

IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY COLLECTION DVD

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey please mark your responses with an 'x' using a blue or black pen. Your responses will be kept completely confidential.

The following questions are about the DVD you received together with this questionnaire.

1) Did you watch the DVD?

- Yes, on my TV → **SKIP TO Question 3**
- Yes, on my computer → **SKIP TO Question 3**
- Did not watch

2) If you did not watch the DVD, please indicate the main reason why not (mark only one):

- Did not think it was necessary to watch
- Too much trouble
- Do not have DVD player (on TV or on computer)
- Other, please specify _____

If you did not watch the DVD, please skip to question 6.

3) On a scale of 1 to 5 where 1 means "Very Dissatisfied" and 5 means "Very Satisfied", please indicate how satisfied you are that the DVD either will or already has influenced your Collection experience:

	Very Dissatisfied	Very Satisfied	Don't Know/Not applicable	
a. Help reduce the amount of time you have to spend on this collection issue...	[1]	[2]	[3] [4] [5]	[]
b. Help keep you up-to-date on your field collection process.....	[1]	[2]	[3] [4] [5]	[]
c. Help explain the collection process.....	[1]	[2]	[3] [4] [5]	[]
d. Help explain what will happen if you do not comply.....	[1]	[2]	[3] [4] [5]	[]
e. Overall satisfaction with the way your field collection account is being handled.....	[1]	[2]	[3] [4] [5]	[]

4) How well do you understand the information on the DVD?

- Understand all of it → **SKIP TO Question 6**
- Understand most of it
- Understand only a little of it
- Do not understand any of it

5) If you do not understand all of the DVD, please tell us what you do not understand:

Please continue on back →

6) Who is handling this case?

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer

7) Are you...?

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer

8) Do you have any additional comments about the DVD or suggestions for improvement?

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE: W:CAR:MP: T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Thank you for completing the survey.
Please return the questionnaire by mail using the enclosed business return envelope.

Department of the Treasury - **Internal Revenue Service**