

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

*2010 Nationwide Tax Forum Survey*

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 8 minutes to complete. Your individual responses will be kept completely anonymous and the results will be presented to the Nationwide Tax Forum in aggregate form. If you have any questions about this survey, please email Beth Dalton at [bdalton@traintech.com](mailto:bdalton@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.

**2009 OMB Control Number 1545-1432**

*Please indicate your level of satisfaction with the following questions regarding the Nationwide Tax Forum you attended.*

[Programmer: Show scale labels only—Very Dissatisfied, Somewhat Dissatisfied, Neither Satisfied Nor Dissatisfied, Somewhat Satisfied, Very Satisfied, Does Not Apply]

<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 employees
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
11. Effectiveness of **Forum Resource CD**

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12. If Q 11 answered Not Satisfied, , please state why.

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13. Effectiveness of case resolution consultations at the Nationwide Tax Forum

14. Opportunity to network with peers

15. Usefulness of information provided at the vendor booths

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*Please indicate your level of satisfaction with the following as a result the Nationwide Tax Forum you attended .*

[Programmer: Show scale labels only—Very Dissatisfied, Somewhat Dissatisfied, Neither Satisfied Nor Dissatisfied, Somewhat Satisfied, Very Satisfied, Does Not Apply]

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

16. Improved ability to provide quality service to your clients

17. Improved ability to ensure overall compliance for your clients

18. Improved ability to explain IRS enforcement options to a client in the event of a client's noncompliance

19. **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

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*For each question below, please indicate your opinion.*

[Programmer: Show scale labels only—Very Unlikely, Somewhat Unlikely, Neither Likely Nor Unlikely, Somewhat Likely, Very Likely, Does Not Know]

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

20. How likely are you to recommend the Nationwide Tax Forum to a friend or associate?

21. How likely are you to view an IRS webcast seminar (a pre-taped seminar or a seminar taped at the Nationwide Tax Forum) accessed online at your convenience?

22. What other current trends or issues would you like to be addressed at the Nationwide Tax Forum?

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

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24. Were you able to get your issues resolved at the Nationwide Tax Forum?

1. Yes
2. No

24.1 (If q23=No) What were the reasons that your issues were not resolved?

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**DEMOGRAPHICS**

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

1. This was my first Forum
2. Twice
3. 3-5 times
4. 6-8 times
5. 9 or more times

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

1. Accountant
2. Attorney
3. CPA
4. Enrolled Agent
5. ERO
6. Financial Planner
7. Tax Preparer
8. Other, please specify \_\_\_\_\_

26. I found out about this year's Forum from: (Check all that apply)

1. My Professional Association
2. IRS Website
3. Nationwide Tax Forum "Save the Date" Card
4. Nationwide Tax Forum Registration Booklet
5. A friend/associate
6. Taxforuminfo.com Website
7. [Irtaxforumsonline.com](http://irstaxforumsonline.com) Website
8. E-Mail
9. Facebook
10. Twitter
11. LinkedIn
12. Other, please specify \_\_\_\_\_

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27. During 2009, how many returns did you prepare?

1. Fewer than 50
2. 50-150
3. 151-500
4. 501-1000
5. 1001-2000
6. 2001 or more

*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. The information collected here is anonymous and no personal information will be released to IRS .Please click on the "Submit" button.*