

YOUR VOICE AT THE IRS

Our goal is to provide the best service possible. Please take a few minutes to complete the following survey regarding your video conference experience. Your responses/comments will enable us to see how the virtual face-to-face interaction is working overall and find out how we can improve.

1. Tell us how much you agree or disagree with the following statements. Please base your answers only on your experience with the video conferencing and the Taxpayer Advocate Service (TAS) employee who spoke with you on the video & equipment today.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I found the video conferencing equipment easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am willing to use this equipment again.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to use this technology to discuss my issue or need for assistance with the Taxpayer Advocate Service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend use of this equipment to another person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Today's video interaction improved my opinion of the IRS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had enough privacy to discuss my tax issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was comfortable discussing my tax issues using the virtual equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The location of the video conferencing site is convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed the ability to provide documents during my video conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed the ability to receive documents during my video conference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found video conferencing to be a good way for interacting with the Taxpayer Advocate Service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. When thinking about your experience with the video conference, how satisfied were you with the:

	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neutral</i>	<i>Satisfied</i>	<i>Very Satisfied</i>
Picture Clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio Clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flow and Timing of Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of the Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Video Conference Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. When communicating with TAS, I would prefer to: (Please rank in order of preference from 1 to 6, with 1 as the most preferred method)

Use video conferencing	___	Use the telephone	___
Correspond through regular mail	___	Correspond through fax	___
Meet face-to-face	___	Other: _____	___

4. What is your age? (Check your response)

- 18 to 24 years 45 to 54 years 75 to 84 years
- 25 to 34 years 55 to 64 years 85 years and over
- 35 to 44 years 65 to 74 years

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5. What was your annual household income last year? (Check your response)

- \$15,000 or less \$25,001 to \$35,000 \$50,001 to \$75,000 \$100,001 or more
 \$15,001 to \$25,000 \$35,001 to \$50,000 \$75,001 to \$100,000

6. On your most recent return, did you claim Earned Income Tax Credit (EITC)? (Check your response)

- No Unsure Yes

7. What is your primary language? (Check your response)

- English Chinese Russian Spanish
 Vietnamese American Sign Language Other: _____

8. What is the highest level of education you have attained? (Check your response)

- Some high school or less Some college - no degree 4-year college degree
 High school graduate 2-year college or technical school degree Post-graduate degree

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

- 1 to 15 minutes 31 to 45 minutes Over 60 minutes
 16 to 30 minutes 46 to 60 minutes

10. Do you have any comments or suggestions regarding the virtual conference service, including how we can improve the experience and your opinions on how it compares to in-person assistance?

Thank you for completing this survey. We will use this information to improve our service.

Use the pre-addressed, postage-paid envelope attached to the survey to return your response, or mail it to:

ATTN: Taxpayer Advocate Service VSD CSS
Internal Revenue Service
68 Sewall Street
Augusta, ME 04330

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 the study. The OMB number for this study is 1545-1432.

If you have any comments regarding this study, please write to:

IRS, Tax Product Coordinating Committee,
SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW,
Washington, DC 20224