

Sample Email Notifications

Initial email Notification

Subject: Nationwide Tax Forum Survey

Dear Sir/Madam,

Thank you for volunteering to participate in our survey. 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. The time estimated for participation is 10 minutes. 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, 1111 Constitution Ave. NW, Washington, DC 20224.

We would appreciate your taking a few minutes to participate in a brief survey about the recent Nationwide Tax Forum seminar that you attended in **XXXXXX** on **XXXXXX** through **XXXXXX**.

The survey is being conducted for the IRS by an independent survey research organization, (**contractor name**). This Internet-based survey is voluntary and will take about 10 minutes to complete and it will address your recent experience with the Nationwide Tax Forum.

Thank you for supplying your email address during the seminar in **XXXXXX**. Your identifying information will be kept anonymous as allowed by the law and your individual responses will be aggregated with those of other respondents to preserve confidentiality.

Simply click on the following url to access the survey.

Insert Link to Survey here.

If the link does not work please copy and paste the url into your web browser.

If you have any difficulty accessing or completing the survey, please feel free to email us at **insert vendor's email address**.

I hope you will complete the survey at your earliest opportunity.

Thank you for your time.

Sincerely,

(Vendor's name)

Follow-up email Notification

Subject: Action Requested: Nationwide Tax Forum Survey

OMB# 1545-1432

Dear Sir/Madam,

Last week you were invited to complete an important survey about the recent Nationwide Tax Forum seminar that you attended in **XXXXXX** on **XXXXXX** through the **XXXXXX**.

If you have already completed the voluntary survey, please accept our sincere thanks. If not, we would greatly appreciate it if you would take a few minutes to do so.

Insert Link to Survey here.

If the link does not work please copy and paste the url into your web browser.

We are especially grateful for your help because it is only by asking people like you to share your experiences that we can provide the information to the leadership at The Nationwide Tax Forum to improve its services to the public.

If you have any questions, please feel free to email us at: (**insert vendor's email address**).

Thank you,

(Vendor's name)

Subject: Final Notice: Nationwide Tax Forum Survey

Dear Sir/Madam,

During the past few weeks we have sent you several emails about an important voluntary survey we are conducting for The IRS. Its purpose is to provide valuable information from recent participants of The Nationwide Tax Forums.

The Nationwide Tax Forum Survey is drawing to a close and this is the last contact that will be made with the sample of people who were selected to participate.

We are sending this final contact because of our concern that the people who have not responded may have different opinions than those who have already responded. Hearing from everyone in this small sample helps ensure that the survey results are as accurate as possible.

If you have not done so already, please take a few minutes to complete the survey.

Insert Link to Survey here.

If the link does not work please copy and paste the url into your web browser.

We also want to assure you that your response to this survey is voluntary, and if you prefer not to respond, that is fine. If this is your wish, please let us know by contacting us at **insert vendor's email address.**

Finally, we appreciate your willingness to consider our request. Thank you very much.

Sincerely,

(Vendor's name)

ATTACHMENT 4

2011 Nationwide Tax Forum Survey

2011 C&L Nationwide Tax Forum Survey

June 21, 2011

The Nationwide Tax Forum is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey takes about 10 minutes to complete. Your individual responses will be kept completely anonymous and the results will be presented to the Nationwide Tax Forum in aggregate form. If you have any questions about this survey, please email *(insert contact name)*

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires IRS to display an OMB Control Number on all approved information requests. About 10 minutes will be needed to complete this voluntary questionnaire. If you have comments about the time estimate, or suggestions for simplifying the form, please write to the Tax Products Coordinating Committee, 1111 Constitution Ave. NW, Washington, DC 20224.

OMB Control Number 1545-1432

Please indicate your level of satisfaction with the following questions regarding the Nationwide Tax Forum you attended.

