

Participant Request:

Tell us what you think about FA-RPAS, our online appointment scheduling system!

We are looking for feedback on the Field Assistance Return Preparation Appointment Scheduling (FA-RPAS) system. IRS Field Assistance is conducting a short, voluntary and anonymous survey designed to measure your satisfaction with this system. Your participation in this survey will greatly assist us in making our programs and systems more user friendly.

The anonymous questionnaire includes eight questions, and should take approximately two minutes to complete. We thank you in advance for your participation and look forward to future improvements that work for you!

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.

Also, 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.

Appendix A

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Appendix B

Language on the initial screen of the customer survey:

Privacy Statement:

Answering survey questions for the Field Assistance Return Preparation Appointment Scheduling Survey is voluntary. If you choose to answer survey questions, your answers will be kept anonymous. You can skip any survey questions or stop answering survey questions at any time.

Appendix C

Field Assistance Return Preparation Appointment Scheduling Customer Satisfaction Survey

Instructions: The survey will take about 2 minutes. Thank you for trying our new service option and sharing your opinions about it.

1. Have you had a return prepared at an IRS Taxpayer Assistance Center in the past?

- Yes
 - No
 - Don't know
-

2. How easy or difficult was it to use the online system for scheduling a return preparation appointment?

- Very Easy
 - Somewhat Easy
 - Neutral
 - Somewhat Difficult
 - Very Difficult
-

3. How satisfied or dissatisfied are you with the online system?

- Very Satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very Dissatisfied
-

4. Would you use the online system to schedule an appointment again?

- Yes
 - No
 - Don't know
-

5. Would you recommend using the online appointment system to others?

- Yes
 - No
 - Don't know
-

6. Please identify your age group:

- | | |
|---|--|
| <input type="checkbox"/> 18 to 24 years | <input type="checkbox"/> 45 to 54 years |
| <input type="checkbox"/> 25 to 34 years | <input type="checkbox"/> 55 to 64 years |
| <input type="checkbox"/> 35 to 44 years | <input type="checkbox"/> 65 years and over |

7. Please identify your household income range:

- | | |
|--|--|
| <input type="checkbox"/> \$9,000 or less | <input type="checkbox"/> \$29,000 - \$39,000 |
| <input type="checkbox"/> \$9,001 - \$19,000 | <input type="checkbox"/> \$39,001 - \$49,000 |
| <input type="checkbox"/> \$19,001 - \$29,000 | <input type="checkbox"/> over \$49,000 |

8. What is the primary language spoken in your home?

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> English | <input type="checkbox"/> Chinese Mandarin |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Vietnamese | |

9. Do you have any additional comments? Please let us know how we can improve your experience.

Type comments and suggestions in the box below. (Maximum 256 characters)

Thank you for taking our customer survey! Your input will help us improve our services and make taxes easier.

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