

**Communications & Liaison Office of National Public Liaison
Customer Satisfaction Survey for Nationwide Tax Forum Program**

The Nationwide Tax Forum is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey takes about 10 minutes to complete. Your individual responses will be kept completely confidential and the results will be presented to the Nationwide Tax Forum in aggregate form. If you have any questions about this survey, please email jleighty@traintech.com.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires IRS to display an OMB Control Number on all approved information requests. About 10 minutes will be needed to complete this voluntary questionnaire. If you have comments about the time estimate, or suggestions for simplifying the form, please write to the Tax Products Coordinating Committee, 1111 Constitution Ave. NW, Washington, DC 20224.

OMB Control Number 1545-1432

Please indicate your level of satisfaction with the following questions regarding the Nationwide Tax Forum you attended by choosing a number from 1 to 5, where 1 means Very Dissatisfied and 5 means Very Satisfied:

<i>Very dissatisfied</i>					<i>Very satisfied</i>	<i>Does Not Apply</i>
1	2	3	4	5	9	

1. Convenience of Nationwide Tax Forum locations
2. Ease of using the registration process
3. Effectiveness of seminar and workshop schedule in allowing you to attend those of interest
4. Variety of seminar topics
5. Depth of seminar content
6. Professionalism of the Nationwide Tax Forum representatives
7. Comfort of facility set-up (room temperature, sound system, lighting)
8. Subject expertise of presenters
9. Quality of presentations in maintaining your interest
10. Ease of access to presenters for follow-up questions

**Communications & Liaison Office of National Public Liaison
Customer Satisfaction Survey for Nationwide Tax Forum Program**

- 11. Effectiveness of seminar handouts and materials
 - 12. Effectiveness of case resolution consultations at the Nationwide Tax Forum
 - 13. Opportunity to network with peers
 - 14. Usefulness of information provided at the vendor booths
-

Please indicate your level of satisfaction with the following **as a result the Nationwide Tax Forum** you attended by choosing a number from 1 to 5, where 1 means Very Dissatisfied and 5 means Very Satisfied:

<i>Very dissatisfied</i>					<i>Very satisfied</i>	<i>Does Not Apply</i>
1	2	3	4	5		9

- 15. Improved ability to provide quality service to your clients
- 16. Improved ability to ensure overall compliance for your clients
- 17. Improved ability to explain IRS enforcement options to a client in the event of a client's noncompliance
- 18. Overall, taking into account all the information, products, and services you received from the IRS Nationwide Tax Forum, how satisfied are you with the Nationwide Tax Forum?

<i>Very dissatisfied</i>				<i>Very satisfied</i>
1	2	3	4	5

For each question, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Not at all Likely" and 5 means "Extremely Likely."

<i>Not at all likely</i>				<i>Very likely</i>	<i>Do Not Know</i>
1	2	3	4	5	9

- 19. How likely are you to recommend the Nationwide Tax Forum to a friend or associate?
 - 20. How likely are you to view an IRS webcast seminar (a pre-taped seminar accessed online at your convenience)
 - 21. What other current trends or issues would you like to be addressed at the Nationwide Tax Forum?
-

**Communications & Liaison Office of National Public Liaison
Customer Satisfaction Survey for Nationwide Tax Forum Program**

22. What other services would you like to have provided at the Nationwide Tax Forum?

23. After attending the Nationwide Tax Forum, were you able to get your issues resolved?

Yes

No

DEMOGRAPHICS

24. How many times have you attended the Nationwide Tax Forum? [Please mark one]

This was my first Forum

Twice

3-5 times

6-8 times

9 or more times

25. Which of the following best describes your current position?

CPA

Attorney

Enrolled Agent

Tax Preparer

Accountant

ERO

Other, please specify _____

26. I found out about this year's Forum from:

My Professional Association

IRS Website

Nationwide Tax Forum "Save the Date" Card

Nationwide Tax Forum Registration Booklet

From a friend/associate

Taxforuminfo.com Website

E-Mail

Other, please specify _____

27. During 2006, how many returns did you prepare?

Fewer than 50

50-150

151-500

501-1000

1001-2000

2001 or more

**Communications & Liaison Office of National Public Liaison
Customer Satisfaction Survey for Nationwide Tax Forum Program**

Thank you for completing this survey. The results will be used to help identify areas of service that need improvement in the IRS Nationwide Tax Forum.