

# Language Services Needs Assessment 2010 Tax Forum Survey



You can help the IRS improve its service to you and other tax practitioners by answering the questions below. This anonymous and voluntary survey takes about 3 minutes to complete.

**Instructions: Please mark the box next to your answer.**

1. Which type of tax professional are you? Please select all that apply.

- Certified Public Accountant
- Tax Attorney
- National Tax Preparation Firm Employee (e.g., H&R Block, Jackson Hewitt)
- Enrolled Agent
- Circular 230 Practitioner (other than Enrolled Agent)
- Accountant/Bookkeeper
- Other, please specify:  
\_\_\_\_\_

2. Where is your office located?

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

3. Besides English, what languages do you use to communicate with clients? Please select all that apply.

- No languages besides English
- Chinese
- Korean
- Russian
- Spanish
- Vietnamese
- Other, please specify: \_\_\_\_\_

4. Which language would you prefer to use in order to speak with the IRS?

- English
- Chinese
- Korean
- Russian
- Spanish
- Vietnamese
- Other, please specify: \_\_\_\_\_

5. Which language would you prefer to use for written communication with the IRS (e.g., forms, publications, and notices)?

- English
- Chinese
- Korean
- Russian

- Spanish
- Vietnamese
- Other, please specify: \_\_\_\_\_

6. Please indicate the primary language spoken by the clients you served during the 2009 tax season. Also, indicate the number of returns prepared for each language.

	Yes	No	Quantity
English	<input type="checkbox"/>	<input type="checkbox"/>	How many? _____
Chinese	<input type="checkbox"/>	<input type="checkbox"/>	How many? _____
Korean	<input type="checkbox"/>	<input type="checkbox"/>	How many? _____
Russian	<input type="checkbox"/>	<input type="checkbox"/>	How many? _____
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	How many? _____
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	How many? _____
Other, please specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	How many? _____

7. Individuals who do not speak English as their primary language and have a limited ability to speak English can be defined as Limited English Proficient, or "LEP." Please indicate how often you encountered each of the following tax issues during the 2009 tax season when assisting your Limited English Proficient clients?

	Never	Rarely	Sometimes	Often	Almost Always	Not Applicable
Preparing a Return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Credits on Tax Returns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ITIN Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IRS Collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IRS Notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refunds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identity Theft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding Tax Laws	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding Filing Obligations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What percentage of your 2009 tax season LEP clients are **small business owners**?

- None
- 1-10%
- 11-25%
- 26-50%
- 51-75%
- Over 75%

9. Please mark your awareness, usage, and satisfaction with the following IRS products and services:

IRS Resource	Are you Aware?		If aware, have you used it?		If used, how satisfied were you?				
	Yes	No	Yes	No	Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied
Publication 850—Glossary of Technical Tax Terms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
“Opening the Door” Brochure Series	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic Tax Responsibilities DVD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
“IRS is Speaking Your Language” Brochure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over the Phone Interpreter Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IRS.gov in Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. The IRS is currently considering translating the following five forms. Please rank the forms from 1 to 5, where 1 is your first choice for translation. Also, please select the one language you would prefer each form translated into (if you select *other* please specify which language you would prefer the form translated into).

Please Rank 1 to 5	Which one language would you prefer each form translated into?						
Form 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Form 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Form 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Form 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Form 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. What would be the single **most valuable** resource the IRS could provide so that you are able to better serve limited English proficient clients?

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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. **The time estimated for your participation is 1 hour.** 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 this survey.**