

	Skip Logic Label	Question Text
		<i>Please rate your level of agreement with the following statements about using your account online.</i>
1		This interaction increased my trust in the IRS.
2		I am satisfied with the service I received from the online tax account tool
3		The online tax account tool met my needs.
4		It was easy to find what I needed
5		It took a reasonable amount of time to do what I needed to do
6		How long have you had an online account with the IRS?
7	A1	How easy or difficult was the sign-up process for an online tax account?
8	A2	How frequently do you use this tool?
9		What was the purpose of your visit today? Select all that apply.
10	B1	<i>Please rate your level of agreement with the following statement.</i> The details of my balance were clear and easy to understand. (KEEP AS IS)

11	B2	What did you want to accomplish by viewing your notice or letter today?
12	B3	Please specify your other reason for visit.
13		If you could change or improve one thing about the online tax account tool, what would it be?
14		What did you like best about your experience today?

Answer Choices (limited to 50 characters)	Skip to	Type (Select from list)
1- Strongly Disagree		Radio button, one-up vertical
2- Disagree		Radio button, one-up vertical
3- Neutral		Radio button, one-up vertical
4- Agree		Radio button, one-up vertical
5- Strongly Agree		Radio button, one-up vertical
First time user	A1	Radio button, one-up vertical
Less than 6 months	A2	
More than 6 months, but less than a year	A2	
More than a year	A2	
1- Very Difficult		Radio button, one-up vertical
2- Difficult		
3- Neutral		
4- Easy		
5- Very Easy		
More than once a week		Radio button, one-up vertical
About once a week		
About once a month		
Every 6 months or less		
About once a year		
View my balance	B1	Checkbox, one-up vertical
Make an online payment		
View my payment history <i>or activity</i>		
View my previous filing history (AGI or filing status)		
Set up a <i>payment plan</i> <i>or</i> installment agreement		
<i>View payment plan details or status</i>		
Download my <i>tax records</i>		
<i>View notices or letters</i>	B2	
<i>Modify an existing payment plan or installment agreement</i>		
<i>View or update personal contact</i> information		
Other (please specify)	B3	
<i>Not Applicable - My balance was not shown.</i>		Radio button, one-up vertical
1- Strongly Disagree		
2- Disagree		
3- Neutral		
4- Agree		

5- Strongly Agree		
		Text area, no char limit
		Text area, no char limit
		Text area, no char limit
		Text area, no char limit

Required Y/N	A-11 Domain
Y	
	Confidence/Trust
	Satisfaction
	Quality
	Ease
	Efficiency
N	
N	
N	
Y	
N	

N	
N	
N	
N	