1B\_A THRU Q1B\_D, SC, GRID]**

Q2. In the *past 12 months*, did you contact the IRS for any reason, using any of the following methods? Select one answer from each row in the grid

1—Yes 2—No

- 2a [ASK IF Q1A\_A=YES OR Q1B\_A=YES] Call an IRS Toll-Free line
- 2b [ASK IF Q1A\_B=YES OR Q1B\_B=YES] Visit a local IRS office (Taxpayer Assistance Center, walk-in center)
- 2c [ASK IF Q1A\_C=YES OR Q1B\_C=YES] Actively visit the IRS website to obtain specific information. Please do not count casual browsing.
- 2d [ASK IF Q1A\_D=YES OR Q1B\_D=YES] Contact the IRS through regular mail
- 2e [ASK IF Q1A\_E=YES] Email the IRS
- 2f [ASK IF Q1A\_F=YES OR Q1B\_E=YES] Get help from a volunteer tax preparer from a community organization
- 2g [ASK IF Q1A\_F=YES] Use the IRS2Go App (for smartphone or tablet mobile device)

**[ASK if all of Q2a to Q2g=NO]**

Q2n1. In the past 12 months, did you need assistance with any of the following tax related issue?

- 1 Getting a form or publication
- 2 Transcripts or prior year tax return information
- 3 Tax law information while preparing my return such as information on withholding, dependents, deductions, or tax credits
- 4 Getting help with tax return preparation such as which forms to file, record keeping, filling out forms, how to file or how to get more help
- 5 Getting help making tax-related calculations (e.g., calculating withholdings, calculating sales tax deductions, determining Earned Income Tax Credit (EITC) eligibility,)
- 6 An IRS notice — notices are mailed letters about issues such as balance dues, overpayments, underpayments, information about tax credits or requests for more information
- 7 Tax law information after filing my tax return to help me clarify the tax process or remain/become compliant such as information about estimated taxes (do not count contacts about IRS notices)
- 8 Identity theft
- 9 Filing a tax return or form
- 10 Making a payment
- 11 Getting information about making payments
- 12 Getting information about a refund

- 13 Obtaining Individual or Employer Tax ID (ITIN, EIN)
- 14 Getting information about the Affordable Care Act (the new healthcare law)
- 15 Other, specify [if “Other” selected and nothing entered in blank, prompt once]
- 16 [PHONE ONLY] Did not need assistance/None of the above [INSTRUCTION: only read if no other options selected]

**[For each issue indicated ask respondent in Q2n1, Ask Q2n2 & Q2n3]**

Q2n2. What was the first information source you used in order to [INSERT Q2n1]?

- 1 A friend or family member
- 2 Volunteer tax preparation site
- 3 Tax preparation company
- 4 A tax professional
- 5 Accountant/bookkeeper
- 6 Non-IRS book or publication
- 7 Non-IRS Website
- 8 Non-IRS Social Media
- 9 Tax software
- 10 Other (please specify)

Q2n3. What reasons best describe why you didn’t contact the IRS about this issue (select all)?  
[rotate list]

- 1 I did not need to contact the IRS/I could handle the issue on my own
- 2 I got help from a friend or family member
- 3 I got help from my tax preparer/accountant/lawyer
- 4 I don’t know how to contact the IRS
- 5 It’s hard to contact the IRS
- 6 I don’t trust the IRS to act in my best interest (fair enforcement)
- 7 I don’t trust the IRS to help me understand my issue
- 8 I don’t understand my issue well enough to work with the IRS alone
- 9 [PHONE ONLY] Other

**Q16o. [if any of Q2a to Q2g=YES]**

For what reasons have you contacted the IRS in the past 12 months?

Open End \_\_\_\_\_

**[PROGRAMMING: SKIP TO SECTION III IF NONE Q2a thru Q2g is yes (all are no)]**

ALL QUESTIONS IN THE LOOP are required. (Q16 to Q16F)

**[SC]**

Q16 You mentioned that you have contacted the IRS in the *past 12 months*. Contacting the IRS includes calling an IRS Toll-Free line, visiting a local IRS office (Taxpayer Assistance Center, walk-in center), visiting the IRS website (*not* casual browsing), contacting the IRS through regular mail, emailing the IRS, or using the IRS2Go App. For which of the following reasons have you contacted the IRS in the *past 12 months*?

- 1 Get a **form or publication**
- 2 Get **transcripts** online or by mail
- 3 Get help with **tax law** while **preparing** my return such as information on withholding, dependents, deductions, or tax credits
- 4 Get **tax return preparation help** such as which forms to file, record keeping, filling out forms, how to file or how to get more help
- 5 Get help making tax-related calculations
- 6 Get **information** or assistance about an **IRS notice** — notices are mailed letters about issues such as balance dues, overpayments, underpayments, information about tax credits or requests for more information
- 7 Get **tax law** information **after filing** my tax return to help me clarify the tax process or remain/become compliant such as information about estimated taxes (*do not* count contacts about IRS notices)
- 8 Get information or assistance related to identity theft
- 9 File a tax return or form
- 10 **Make a payment**
- 11 Get **information** about making **payments**
- 12 Get **information** about a **refund**
- 13 Obtain **Individual** or **Employer Tax ID** (ITIN, EIN)
- 14 Get information about the Affordable Care Act (the new healthcare law)
- 15 Other, specify [if “Other” selected and nothing entered in blank, prompt once]

**[BEGIN REASONS LOOP – A MAXIMUM OF THREE (3) REASONS WILL PROCEED THROUGH THE CHANNEL EXPERIENCE LOOP]**

**If a respondent selects more than 3 reasons:**

**Initial Preference is given to: 16\_14 ACA**

**After this initial selection, then the REASON with the fewest respondents should be selected, until there are three total reasons.**

**[ASK IF Q16\_14 LOOP (ACA) = YES]**

Q81a. What service did you expect the IRS to provide regarding the Affordable Care Act?

