

GoSystem Tax RS

1. What overall rating would you give your tax preparation software?		
1—Very bad	5	6.2%
2	13	12.4%
3	15	17.5%
4	29	30.9%
5—Very good	20	33.0%
Total	82	100.0%

2. Do you plan to use the same tax preparation software next season?		
Yes	66	93.0%
No	5	7.0%
Total	71	100.0%

3. How easy was the update/installation process?		
1—Very difficult	0	0.0%
2	1	14.3%
3	3	42.9%
4	3	42.9%
5—Very easy	0	0.0%
Total	7	100.0%

4. How easy was the software to use?		
1—Very difficult	7	8.8%
2	12	15.0%
3	28	35.0%
4	27	33.8%
5—Very easy	6	7.5%
Total	80	100.0%

5. If you received training from your software provider, how would you rate the training?		
1—Very poor	3	10.7%
2	0	0.0%
3	10	35.7%
4	12	42.9%
5—Very good	3	10.7%
Total	28	100.0%

6. Did your software contain all of the forms you needed?		
Yes	50	65.8%
No	26	34.2%
Total	76	100.0%

7. How well did your software handle updates during tax season?		
1—Very poorly	3	3.9%
2	6	7.8%
3	21	27.3%
4	25	32.5%
5—Very well	22	28.6%
Total	77	100.0%

8. How well did your software handle transfers of data within returns?		
1—Very poorly	3	4.2%
2	8	11.3%
3	18	25.4%
4	27	38.0%
5—Very well	15	21.1%
Total	71	100.0%

9. How easy was electronic filing?		
1—Very difficult	6	7.8%
2	8	10.4%
3	12	15.6%
4	31	40.3%
5—Very easy	20	26.0%
Total	77	100.0%

10. If you filed multistate business returns, how well did your software handle them?		
1—Very poorly	3	4.4%
2	9	13.2%
3	11	16.2%
4	30	44.1%
5—Very well	15	22.1%
Total	68	100.0%

11. How well did your software handle provisions of the Affordable Care Act?		
1—Very poorly	2	2.9%
2	7	10.0%
3	21	30.0%
4	20	28.6%
5—Very well	20	28.6%
Total	70	100.0%

12. If you ran the software's conversion package, how would you rate it?		
1—Very bad	2	14.3%
2	2	14.3%
3	2	14.3%
4	4	28.6%
5—Very good	4	28.6%
Total	14	100.0%

13. What did you like best about your tax preparation software? (choose three)		
Accuracy	36	21.8%
Conversion process	0	0.0%
Ease of importing data	10	6.1%
Ease of use	8	4.8%
Installation process	7	4.2%
Integration with other software	6	3.6%
Learning curve	5	3.0%
Number of forms/comprehensiveness	53	32.1%
Price	2	1.2%
Support	28	17.0%
Tax research included in package	2	1.2%
Other	8	4.8%
Total	165	100.0%

14. What did you like least about your tax preparation software? (choose three)		
Accuracy	10	6.7%
Conversion process	4	2.7%
Ease of importing data	14	9.4%
Ease of use	30	20.1%
Installation process	2	1.3%
Integration with other software	7	4.7%
Learning curve	21	14.1%
Number of forms/comprehensiveness	4	2.7%
Price	28	18.8%
Support	14	9.4%
Tax research included in package	11	7.4%
Other	4	2.7%
Total	149	100.0%

15. How well did your tax preparation software integrate with your accounting and other software?		
1—Very poorly	7	10.1%
2	10	14.5%
3	25	36.2%
4	22	31.9%
5—Very well	5	7.2%
Total	69	100.0%

16. Did you ever need technical support from your software vendor during this year's tax season?		
Yes	70	93.3%
No	5	6.7%
Total	75	100.0%

17. How easy to was it to get technical support from the vendor?		
1—Very difficult	2	2.9%
2	6	8.6%
3	16	22.9%
4	27	38.6%
5—Very easy	19	27.1%
Total	70	100.0%

18. How good was the technical support you received?		
1—Very bad	1	1.4%
2	9	12.9%
3	12	17.1%
4	22	31.4%
5—Very good	26	37.1%
Total	70	100.0%

19. For how many clients did your firm prepare returns during this year's tax season?		
1 to 50	1	1.3%
51 to 100	3	4.0%
101 to 200	10	13.3%
201 to 500	11	14.7%
501 to 1,000	5	6.7%
1,001 to 2,000	15	20.0%
2,001 to 5,000	10	13.3%
5,001 or more	20	26.7%
Total	75	100.0%

20. What percentage of those returns were for individuals?		
0%	1	1.4%
1% to 25%	20	28.2%
26% to 50%	24	33.8%
51% to 75%	26	36.6%
76% to 100%	0	0.0%
Total	71	100.0%

21. What percentage were business returns?		
0%	0	0.0%
1% to 25%	9	12.5%
26% to 50%	36	50.0%
51% to 75%	17	23.6%
76% to 100%	10	13.9%
Total	72	100.0%

22. How much responsibility do you have for tax preparation software purchasing decisions in your firm?		
I make the decision	23	31.1%
I have input into the decision	12	16.2%
I am not involved in the decision	39	52.7%
Total	74	100.0%

23. How many preparers work in your firm?		
1	7	9.5%
2 to 5	11	14.9%
6 to 20	15	20.3%
21 to 100	14	18.9%
101 to 500	6	8.1%
501 or more	21	28.4%
Total	74	100.0%