[Programmer: Show scale labels only—Very Dissatisfied, Somewhat Dissatisfied, Neither Satisfied Nor Dissatisfied, Somewhat Satisfied, Very Satisfied, Does Not Apply]

<i>Very dissatisfied</i>						<i>Very satisfied</i>	<i>Does Not Apply</i>
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>		<i>9</i>	

1. Convenience of Nationwide Tax Forum locations
2. Ease of using the registration process
3. Effectiveness of seminar and workshop schedule in allowing you to attend those of interest
4. Variety of seminar topics
5. Depth of seminar content
6. Professionalism of the Nationwide Tax Forum representatives
7. Comfort of facility set-up (room temperature, sound system, lighting)
8. Subject expertise of presenters
9. Quality of presentations in maintaining your interest
10. Ease of access to presenters for follow-up questions
11. Effectiveness of seminar Forum Resource CD

12. Effectiveness of case resolution consultations at the Nationwide Tax Forum

13. Opportunity to network with peers

14. Usefulness of information provided at the vendor booths

Please indicate your level of satisfaction with the following **as a result the Nationwide Tax Forum** you attended.

[Programmer: Show scale labels only—Very Dissatisfied, Somewhat Dissatisfied, Neither Satisfied Nor Dissatisfied, Somewhat Satisfied, Very Satisfied, Does Not Apply]

<i>Very dissatisfied</i>					<i>Very satisfied</i>	<i>Does Not Apply</i>
1	2	3	4	5		9

15. Improved ability to provide quality service to your clients

16. Improved ability to ensure overall compliance for your clients

17. Improved ability to explain IRS enforcement options to a client in the event of a client's noncompliance

18. **Overall**, taking into account all the information, products, and services you received from the IRS Nationwide Tax Forum, how satisfied are you with the Nationwide Tax Forum?

<i>Very dissatisfied</i>				<i>Very satisfied</i>
1	2	3	4	5

For each question below, please indicate your opinion.

[Programmer: Show scale labels only—Very Unlikely, Somewhat Unlikely, Neither Likely Nor Unlikely, Somewhat Likely, Very Likely, Does Not Know]

<i>Very unlikely</i>				<i>Very likely</i>	<i>Do Not Know</i>
1	2	3	4	5	9

19. How likely are you to recommend the Nationwide Tax Forum to a friend or associate?

20. How likely are you to view an IRS webcast seminar (a pre-taped seminar or a seminar taped at the Nationwide Tax Forum accessed online at your convenience)?

21. What other current trends or issues would you like to be addressed at the Nationwide Tax Forum? _____

22. What other services would you like to have provided at the Nationwide Tax Forum?

23. After attending the Nationwide Tax Forum, were you able to get your issues resolved?

1. Yes
2. No

24 (If q23=No) What were the reasons that your issues were not resolved?

DEMOGRAPHICS

25. How many times have you attended the Nationwide Tax Forum? [Please mark one]

1. This was my first Forum
2. Twice
3. 3-5 times
4. 6-8 times
5. 9 or more times

26. Which of the following best describes your current position?

1. CPA
2. Attorney
3. Enrolled Agent
4. Tax Preparer
5. Accountant
6. ERO
7. Financial Planner
8. Other, please specify _____

27. I found out about this year's Forum from: (Check all that apply)

1. My Professional Association
2. IRS Website
3. Nationwide Tax Forum "Save the Date" Card
4. Nationwide Tax Forum Registration Booklet
5. A friend/associate
6. www.irstaxforum.com Website
7. www.irstaxforumonline.com Website
7. E-Mail
9. Other, please specify _____
10. Facebook
11. Twitter
12. LinkedIn

28. During 2011, how many returns did you prepare?

OMB# 1545-1432

1. Fewer than 50
2. 50-150
3. 151-500
4. 501-1000
5. 1001-2000
6. 2001 or more

Thank you for completing this survey. The results will be used to help identify areas of service that need improvement in the IRS Nationwide Tax Forum. Please click on the "Submit" button.