

**DRAFT - Customer Satisfaction Survey Card Question Redesign - FA Revision May 24**

Source	Q. Number	Question					
			Very Satisfied			Very Dissatisfied	
			5	4	3	2	1
Card		Promptness of service					
Card		Understanding who was next in line					
Card		Employee professionalism & courtesy					
Card		Employee skill and knowledge					
Card		Listening to your concerns					
Card		Resolution of your question / issue					
Card		Overall satisfaction with service					
TAP	1	Why did you visit the IRS office today? (Mark all that apply)					
			a. IRS notice or letter				
			b. Tax law question				
			c. Tax form or publication				
			d. Return preparation				
			e. Refund information				
			f. Make a payment				
			g. Other (write in)				
TAB	2	Was your issue resolved or your question answered today?					
			a. Yes				
			b. No				
TAP	3	If no, what did you need today that was not available to you? (Mark all that apply)					
			a. Resolve IRS notice or letter				
			b. Form or publication				
			c. Appointment for return preparation				
			d. Copy of prior year return / transcript				
			e. Installment agreement				
			f. Tax law question referral				
			g. Unresolved lien / levy				
			h. Other (write in)				
TAP	4	Why did you visit our office instead of using another IRS service? (Mark all that apply)					
			a. Used the walk-in service before				
			b. Prefer face-to-face contact				
			c. Convenient location				
			d. Urgent / time sensitive issue				
			e. Unaware of another source				
			f. Needed language assistance				
			g. Other (write in)				
TAB	5	In the future, would you use the IRS website (www.irs.gov) for any of the following services? (Mark all that apply)					
			a. IRS form or publication				
			b. Find answer to a tax law question				
			c. File a tax return or form				
			d. Installment agreement				
			e. Get refund information				
			f. Respond to notice or letter from IRS				

			g. Get copy of prior year return / transcript
			h. Get help preparing a tax return or form
			i. No - I would not use the IRS website
Card	6	How long did you wait to receive service today?	
			a. 1 to 30 min
			b. 31 to 45 min
			c. 46 to 60 min
			d. 61 to 90 min
			e. Over 90 min
Card	7	What is your income?	
			a. Under \$25,000
			b. \$25,001 - \$35,000
			c. \$35,001 - \$50,000
			d. \$50,001 - \$75,000
			e. \$75,000 - \$100,000
			f. \$100,000 or over