[Open End]

**[ASK IF Q16\_14 LOOP (ACA) = YES]**

Q81b. For which of the following reasons did you contact the IRS about the Affordable Care Act?

- 1 To learn about the tax credit (known as the Premium Tax Credit) designed to help individuals afford health insurance through the Marketplace
- 2 To learn about advance monthly payments of the Premium Tax Credit
- 3 To learn about the requirement for individuals to purchase health insurance

- 4 To learn about making a payment (known as the Individual Shared Responsibility Payment) to the IRS if individuals do not purchase health insurance
- 5 To learn about exemptions from the requirement to purchase health insurance
- 6 Other

**[ASK IF Q16\_8 LOOP (Identity Theft) = YES]**

Q50a. What service did you expect the IRS to provide regarding identity theft?

[Open-ended]

**[ASK IF Q16\_8 LOOP (Identity Theft) = YES]**

Q50b. Did the IRS issue you an Identity Protection Personal Identification Number (IP PIN)?

- 1 Yes
- 2 No

**[ASK IF Q50b = YES]**

Q50c. Did you use the Identity Protection Personal Identification Number (IP PIN) when filing your return this past filing season?

- 1 Yes
- 2 No

**[ASK IF Q16\_2 LOOP (Transcript) = YES]**

Q51a. Did you need a transcript from the IRS because another party required it?

- 1 Yes
- 2 No

**[ASK IF Q51a = YES]**

Q51b. What type of business asked for a copy?

- 1 Mortgage
- 2 Education/FAFSA
- 3 Other (please specify)

**[ASK IF Q51a = NO]**

Q51c. What did you need the transcript for?

[Open End]

**[ASK IF Q16\_6 LOOP (IRS Notice) = YES]**

**[SC]**

Q57. What was your *most recent* notice about?

- 1 Filing issue [IF Yes go to Q57A]
- 2 Error on return [IF Yes go to Q57B]
- 3 Payment [IF Yes go to Q57C]
- 4 Refund issue [IF Yes go to Q57C]
- 5 Request for information/proof for items on my tax return (correspondence exam)
- 6 Credits you might be eligible for but did not claim
- 7 Other (specify)
- 8 The purpose of the notice was not clear
- 9 Do not recall

**[SC, IF Q57=1]**

Q57a. Which of the following best describes the filing issue regarding your most recent notice?

- 1 Didn't file a return
- 2 Didn't sign return or form
- 3 Resubmitting/missing forms
- 4 Penalty for late filing
- 5 Other (specify)

**[SC, IF Q57=2]**

Q57b. Which of the following best describes the error on return regarding your most recent notice?

- 1 Under-reported income
- 2 Incorrect amount of withholding
- 3 Incorrect filing status
- 4 Incorrect Social Security Number
- 5 Claimed a credit for which I didn't qualify
- 6 Other (specify)

**[SC, IF Q57=2]**

Q57b.1 Did this result in a refund or you owing money to the IRS?

- 1 Refund
- 2 Owed money to IRS
- 3 No change

**[SC, IF Q57=3]**

Q57c. Which of the following best describes the payment / refund issue regarding your most recent notice?

- 1 Didn't make a payment with my return
- 2 Didn't pay the full amount due with my return
- 3 Didn't make an Installment Agreement payment
- 4 Received additional / larger refund
- 5 Other (specify)

**[SC, If Q57b.1=2]**

Q57b.2 You indicated earlier that your most recent notice said that you owed money to the IRS. Which of the following actions did you take to resolve your balance due notice? (Select one)

- 1 Paid the full amount owed to the IRS
- 2 Arranged for an Installment Agreement with the IRS
- 3 Arranged for an Offer In Compromise
- 4 None of the above

**[LOOP COMMAND Q16a and Q16b – 1=first, 2= second, 3=third, etc.]**

**[Only show Option 3: Visited Healthcare.gov for Q16r14 = 1]**

Q16a. What was the first information source you used in order to [INSERT Q16]?

- 1 IRS forms and instruction booklets [IF SELECTED,SKIP TO Q16b]
- 2 IRS Website (www.IRS.gov) [IF SELECTED,SKIP TO Q5 SET, THEN SKIP TO Q16b]
- 3 Visited Healthcare.gov
- 4 IRS2GO App [IF SELECTED,SKIP TO Q14b, THEN SKIP TO Q16b]

- 5 IRS Social Media (e.g., Facebook, YouTube, Twitter, Tumblr) [IF SELECTED,SKIP TO Q16b]
- 6 IRS Tax Assistance Center (walk-in sites) [IF SELECTED,SKIP TO Q4 SET, THEN SKIP TO Q16b]
- 7 Automated IRS phone system [IF SELECTED,SKIP TO Q16b]
- 8 IRS phone representative [IF SELECTED,SKIP TO Q3 SET, THEN SKIP TO Q16b]
- 9 Email with the IRS [IF SELECTED, SKIP TO Q16b]
- 10 Written correspondence through mail with the IRS [IF SELECTED,SKIP TO Q6 SET, THEN SKIP TO Q16b]
- 11 A friend or family member [IF SELECTED,SKIP TO Q16b]
- 12 Volunteer tax preparation site [IF SELECTED,SKIP TO Q16b]
- 13 Tax preparation company [IF SELECTED,SKIP TO Q16b]
- 14 A tax professional [IF SELECTED,SKIP TO Q16b]
- 15 Accountant/bookkeeper [IF SELECTED,SKIP TO Q16b]
- 16 Non-IRS book or publication [IF SELECTED,SKIP TO Q16b]
- 17 Non-IRS Website [IF SELECTED,SKIP TO Q16b]
- 18 Non-IRS Social Media [IF SELECTED,SKIP TO Q16b]
- 19 Tax software [IF SELECTED,SKIP TO Q16b]
- 20 Other (please specify) [IF SELECTED,SKIP TO Q16b]

**CHANNEL EXPERIENCE**

**Toll –Free Section**

**[SC, IF XSPANISH = 2]**

3s1. Have you called the IRS Español Toll-Free Line?

