

Your participation in this voluntary survey is very important to use. Your feedback will be used to help improve our service to the public. Your participation should take 5 minutes or less.

Virtual Assistance Survey

Please indicate your satisfaction with the following

	Very Satisfied					Very
Dissatisfied						

- | | | | | | |
|-----------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Picture clarity (video assistance) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Audio clarity (video assistance) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The flow/timing of communication (video assistance) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall satisfaction with virtual service provided | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Promptness of service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Employee professionalism | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall satisfaction with today's visit | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. What was the main reason for your visit today?

- | | |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| <input type="radio"/> Get Tax forms or publications | <input type="radio"/> Get a lien or levy released |
| <input type="radio"/> Make a payment | <input type="radio"/> Drop off a completed tax return |
| <input type="radio"/> Set up a payment plan | <input type="radio"/> Get an answer to a tax law question (not including notice you received) |
| <input type="radio"/> Have a tax return prepared | <input type="radio"/> Get an ITIN |
| <input type="radio"/> Resolve an IRS notice or letter | <input type="radio"/> Other (please specify): _____ |
| <input type="radio"/> Get a copy of a prior year return | |
| <input type="radio"/> Find out about a tax return | |

3. Were you provided the assistance you needed to resolve your main reason for visiting today?

- Yes No

4. Was the main reason for your visit today available through the virtual service option?

- Yes No

5. If not, what is your main next step? (Please select one)

- | | |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <input type="radio"/> Not applicable, issue was resolved today | <input type="radio"/> Seek assistance from another IRS representative in a walk-in office |
| <input type="radio"/> Provide additional information to the IRS | <input type="radio"/> Call the IRS telephone service |
| <input type="radio"/> Complete and file tax return | <input type="radio"/> Seek assistance from a tax preparer, accountant or tax attorney |
| <input type="radio"/> Make payment(s) | <input type="radio"/> Other (please specify) _____ |
| <input type="radio"/> Set up a payment/installment agreement | |
| <input type="radio"/> Wait for the IRS to contact me | |

6. If offered to you, would you be willing to use video assistance again during a future visit?

- Yes No

7. Have you previously visited a local IRS office such as this one in the last 18 months?

- Yes No

8. How long did you wait to receive service today?

- | | | |
|----------------------------------------|----------------------------------------|---------------------------------------|
| <input type="radio"/> 1 to 30 minutes | <input type="radio"/> 46 to 60 minutes | <input type="radio"/> Over 90 minutes |
| <input type="radio"/> 31 to 45 minutes | <input type="radio"/> 61 to 90 minutes | |

8. About how long did it take you to travel to this location?

- | | | |
|--------------------------------------------|----------------------------------------|--------------------------------------------|
| <input type="radio"/> Less than 15 minutes | <input type="radio"/> 31 to 45 minutes | <input type="radio"/> More than 61 minutes |
| <input type="radio"/> 16 to 30 minutes | <input type="radio"/> 46 to 60 minutes | |

9. What category best describes your total income last year?
- | | | |
|-----------------------------------------------|-----------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Less than \$15,000 | <input type="checkbox"/> \$35,001 to \$50,000 | <input type="checkbox"/> \$75,001 to \$100,000 |
| <input type="checkbox"/> \$15,001 to \$25,000 | <input type="checkbox"/> \$50,001 to \$75,000 | <input type="checkbox"/> \$100,001 or more |
| <input type="checkbox"/> \$25,001 to \$35,000 | | |

10. Do you claim Earned Income Tax Credit (EITC)?
- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

11. What category describes your current age?
- | | | |
|-----------------------------------------|-----------------------------------------|--------------------------------------------|
| <input type="checkbox"/> 18 to 24 years | <input type="checkbox"/> 45 to 54 years | <input type="checkbox"/> 75 to 84 years |
| <input type="checkbox"/> 25 to 34 years | <input type="checkbox"/> 55 to 64 years | <input type="checkbox"/> 85 years and over |
| <input type="checkbox"/> 35 to 44 years | <input type="checkbox"/> 65 to 74 years | <input type="checkbox"/> Don't know |

12. Please provide your comments or suggestions regarding the virtual service delivery you experienced today including your opinions on how video service compares to in person assistance.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding this study. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW, Washington, DC 20224