

Appendix A: Telephone Interviewer Script and Questions for Users

After completing service to the taxpayer, the OPI service operator or translator will transfer the call to one of the IRS employees who will request feedback on the service in Spanish. The IRS telephone interviewer will use the following script:

“We appreciate your call and the time you spent on resolving your issue. We at the IRS want to learn how you feel about this translation service. Your opinions and experience are very valuable to us. The more we learn from you, the better we can make this service for everyone.

Would you be willing to spend no more than three minutes to answer four short questions about the translation service that you just used?”

If the taxpayer does not agree to answer the questions, respond with “Thank you for your time” before disconnecting the call and marking this box. with the answer given.

If the taxpayer agrees, the telephone interviewer asks the four questions, as follows, and records the answers in the scannable feedback form designed as the data collection instrument:

1. Was the Over-the-Phone Interpreter (OPI) Service helpful in allowing you and the IRS employee to understand each other?
 Yes
 No
2. Was the Over-the-Phone Interpreter (OPI) Service necessary for the successful resolution of your IRS concerns?
 Yes
 No
3. Would you recommend that we continue with the Over-the-Phone Interpreter (OPI) Service?
 Yes
 No
4. How would you rate your overall satisfaction with your experience using the Over-the-Phone Interpreter (OPI) Service today? (on a scale of 1 to 5 with 1 being very dissatisfied and 5 being very satisfied)
 01 Very dissatisfied
 02 Dissatisfied
 03 Neither satisfied nor dissatisfied
 04 Satisfied
 05 Very satisfied

The IRS telephone interviewer then thanks the caller and provides the OMB control number and address for comments:

“Thank you for helping us make this a better service for you and for others. Your opinions are valuable and they will be considered as we see if there is a need for changes to the OPI service.”

“The Paperwork Reduction Act requires that the IRS provide you with an OMB control number for this public information request and with an address for comments you might have. The OMB number is 1545-1432. The address for comments is:

IRS, Tax Products Coordinating Committee
SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave, NW
Washington, D.C. 20224”