- 1 Yes (Continue)
- 2 No

**[IF Q2A = YES , SC]**

**[Should appear only when Q2A=YES. Currently appears even when respondent said didn’t contact TF]**

Q3e. Did you hang up *before* speaking with an IRS representative?

- 1 Yes
- 2 No

**[IF Q3E = 1, MC]**

Q3g. What were your reasons for hanging up?

- 1 Kept getting a busy signal
- 2 Placed on hold too long
- 3 Kept getting transferred
- 4 Couldn’t understand the menu system
- 5 Too many choices to listen to on the menu system
- 6 Recorded message suggested going to IRS.gov
- 7 Other

**[IF Q2A = YES, SC]**

Q3h. Were you transferred *more than once* when you called?

- 1 Yes
- 2 No

3 Don't know/Not sure

**[IF Q3e=2, SC]**

Q3i. How well did you **understand** the information that was provided to you?

- 1 Not at all
- 2 Not very well
- 3 Somewhat
- 4 Very well

**[SC, IF Q2A = YES]**

Q3k1a. Were all of your questions answered?

- 1 Yes
- 2 No

**[SC]**

Q4c1. How well did you **understand** the information that was provided to you?

- 1 Not at all
- 2 Not very well
- 3 Somewhat
- 4 Very well

**[SC]**

Q4d1a. Were all of your questions answered during your visit?

- 1 Yes
- 2 No

**[SC, IF XSPANISH = 2]**

Q4s1 Did you *need* assistance in Spanish when you visited a local IRS office (Taxpayer Assistance Center, walk-in center)?

- 1 Yes
- 2 No

**[SC, IF Q4S1 = 1]**

Q4s2 Did you receive assistance in Spanish?

- 1 Yes
- 2 No

**[SC, IF XSPANISH = 2]**

Q5s1A. When you used the IRS website to get information, did you use the Español section of the IRS website, the English section of the IRS website, or both?

- 1 Español only
- 2 English only
- 3 Both Español and English

**[SC, IF XSPANISH=2 AND Q5S1 = 3]**

Q5s2A. Which language section of the IRS website did you use *more*?

- 1 Español
- 2 English
- 3 About the same

**[SC, IF XSPANISH=2 AND IF Q5a\_9 = 1, ASK ONLY ONCE]**

Q5s5. How satisfied were you with the “Where’s My Refund” tool on the IRS Español website?

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

**[MC, IF XSPANISH=2 AND Q5S1 = 2, ASK ONLY ONCE]**

Q5s7 What were the reasons you have *not* used the Español section of the IRS website?

- 1 I’m not aware of the Español section of website
- 2 I’m not aware that tax information is available in Spanish
- 3 Other (specify)\_\_\_\_\_

Q5e. Did you find the information you were looking for?

- 1 Yes
- 2 No
- 3 Partially

**[SC, IF Q5E=1 or 3]**

Q5f1. How well did you **understand** the information?

- 1 Not at all
- 2 Not very well
- 3 Somewhat
- 4 Very well

**[TEXT BOX, IF Q5E=NO or Partially]**

Q5e1. If you *didn't* find what you were looking for, what specific type of information were you trying to find?

Please specify \_\_\_\_\_

[SC]

Q6n1. How well did you **understand** the information that was provided to you by mail from the IRS?

- 1 Not at all
- 2 Not very well
- 3 Somewhat
- 4 Very well
- 5 Have not received a response from the IRS

[SC]

Q6c1a. Were all of your questions answered through mailing to IRS?

- 1 Yes
- 2 No
- 3 In process

**[Only ask this question once per reason-during first contact]**

Q16b. What was the reason that [Q16a] was your first choice in your effort to [Q16]?

Open End

Q16c. Did the [Q16a] resolve [Q16] or did you need to go to another source?

- 1 Completely resolved – needed no further effort [CONTINUE to Q16d]
- 2 Needed to go to another source [LOOP TO Q16a]
- 3 [Phone Only: DO NOT READ] Left unresolved and did not go to another source [SKIP TO Q16f]

**If after fifth choice and Q16c=Need to go to another source, ask Q16C\_N and then go to the next REASON (if already on the 3<sup>rd</sup> REASON, skip to Q14a. )**

Q16c\_N . How did you resolve [Q16]?

[SC]

Q16d. For [Q16], how much time did it take for you to locate the information to resolve your issue?

- 1 Within 1 hour
- 2 Within 2-4 hours
- 3 Within 5-8 hours
- 4 Within 24 hours
- 5 Within 7 days
- 6 8-15 days
- 7 16-29 days
- 8 30-44 days
- 9 45-60 days
- 10 Over 60 days

[SC]

Q16e. What do you feel is a reasonable amount of time to resolve your issue?

- 1 Within 1 hour
- 2 Within 2-4 hours
- 3 Within 5-8 hours
- 4 Within 24 hours
- 5 Within 7 days
- 6 8-15 days
- 7 16-29 days
- 8 30-44 days
- 9 45-60 days
- 10 Over 60 days

[SC]

Q16f. Please rate your satisfaction with the following aspects of getting your information. [if Q16=1, change question text from “your information” to “the form or publication”]

How satisfied were you with:

- 1 Very dissatisfied
  - 2 Dissatisfied
  - 3 Neither satisfied nor dissatisfied (neutral)
  - 4 Satisfied
  - 5 Very satisfied
  - 6 Not applicable
- a The time it took to resolve your issue
  - b The number of steps needed to obtain information you sought
  - c The accuracy of the information you received

**[LOOP COMMAND – RETURN TO Q16 FOR ADDITIONAL REASONS – ONCE REASONS ARE COMPLETED, PROCEED TO Q14A]**

\*\*\*\*LOOP ENDS HERE

**[MC, ASKED OF ALL RESPONDENTS]**

Q14a. *In the future*, how likely are you to perform the following tax-related activities using the IRS website ([www.IRS.gov](http://www.IRS.gov))? Assume that you have a need to perform each of these activities.

