

Appeals Virtual Service Delivery – SURVEY

Thank you for participating in the Appeals Virtual Service Delivery Project. In order to assist us with providing quality service for this and future video projects, please complete the following survey and submit it through your Low Income Tax Clinic Representative to our office. This survey is completely voluntary and should take less than 5 minutes to complete.

1. On a scale of 1 to 5, with 1 being Very Dissatisfied and 5 being Very Satisfied, please rate your satisfaction with the following:

	Very Dissatisfied	(2)	Neutral	(3)	Very Satisfied	(5)
a) Picture quality	(1)	(2)	(3)	(4)	(5)	
b) Audio quality	(1)	(2)	(3)	(4)	(5)	
c) The flow of communication (transmission delays)	(1)	(2)	(3)	(4)	(5)	
d) Overall satisfaction with virtual service provided	(1)	(2)	(3)	(4)	(5)	
e) Promptness of Service	(1)	(2)	(3)	(4)	(5)	
f) Professionalism of Appeals employee	(1)	(2)	(3)	(4)	(5)	
g) Knowledge of Appeals Employee in regard to my Issue	(1)	(2)	(3)	(4)	(5)	
h) How well Appeals employee listened to my Concerns	(1)	(2)	(3)	(4)	(5)	
i) Courtesy of the Appeals employee	(1)	(2)	(3)	(4)	(5)	
j) Overall Satisfaction with today's Conference	(1)	(2)	(3)	(4)	(5)	

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

Request for Release of Levy-CDP Request for Withdrawal/Release of Lien-CDP
 Offer-In-Compromise Make a Payment
 Setup a Payment Plan Submit Tax Return(s)
 Submission of Documents Resolve an IRS Notice or Letter
 Other (please specify): _____

3. Did you receive the assistance needed to resolve the main reason for your conference today?

Yes No

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

Provide Additional Information to IRS Complete and File Tax Return(s)
 Make a Payment(s) Setup a Payment Plan/Installment Agreement
 Wait for IRS to Contact Me Proceed with Legal Action
 Other (please specify) _____

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

Yes No

6. Approximately, how long did it take you to travel to this location?

15 minutes or less 31 to 45 minutes More than 60 minutes
 16 to 30 minutes 46 to 60 minutes

7. Which category describes your current age?

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 Decline to answer

8. Please provide any comments or suggestions you may have regarding the Virtual Service Delivery you experienced today, including your opinions on how video conferencing compares to in-person assistance?

Thank you for completing this survey. Your feedback will be used to help improve our service utilizing video conferencing in the future.

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