

VITA/TCE Facilitated Self-Assistance Survey

In an effort to improve our services to the public, the IRS is seeking the opinions of taxpayers who used a VITA/TCE Facilitated Self-Assisted computer station 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. Did you plan to use the self-assisted computer station before you arrived?

- Yes, I planned to use No, I was directed No, I chose to use it after I arrived

3. How important were the following in your choice to use the self-assisted computer station?

	Not at all Important	Slightly Important	Moderately Important	Very Important	Extremely Important
Availability of a representative for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wait time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How long did you have to wait to use a self-assisted computer station?

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

5. How easy or difficult was it for you to use the system to complete your tax return?

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

6. How comfortable are you with using computers?

Not at all Comfortable	Slightly Comfortable	Moderately Comfortable	Very Comfortable	Extremely Comfortable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. If you required assistance while completing your tax return - Did our representative ... *Select all that apply*

- Quickly identify your issue Help you understand your issue Assist you with courtesy and professionalism
 Appear knowledgeable and competent No representative was available I did not require assistance

Please rate your satisfaction with the following:

	Not at all Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied
8. 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"/>
9. Your overall self-assisted experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. 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"/>

11. Would you be willing to use this self-assisted service in the future?

- Yes No

12. What category describes your current age?

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

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

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

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.