1=Very unlikely      2=Somewhat unlikely      3=Neither unlikely nor likely      4=Somewhat likely      5=Very likely

- a. Get an IRS form or publication
- b. Get information about completing a tax form
- c. Find an answer to a tax law question
- d. Determine eligibility for a tax benefit or whether certain requirements apply to me
- e. Get help making tax-related calculations
- f. Get help preparing a tax return or form
- g. File a tax return or form
- h. Set up a payment plan
- i. Make a payment
- j. Get information about a refund
- k. Respond to a notice or letter received from the IRS
- l. Get a transcript or prior year tax return information
- m. Get information about the Affordable Care Act (the new healthcare law)

n. Something else (specify)\_\_\_\_\_

Q14b. *In the future*, how likely are you to perform the following tax-related activities using the IRS2Go App (for iPhone and Android mobile devices)? Assume that you have a need to perform each of these activities.

1=very unlikely 2=somewhat unlikely 3=neither unlikely nor likely 4=somewhat likely 5=very likely

1. Get an IRS form or publication
2. Get information about completing a tax form
3. Getting a transcript or prior year tax return information
4. Find an answer to a tax law question
5. Determine eligibility for a tax benefit or whether certain requirements apply to me
6. Get help making tax-related calculations
7. Get help preparing a tax return or form
8. File a tax return or form
9. Set up a payment plan
10. Make a payment
11. Get information about a refund
12. Respond to a notice or letter received from the IRS
13. Get information about the Affordable Care Act (the new healthcare law)
14. Something else (specify)\_\_\_\_\_

[SC]

Q15. If you needed your *prior* year federal tax return (e.g. transcripts) and were able to review it online through a secure link on the IRS website, how **likely** would you be to use this service? Would you be . . .

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Neither unlikely nor likely
- 4 Somewhat likely
- 5 Very likely

[MC, IF Q2C = NO AND Q2B = YES]

Q13a. What are the *main* reasons you visited a local office instead of visiting the IRS website to get information from the IRS?

- 1 It was easier to go to a local IRS office
- 2 I don't have Internet access
- 3 I used local IRS offices before
- 4 I didn't believe I could get my questions answered by using the IRS website
- 5 I did try to use the IRS website
- 6 I wasn't aware of the IRS website
  
- 7 The letter I received from the IRS said to go to a local office
- 8 Something else (specify)

[MC, IF Q2C = NO AND Q2A = YES] Q13b. What are the *main* reasons you called an IRS Toll-Free line instead of visiting the IRS website to get information from the IRS?

- 1 I didn't have Internet access
- 2 I called the Toll-Free line before
- 3 I didn't believe I could get my questions answered by using the IRS website
- 4 I did try to use the IRS website
- 5 I wasn't aware of the IRS website

- 6 The letter I received from the IRS said to call a telephone number
- 7 Something else (specify)

**[MC, IF Q2D = YES AND Q2A=NO, AND Q2C = NO]**

Q6c. What are the reasons that you contacted the IRS using regular mail instead of other channels such as the IRS website or an IRS Toll-Free line?

- 1 IRS required information be mailed to the agency
- 2 Am not aware that I could contact the IRS any other way
- 3 Never thought about contacting the IRS any other way
- 4 I didn't have Internet access
- 5 Believe I couldn't get information needed from IRS website
- 6 Believe I couldn't get information needed from the IRS Toll-Free line
- 7 Believe I couldn't get information from other IRS sources
- 8 Want paper trail
- 9 Other (specify)\_\_\_\_\_

**[SC, IF YES TO 2A, B, C, D, OR E]**

Q9. Did you contact the IRS for any *other* reasons you have *not* mentioned?

- 1 Yes
- 2 No

**[TXT, IF Q9 = 1]**

Q9A What other reasons?\_\_\_\_\_

### III. PREPARING AND COMPLETING YOUR RETURN AND FILING

**PLEASE NOTE: “NON-FILERS” SKIP SECTIONS III and IV [Except two questions noted below]**

**[MC]**

Q23b. *[ASK TO FILERS AND NON-FILERS]* In the *future*, where would you prefer to get **general tax information**, including information about changes in tax laws? Check all that apply.

- 1 IRS forms and publications
- 2 IRS website in English
- 3 IRS website in Spanish
- 4 IRS telephone contact
- 5 IRS in-person/local IRS office (Taxpayer Assistance Center, walk-in center)
- 6 IRS sponsored tax class or seminar
- 7 IRS2Go App (for iPhone and Android mobile device)
- 8 IRS (unspecified)
- 9 Accountant/tax preparer (H&R Block, Jackson Hewitt)
- 10 Employer/Union/Trade Organization
- 11 Family/Friend
- 12 Library
- 13 Media such as radio, television, or newspapers
- 14 **[IF XSPANISH = 2]** Notario
- 15 Non-IRS Books and Publications
- 16 Non-IRS website
- 17 Post Office
- 18 Social/community organization (church/religious group, theaters, community centers/outreach groups, schools)
- 19 Tax preparation software (TurboTax, TaxAct, etc)
- 20 Social media (Facebook, Twitter, etc)
- 21 Other [specify]

Q23b1. *[ASK TO FILERS AND NON-FILERS]* If the following electronic options were available, what is the likelihood that you would choose the electronic option over receiving paper notices where 1 is “Not at all Likely” and 5 is “Very Likely”?

1. Choose to receive emails from the IRS containing general information, no personal or financial information.
2. Choose to receive emails from the IRS containing personal and/or financial information.

The next questions are about completing and filing your 2013 taxes.

**[INSTRUCTION: REST OF SECTION FOR FILERS ONLY]**

**[SC]**

Q28a Are you **aware** of the Earned Income Tax Credit (EITC/EIC)?

- 1 Yes
- 2 No

**[SC, IF Q28A=1]**

Q28b How did you **first** learn about Earned Income Tax Credit (EITC/EIC)?

