

Return Preparer Office Customer Satisfaction Survey Screener Solicitation

You are invited to participate in the Return Preparer Office Customer Satisfaction Survey. The survey will help us measure your satisfaction with the **registration (renewal)** process, as well as identify areas in which need improvement. Our office would appreciate it if you would take the time to complete our survey. We estimate that the survey should take approximately 5 minutes.

Completion of this survey is entirely voluntary. Responses will be compiled by **Continuing Education Provider System vendor** and remain private to the extent allowed by law.

When completing this survey, please think about your last experience using the **Continuing Education Provider system**. Use the 'previous' and 'next' buttons located at the top of the page to navigate through the survey. If you need to save the survey before its completion to come back to it at a later time, use the 'save' button also located at the top of the page. When you have completed the survey, remember to hit the 'submit' button on the last page.

Thank you for your participation!

We are required by law to report to you the OMB (Office of Management and Budget) Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments on ways to improve this research process, you can write to: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224

Return Preparer Office Customer Satisfaction Survey

Registration Process	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
1. The registration process was easy.						
2. The directions were clearly written.						
3. The steps were easy to follow.						
4. The website was easy to navigate.						
5. The answers to my questions were easy to find.						
6. The procedures for adding additional programs were clear.						
7. The application summary screen that appeared prior to submitting my payment was helpful.						
8. The payment procedures were easy to follow.						

Customer Service Representative	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
9. The customer service representative was friendly.						
10. The customer service representative was professional.						
11. The customer service representative was knowledgeable.						
12. The customer service representative was able to resolve my issue(s).						

Letter of Approval E-mail	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
13. The 'Letter of Approval' e-mail was received in a timely manner.						
14. The information in the 'Letter of Approval' e-mail was clear.						
15. The information in the 'Letter of Approval' e-mail was useful.						

Overall Satisfaction	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
16. Overall, how satisfied were you with the registration process?						

17. If you answered "Disagree" or "Strongly Disagree" to any question above, please explain here (give question number).

18. Please provide any additional comments and/or suggestions on ways we may better serve your needs.

Thank you for participating in our Survey!

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Return Preparer Office Customer Satisfaction Survey Email Solicitation

Greetings Colleagues,

As part of the process of evaluating the registration and renewal process for Continuing Education Providers, IRS's Return Preparer Office has developed a very short automated customer satisfaction survey that should take no more than 5 minutes to complete. The purpose of the survey is to collect information about the registration (**renewal**) process. By identifying areas of success and opportunities for improvement, can we continue to refine and improve the process to increase utility and ease of use. Your responses will remain anonymous and the survey results will be collected so that no individual can be identified.

To participate in our survey, click on the link below. Simply point and click through the questions on the survey. Once you have completed the survey, click on the submit button at the bottom of the survey and your responses will be recorded. ***If possible, please complete the survey by DATE.***

(optional) If you have any questions regarding this survey, please call me on (202) 555-1212. Thank you in advance for your time and participation in this process. Your feedback is important to us!

Jane Doe
Return Preparer Office

[LINK](#)

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