

Virtual VITA/TCE Survey

In an effort to improve our services to the public, the IRS is seeking the opinions of taxpayers who used the Virtual VITA/TCE service to prepare their tax return. Please assist us by completing the brief voluntary survey, which should take less than 5 minutes of your time. Your identity will be kept private to the extent permitted by law. Thank you in advance for your participation.

1. Is this your first time using a Volunteer Income Tax Assistance (VITA) or Tax Counseling for the Elderly (TCE) site for tax preparation?

- Yes No

2. How easy or difficult was it for you to schedule an appointment?

Very Difficult	Difficult	Neutral	Easy	Very Easy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How long did you wait to start the tax preparation process after you arrived?

- 0 to 5 minutes 15 to 30 minutes Over 60 minutes
 5 to 15 minutes 30 to 60 minutes

Please rate your satisfaction with the following:

	Not at all Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied
4. Courtesy of the representative who prepared your return?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Professionalism of the representative who prepared your return?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledge of the representative who prepared your return?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How well the representative who prepared your return answered your questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How clearly the representative who prepared your return explained each step as it was executed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Your level of involvement in the preparation of your return?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The amount of time it took to complete your tax return?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Your overall Virtual experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. How confident are you in the accuracy of your tax return?

Not at all Confident	Slightly Confident	Moderately Confident	Very Confident	Completely Confident
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Would you be willing to use this Virtual preparation service in the future?

- Yes No

14. What 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

15. What is the highest level of education you have completed?

- Grade School Some College Master's Degree
 Some High School Associate's Degree Doctoral Degree
 High School/GED Bachelor's Degree Professional Degree (M.D., J.D.)
 Technical/Trade School

Thank you for completing this 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 XXXX-XXXX. The time estimated for participation is X minutes. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.