- 1 Accountant/Tax preparer (H&R Block, Jackson Hewitt)
- 2 TV/Radio/newspaper/flyers
- 3 Friend/Family/Co-worker
- 4 IRS.gov or IRS publication
- 5 Tax software (e.g. TurboTax, TaxCut, TaxAct)
- 6 Social media (e.g. Facebook, Twitter, YouTube, etc.)
- 7 IRS2Go App (for smartphones or mobile tablet devices)
- 8 Other (specify)\_\_\_\_\_
- 9 Don't know/Don't remember

**[SC, If Q28A=1]**

Q28. Did you **apply** for the Earned Income Tax Credit (EITC/EIC) when you filed your 2013 federal tax return?

- 1 Yes
- 2 No **[skip to Q26]**

**[SC, If Q28=1]**

Q28c. Did you **qualify** for Earned Income Tax Credit (EITC)/EIC for the 2013 tax year?

- 1 Yes
- 2 No
- 3 Don't know

**[SC]**

Q26. Which of the following describes how your 2013 federal taxes were **prepared**? By this, we mean filling out the forms and *NOT* the actual filing task.

- 1 By hand, using IRS tax forms
- 2 On a computer, using tax software (for example, TurboTax or TaxAct)
- 3 Went to IRS.gov, found a Free File company and used their tax software (Traditional Free File)
- 4 Went to IRS.gov and used Free File Fillable Forms - filled in blank tax forms online without using tax software
- 5 Went to IRS.gov Español, found a Free File company and used their tax software in Spanish (Traditional Free File)
- 6 Both by hand and using purchased tax software (for example, TurboTax or TaxAct)
- 7 Other, specify
- 8 Don't know
- 9 Accountant/tax preparer/someone else prepared my return

**[SC, IF S3 = 1]**

Q27. Did you have your 2012 federal tax return available to you when you prepared your 2013 return?

- 1 Yes
- 2 No
- 3 First time filer/Not applicable

**Tax Filing**

[SC]

Q33. Are you **aware** that you can file your federal tax return electronically?

- 1 Yes
- 2 No

[SC, SKIP IF Q26=3]

Q35. Are you **aware** that “Free File” options are available on IRS.gov, where taxpayers are re-directed from IRS.gov to a third party’s website to prepare and file their federal return online. This service is offered at no cost to those who qualify.

- 1 Yes
- 2 No

[SC, IF XSPANISH = 2 and Q35=yes][SKIP if Q26=5]

Q35s1. Are you **aware** that IRS Free-File service is also available in Spanish from the Español section of IRS.gov.?

- 1 Yes
- 2 No

[ SC]

Q30a. How was your 2013 federal tax return filed in 2014? Was the return:

- 1 Sent by U.S. mail or commercial delivery service
- 2 Filed electronically (e-file) (including Free File)
- 3 Delivered in person
- 4 Don’t know

[SC, IF Q30A NOT =4 OR MISSING]

Q31a. Did you **INSERT RESPONSE FROM Q30A** in the *previous* year?

- 1 Yes
- 2 No

[MC if ((Q35=YES OR Q35S1=YES (AWARE OF FREE FILE)) AND (Q26 = 1,2 or or 6 (DID NOT USE TRADITIONAL FREE FILE but used menthods in 1, 2 or 6))]

Q37. What were the reasons that you did *not* use “**Free File**” for your 2013 tax return?

- 1 Do not meet the income requirements/my income is too high
- 2 Do not understand what Free File is
- 3 Instructions too confusing on IRS website
- 4 Difficult to use once I am on 3<sup>rd</sup> party website
- 5 Do not have confidence in Free File/trust in Free File
- 6 Do not have confidence in security of sending my personal information over the Internet
- 7 Could get faster refund from preparer through Refund Anticipation Loan
- 8 Option was not offered
- 9 Accountant, tax preparer or someone else decided how to file for me
- 10 Preferred another method
- 11 Free File did not support the forms/schedules I file because my taxes are complicated
- 12 Other (specify)\_\_\_\_\_

**[SC, GRID – MAKE ALL COLUMNS SAME WIDTH]**

Q38. Here are some questions about **preparing** and **filing** your return. How satisfied were you with the following:

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

**[IF S3 = 1 SHOW]**

- a. The time you spent completing your federal tax return
- b. The ease of understanding what materials and documents to include with your federal tax return
- c. The ease of understanding where to send your return
- d. **[IF Q26=2, 6]** The amount of money you spent to file your federal tax return electronically
- e. **[IF Q26=3,4,5]** Ease of using Free File through the IRS website

**[SC, IF S3 NE 1]**

Q39a1. Taking *all* factors into account, please rate your overall satisfaction with the **person** who completed your return.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

**[SC, IF S3 NE 1]**

Q39a2. Taking *all* factors into account, please rate your overall satisfaction with the **filing process** (the actual filing task) of your federal return.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied
- 6 Not applicable/someone else filed my tax return

**[SC, IF S3 = 1]**

Q39b. Taking *all* factors into account, please rate your overall satisfaction with **preparing** and **filing** your federal return.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

## IV. GETTING YOUR REFUND FROM THE IRS

**[FOR FILERS ONLY]**

**[SC]**

Following are some questions about getting a refund from the IRS for your 2013 federal tax return.

**[SC]**

Q43a. When you prepared your 2013 federal tax return, did you think you would get a tax refund or that you owed taxes?

- 1 Thought I owed taxes
- 2 Expected a refund
- 3 Neither
- 4 Don't know

**[SC]**

Q43b. In the end, did you get a refund, owe money or neither?

- 1 Got refund
- 2 Owed money
- 3 Neither
- 4 Don't know

**[SC, IF Q43B = 1]**

Q46 Have you **received** your refund for your 2013 tax return yet? If you were expecting a refund, but it was withheld for any reason, please answer "No".

