CCH Axcess Tax

1. What overall rating would you give your tax preparation software?		
1—Very bad	3	2.0%
2	8	5.3%
3	18	11.9%
4	68	45.0%
5—Very good	54	35.8%
Total	**151**	**100.0%**

2. How easy was the update/installation process?		
1—Very difficult	0	0.0%
2	0	0.0%
3	5	19.2%
4	11	42.3%
5—Very easy	10	38.5%
Total	**26**	**100.0%**

3. How easy was the software to use?		
1—Very difficult	5	3.3%
2	13	8.7%
3	31	20.7%
4	66	44.0%
5—Very easy	35	23.3%
Total	**150**	**100.0%**

4. If you received training from your software provider, how would you rate the training?		
1—Very poor	3	3.5%
2	8	9.3%
3	30	34.9%
4	32	37.2%
5—Very good	13	15.1%
Total	**86**	**100.0%**

5. Did your software contain all of the forms you needed?		
Yes	132	88.0%
No	18	12.0%
Total	**150**	**100.0%**

6. How well did your software handle updates during tax season?		
1—Very poorly	0	0.0%
2	4	2.6%
3	19	12.6%
4	39	25.8%
5—Very well	89	58.9%
Total	**151**	**100.0%**

7. How well did your software handle transfers of data within returns?		
1—Very poorly	2	0.9%
2	5	2.3%
3	30	13.7%
4	66	30.1%
5—Very well	116	53.0%
Total	**219**	**100.0%**

8. How easy was electronic filing?		
1—Very difficult	3	2.0%
2	1	0.7%
3	7	4.7%
4	45	30.0%
5—Very easy	94	62.7%
Total	**150**	**100.0%**

9. If you filed multistate business returns, how well did your software handle them?

1—Very poorly	1	0.9%
2	7	6.0%
3	24	20.5%
4	49	41.9%
5—Very well	36	30.8%
Total	**117**	**100.0%**

10. If you ran the software's conversion package, how would you rate it?

1—Very bad	0	0.0%
2	4	10.5%
3	13	34.2%
4	12	31.6%
5—Very good	9	23.7%
Total	**38**	**100.0%**

11. What did you like best about your tax preparation software? (choose three)

Accuracy	103	27.5%
Conversion process	3	0.8%
Ease of importing data	14	3.7%
Ease of use	44	11.7%
Installation process	9	2.4%
Integration with other software	22	5.9%
Learning curve	5	1.3%
Number of forms/comprehensiveness	112	29.9%
Price	10	2.7%
Support	40	10.7%
Tax research included in package	5	1.3%
Other	8	2.1%
Total	**375**	**100%**

12. What did you like least about your tax preparation software? (choose three)		
Accuracy	3	1.0%
Conversion process	13	4.3%
Ease of importing data	14	4.7%
Ease of use	27	9.0%
Installation process	8	2.7%
Integration with other software	19	6.4%
Learning curve	44	14.7%
Number of forms/comprehensiveness	6	2.0%
Price	80	26.8%
Support	38	12.7%
Tax research included in package	25	8.4%
Other	22	7.4%
Total	**299**	**100.0%**

13. How well did your tax preparation software integrate with your accounting and other software?		
1—Very poorly	5	3.5%
2	8	5.6%
3	46	31.9%
4	52	36.1%
5—Very well	33	22.9%
Total	**144**	**100.0%**

14. Did you ever need technical support from your software vendor during this year's tax season?		
Yes	122	80.8%
No	29	19.2%
Total	**151**	**100.0%**

15. How easy to was it to get technical support from the vendor?		
1—Very difficult	5	4.1%
2	10	8.2%
3	36	29.5%
4	40	32.8%
5—Very easy	31	25.4%
Total	**122**	**100.0%**

16. How good was the technical support you received?		
1—Very bad	3	2.5%
2	15	12.5%
3	28	23.3%
4	45	37.5%
5—Very good	29	24.2%
Total	**120**	**100.0%**

17. For how many clients did your firm prepare returns during this year's tax season?		
1 to 50	10	6.6%
51 to 100	10	6.6%
101 to 200	11	7.3%
201 to 500	30	19.9%
501 to 1,000	28	18.5%
1,001 to 2,000	17	11.3%
2,001 to 5,000	16	10.6%
5,001 or more	29	19.2%
Total	**151**	**100.0%**

18. What percentage of those returns were for individuals?		
0%	1	0.7%
1% to 25%	17	11.3%
26% to 50%	47	31.1%
51% to 75%	61	40.4%
76% to 100%	25	16.6%
Total	**151**	**100.0%**

19. What percentage were business returns?		
0%	2	1.3%
1% to 25%	41	27.5%
26% to 50%	77	51.7%
51% to 75%	23	15.4%
76% to 100%	6	4.0%
Total	**149**	**100.0%**

20. How much responsibility do you have for tax preparation software purchasing decisions in your firm?		
I make the decision	62	41.3%
I have input into the decision	33	22.0%
I am not involved in the decision	55	36.7%
Total	**150**	**100.0%**

21. How many preparers work in your firm?		
1	13	8.7%
2 to 5	42	28.0%
6 to 20	32	21.3%
21 to 100	21	14.0%
101 to 500	15	10.0%
501 or more	27	18.0%
Total	**150**	**100.0%**