

Over the Phone Interpreter (OPI) Customer Satisfaction Survey

Thank you for using our Over the Phone Interpreter (OPI) translations service today. Please take a few moments to complete our customer satisfaction survey. Your responses will help us to improve our telephone translation services. Your responses will be kept private as allowed by law.

It will take approximately 3 minutes to complete this survey.

- 1. What language did you request for telephone translation service today?
  - Spanish
  - Haitian-Creole
  - Chinese
  - Cantonese
  - Vietnamese
  - Korean
  - Russian
  - Portuguese
  - Polish
  - Arabic
  - Filipino/Tagalong
  - Other (Please Specify language)\_\_\_\_\_
- 2. How long did it take for you to connect with an interpreter?
  - 30 seconds -1 minute
  - 1-3 minutes
  - 3-5 minutes
  - More than 5 minutes.
- 3. On a scale to 1 to 5, where 5 is very satisfied and 1 is very dissatisfied, how satisfied were you with the following characteristics of the over the phone interpreter service,
  - Quality of translation
  - Ease of use
  - Length of service (time it took to resolve
  - tax issue with an interpreter’s assistance)
  - Convenience
- 4. Did the availability of this service improve your experience at the VITA Site today?
  - Yes
  - No
- 5. Overall, how satisfied were you with the OPI product/service?
  - 5 - Very satisfied
  - 4 - Somewhat satisfied

- 3 - Neither satisfied nor dissatisfied
- 2 - Somewhat dissatisfied
- 1 - Very dissatisfied

The Paperwork Reduction Act requires that the IRS provide an OMB control number relating to all public information requests along with the address where you can send comments regarding the survey. The OMB number for this survey is 1545-1432. If you have any comments regarding this survey, please write to: IRS, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, Room 6526, 1111 Constitution Avenue, NW, Washington, DC 20224.