- 1 Yes
- 2 No
- 3 Applied to prior year balance/estimated tax

**[SC, IF 46 = 1, 2]**

Q48. **[IF Q46 = 2, SHOW** How did you request to receive your refund?

**[IF Q46 = 1, SHOW** How did you receive your refund?

- 1 Direct deposit
- 2 Paper check
- 3 Refund Anticipation Loan (RAL).
- 4 Refund Anticipation Check
- 5 Prepaid VISA card

**[SC/GRID, IF Q43B = 1 – MAKE ALL COLUMNS SAME WIDTH]**

Q50. Please rate your satisfaction with the following aspects of getting your refund from the IRS. How satisfied were you with:

- 7 Very dissatisfied
- 8 Dissatisfied

- 9 Neither satisfied nor dissatisfied (neutral)
- 10 Satisfied
- 11 Very satisfied
- 12 Not applicable

- d The time it took to receive your refund from the IRS
- e The accuracy of your refund
- f The IRS's explanation of any adjustments to your refund

**[SC, IF Q43B = 1]**

Q51. Taking *all* factors into account, please rate your satisfaction with getting your refund from the IRS for the 2013 tax season?

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very satisfied

V.ACA

**[ASK TO FILERS AND NON-FILERS]**

Q82a. Are you **aware** of the need to report whether or not you have health insurance on your 2014 tax return, to be filed in 2015?

- 1 Yes
- 2 No

Q82b. Are you **aware** that under the Affordable Care Act, individuals may have to make a payment to the IRS if they do not purchase health insurance?

- 1 Yes
- 2 No

[ASK IF Q82b = YES]

Q82c. Are you **aware** that certain circumstances will exempt individuals from the requirement to purchase health insurance?

- 1 Yes
- 2 No

[ASK IF Q82b = YES]

Q82d. How would you prefer to get information about the requirement to purchase health insurance? (Please check all that apply.)

- 1 Health Insurance Marketplace website ([www.healthcare.gov](http://www.healthcare.gov))
- 2 IRS website ([www.IRS.gov](http://www.IRS.gov))
- 3 Internet websites other than the IRS and Health Insurance Marketplace websites
- 4 Health Insurance Marketplace phone representatives
- 5 IRS phone representatives
- 6 Health insurance company
- 7 Health insurance agents and brokers
- 8 Physician
- 9 Personal accountant/bookkeeper
- 10 Tax preparation company
- 11 Tax Preparation software
- 12 Direct Mail
- 13 Other (please specify)

[ASK IF Q82b = YES]

Q82e. How would you prefer to get information about exemptions to the requirement to purchase health insurance? (Please check all that apply.)

- 1 Health Insurance Marketplace website ([www.healthcare.gov](http://www.healthcare.gov))
- 2 IRS website ([www.IRS.gov](http://www.IRS.gov))
- 3 Internet websites other than the IRS and Health Insurance Marketplace websites
- 4 Health Insurance Marketplace phone representatives
- 5 IRS phone representatives
- 6 Health insurance company
- 7 Health insurance agents and brokers
- 8 Physician
- 9 Personal accountant/bookkeeper
- 10 Tax preparation company
- 11 Tax Preparation software

- 12 Direct Mail
- 11 Other (please specify)

Q83a. Are you aware of the Premium Tax Credit, which is a tax credit designed to help individuals afford health insurance through the Marketplace?

- 1 Yes
- 2 No

**[ASK IF Q83a = YES]**

Q83b. How did you learn about the Premium Tax Credit?

[Open End]

**[ASK IF Q83a = YES]**

Q83c. Are you **aware** of the option to arrange advance monthly payments of the tax credit from the government to your insurance company to reduce your monthly premium?

- 1 Yes
- 2 No

**[ASK IF Q83a = YES]**

Q83d. Are you **aware** of the following requirements in order to be eligible for the Premium Tax Credit?

1 – Yes 2 – No

- 1 Buying health insurance through the Marketplace
- 2 Not having coverage through an employer or government plan
- 3 Being within certain income limits
- 4 Filing a federal income tax return for the year you claim the credit
- 5 Not filing a Married Filing Separately tax return
- 6 Not being claimed as a dependent by another person

**[ASK IF Q83c = YES]**

Q83e. Are you **aware** that if an individual receives advance payments of the tax credit, it is important to report changes in income or family size to the Marketplace to avoid getting too much or too little credit in advance?

- 1 Yes
- 2 No

Q83f. Are you **aware** that the IRS offers information about the Affordable Care Act provisions on [IRS.gov/aca](http://IRS.gov/aca)?

- 1 Yes
- 2 No

## VI. Banking and Scam Questions

QB1: Do you currently have a checking or savings account that you use at least once a month?

1. Yes, I have used my checking or savings account within the last month
2. No, I have not used my checking or savings account within the last month
3. No, I do not currently have an open checking or savings account

**[ASK IF QB1 = 2]**

QB2: How long has it been since you actively used your checking or savings account?

1. 2 to 6 months
2. 7 to 12 months
3. Over a year

**[ASK IF QB1 = 2]**

QB3: Which of the following describes the reason(s) you do not use your checking or savings account? *Check all that apply*

1. Banks do not have convenient hours
2. Banks do not have convenient locations
3. Bank account fees are too high
4. Bank account minimum balance requirements are too high
5. Banks do not offer the needed products or services
6. I do not like dealing with and/or do not trust banks
7. I do not have enough money
8. I do not know how to manage an account
9. I do not need or want my account any longer
10. Other: (Please explain)

**[ASK IF QB1 = 3]**

QB4: When was the last time you had a checking or savings account?

1. Within the past month
2. 2 to 6 months
3. 7 to 12 months
4. 1 to 4 years
5. More than 5 years

**[ASK IF QB1 = 3]**

QB5: Which of the following describes the reason(s) you do not have a checking or savings account? *Check all that apply*

1. The bank closed my account
2. Banks do not have convenient hours
3. Banks do not have convenient locations
4. Bank account fees are too high
5. Bank account minimum balance requirements are too high
6. Banks do not offer the needed products or services that I need
7. I am unable to open an account (e.g. due to banking or credit history problems)
8. I do not trust banks
9. I do not have enough money to open an account
10. I do not know how to open
11. I do not know how to manage an account

12. I do not want or need an account
13. Other: (Please explain)

**[ASK IF Q48 = 2]**

QB6: Have you direct deposited your tax refund into a checking or savings account in the past?

1. Yes
2. No

**[ASK IF QB6 = 1]**

QB7: Which of the following describes your reason(s) for requesting a paper refund check? *Check all that apply*

1. I do not have a checking or savings account
2. Receiving a paper check is easier
3. I have always received a paper refund check
4. Receiving your refund via paper check is quicker
5. I can cash my refund check when and where I choose
6. My identity was stolen when I tried to direct deposit my refund in the past
7. I am afraid of becoming an identity theft victim if I direct deposit my refund
8. I do not like feeling forced to use banking services to access my refund
9. Other: (Please explain)

**[ASK IF QB6 = 2]**

QB8: Which of the following describes the reason(s) you have never tried direct deposit as a refund delivery option? *Check all that apply*

1. I do not have a checking or savings account
2. I have never had an interest in direct deposit
3. I have always received a paper refund check
4. Receiving a paper check is faster
5. I like the option of cashing my check when and where I choose
6. My identity was stolen when I tried to use an electronic refund option in the past
7. Direct deposit makes people vulnerable to identity theft
8. I do not like feeling forced to use banking services to access my refund
9. I do not understand how direct deposit works
10. Other: (Please explain)

**[ASK IF Q48 = 2]**

QB9: What is the likelihood of you direct depositing your refund in the future?

1. Extremely unlikely
2. Unlikely
3. Neutral
4. Likely
5. Extremely likely

**[ASK IF QB1 = 2 or 3]**

QB10: Prior to this survey, what was your use or awareness of the following alternative financial products?

	Aware of	Used in past	Used within	Used More	Never heard
--	----------	--------------	-------------	-----------	-------------

	but never used	30 days	the past 12 months	than a year ago	of this product
Payday loan					
Pawned an item					
Refund Anticipation Loan (RAL)					
Refund Anticipation Check					
Prepaid VISA card					
Rent-to-own agreement					
Check cashing					
Money orders					
Buy-here-pay-here auto loans					

**[ASK IF QB1 = 2 or 3]**

Prepaid debit cards may have logos such as MasterCard, VISA, Discover, or American Express. These cards are not linked to a checking or savings account. You can keep adding money onto this card and use it to make purchases and pay bills anywhere credit cards are accepted or withdraw the cash from an ATM. Prepaid debit cards do not include phone cards, gift cards for a particular store or service or cards that you cannot add more funds onto.

QB11: Do you currently use a prepaid debit card such as described above?

1. Yes
2. No

**[ASK IF QB11 = 1]**

QB12: Does your prepaid debit card provider allow you to direct deposit your tax refund onto your card?

1. Yes
2. No
3. Do not know

**[ASK IF QB12 = 1]**

QB13: Have you direct deposited your tax refund onto your prepaid debit card in the past?

1. Yes
2. No

**[ASK IF QB12 = 1]**

QB14: Which of the following describes your reason(s) for requesting a paper refund check instead of direct depositing your refund onto your prepaid debit card? *Check all that apply*

1. Maintenance fees are too high
2. Prepaid debit cards do not offer the needed services (i.e., available ATMs)
3. There are no prepaid debit card billing protections (i.e., replacement if lost or stolen)
4. Prepaid debit cards cannot be used universally (i.e., hotels and car rental agencies)
5. I do not like dealing with prepaid debit card companies

6. My identity was stolen when I used my prepaid debit card
7. Other: (Please explain)

**[ASK IF QB11 = 2]**

QB15: Considering the description you just read, would you be willing to use a government-sponsored card to direct deposit your refund?

1. Yes
2. No

**[ASK IF QB12 = 2 or 3]**

QB16: Would you be willing to direct deposit your refund if your current prepaid debit card company allows you to do so?

1. Yes
2. No

QB17. Are you aware of tax scams, postures, or unscrupulous tax preparers?

1. Yes
2. No

**[ASK IF QB17 = 1]**

QB18. Have you obtained information from the IRS about issues relating to tax scams, postures, or unscrupulous tax preparers?

1. Yes
2. No

QB19. How would you like to receive this information from the IRS about these issues? [check all that apply]

- 1 TV/Radio/newspaper/flyers
- 2 IRS.gov or IRS publication
- 3 Tax software (e.g. TurboTax, TaxCut, TaxAct)
- 4 Social media (e.g. Facebook, Twitter, YouTube, etc.)
- 5 IRS2Go App (for smartphones or mobile tablet devices)
- 6 LinkedIn
- 7 Email
- 8 Other (specify)\_\_\_\_\_

## VI. OVERALL SATISFACTION: ALL RESPONDENTS

### Overall Satisfaction

[PROMPT, SC, IF XSPANISH = 2]

Q71a. Please rate your *overall* satisfaction with the Spanish-language assistance you received from the IRS for your 2013 federal taxes.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very Satisfied

[PROMPT, SC]

Q71b. Considering *all* factors concerning your 2013 federal tax return (including getting information, preparation and filing, and refund or notice issues), please rate your *overall* satisfaction with the **entire 2013 tax filing process**.

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Neither satisfied nor dissatisfied (neutral)
- 4 Satisfied
- 5 Very Satisfied

[TXT]

Q72. What could the IRS have done to improve your **2013 tax filing process** experience ? Please comment on IRS service or products rather than tax laws or codes. If you have no suggestions, please enter "None."

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## VII. PSYCHOGRAPHIC QUESTIONS

### [SC, GRID]

Q73. The next set of questions are opinion questions that give us an indication of taxpayer views on finance and Internet-related issues. Please indicate the extent to which you **agree** or **disagree** with each of the following statements. **[Rotate list of items]**

- 1 Strongly disagree
  - 2 Disagree
  - 3 Neither agree nor disagree
  - 4 Agree
  - 5 Strongly agree
- 
- a. I enjoy doing research on the Internet
  - b. Technology is important to me
  - c. I perform financial activities (i.e., pay bills, credit cards, insurance, mortgages, etc) on the Internet
  - d. I make purchases on the Internet
  - e. I feel secure sharing personal financial information over the Internet
  - f. I think preparing tax returns should be made easier
  - g. I am knowledgeable about U.S. Tax Code
  - h. I pay attention to changes proposed or made to U.S. Tax Code which may or may not impact my personal tax situation
  - i. I proactively plan for and minimize my tax burden throughout the year by tracking deductible expenses, making purchases to qualify for tax credits, selling investments to offset capital gains, making charitable donations, etc.
  - j. I think electronic filing should be free to everyone
  - k. I think there should be an alternative tax system to replace the income tax system
  - l. I regularly save money
  - m. I have an emergency fund/financial safety net
  - n. I'm confident in my ability to solve financial problems that come up in my everyday life
  - o. I understand how the Affordable Care Act affects me.

**VIII. DEMOGRAPHICS: ALL RESPONDENTS**

The following few questions are for classification purposes only.

**[SC]**

D1. Do you have a computer at home?

- 1 Yes
- 2 No

**[SC]**

D1.1 Do you own and use a mobile phone?

- 1 Yes, regular mobile phone
- 2 Yes, Smartphone (mobile phone with applications and internet access)
- 3 No

**[MC]**

D1.2 Which of the following social media sources do you use? *(Check all that apply)*

*[NOTE TO PMR: If possible, recode as follows to match online coding]*

- 1 Facebook
- 2 Twitter
- 3 YouTube
- 4 LinkedIn
- 5 Instagram
- 6 Pinterest
- 7 Tumblr
  
- 8 Other (specify) \_\_\_\_\_
- 9 None

**[SC]**

D2.1. Do you access the Internet apart from taking surveys ?

- 1 Yes
- 2 No

D2.3. Do you have health insurance?

- 1 Yes
- 2 No

**[ASK IF D2.3 = YES]**

D2.4. Through whom do you have health insurance? **[CHECK ALL THAT APPLY]**

- 1 Directly from an insurance company
- 2 Employer-based health insurance plan
- 3 Health Insurance Marketplace
- 4 Medicare
- 5 Medicaid

- 6 State-specific health insurance plan
- 7 TRICARE or other military health coverage
- 8 I don't know
- 9 Other

**[SC]**

D5. What is the *highest* level of education you have completed?

- 1 Less than 9<sup>th</sup> grade
- 2 9<sup>th</sup> grade to 12<sup>th</sup> grade, no diploma
- 3 High school graduate/GED
- 4 Some technical/vocational school
- 5 Technical or vocational school graduate
- 6 Some college, no degree
- 7 Associate Degree
- 8 Bachelor's Degree
- 9 Master's Degree
- 10 Post-Master's Degree

**[MC]**

D6. Do you have *any* of the following long-term conditions (lasting 6 months or more)? Please select all that apply.

- 1 Deafness
- 2 Severe Vision Impairment
- 3 Severe Hearing Impairment
- 4 Severe Speech Impairment
- 5 A condition that substantially limits your physical abilities (such as standing or walking)
- 6 A condition that limits learning or remembering
- 7 Some other condition
- 8 Do not have a long-term condition **[SC]**

**[SC, IF D6 = 1-7]**

D6a. Does your disability prevent you from going outside of your home?

- 1 Yes
- 2 No

**[SC]**

D7. What is your employment status?

- 1 Work full-time
- 2 Work part-time
- 3 Retired
- 4 Full-time student
- 5 Unemployed, looking for work
- 6 Employed in the home/homemaker (for example, a stay at home parent)

7 Other

**[NUM ENTER DIGITS 0-99, IF D7 = 5]**

D7.1 For how many *months* have you been unemployed and looking for work?

\_\_\_\_\_ months

**[SC]**

D8. [FOR FILERS ONLY] Did you report having *any* dependents on your 2013 tax return?

- 1 Yes
- 2 No

**[ASK IF D8 = 1]**

D2.2. [FOR FILERS ONLY] How many dependents did you claim on your 2013 tax return?  
[Enter # between 0 and 25]

**[SC]**

D9. Which of the following categories best describes your household income *before* taxes for 2013?

- 1 Less than \$10,000
- 2 \$10,000 to less than \$15,000
- 3 \$15,000 to less than \$20,000
- 4 \$20,000 to less than \$25,000
- 5 \$25,000 to less than \$35,000
- 6 \$35,000 to less than \$50,000
- 7 \$50,000 to less than \$75,000
- 8 \$75,000 to less than \$100,000
- 9 \$100,000 to less than \$150,000
- 10 \$150,000 to less than \$200,000
- 11 \$200,000 to less than \$1 million
- 12 \$1 million or more

**[SC]**

D10. Do you speak a language *other* than **English** at home?

- 1 Yes
- 2 No

**[SC, IF XSPANISH = 2]**

**D11.** Are you of Hispanic or Latino origin (ethnicity)?

- Yes
- No

D11A What is your race? Please select one or more. Are you... [accept all multiple answers]

- White
- Black or African American
- Asian
- Native Hawaiian or Other Pacific Islander
- American Indian or Alaskan Native

**[SC, IF XSPANISH = 2]**

D12. What is your country of origin?

- 1 Argentina
- 2 Colombia
- 3 Cuba
- 4 Dominican Republic
- 5 Ecuador
- 6 El Salvador
- 7 Guatemala
- 8 Honduras
- 9 Mexico
- 10 Nicaragua
- 11 Peru
- 12 Puerto Rico
- 13 Spain
- 14 United States
- 15 Venezuela
- 16 Other (Please specify)