

## RPO Fingerprinting and Testing Survey Questions

Customer satisfaction survey questions that will be provided to **fingerprinting** customers:

1. Which vendor did you choose for fingerprinting services? (drop down box with options)
2. How satisfied were you with your scheduling experience? (scale from 1 to 5)
3. How satisfied were you with the fingerprinting site/location? (scale from 1 to 5)
4. How satisfied were you with the personnel at that site/location? (scale from 1 to 5)
5. Approximately how far did you have to travel to reach the testing/fingerprinting site?
  - Less than 25 miles
  - Between 25-50 miles
  - Between 50-75 miles
  - More than 75 miles
6. Overall, how satisfied were you with your fingerprinting experience? (scale from 1 to 5)

### **Privacy Act Notice for Individual Taxpayer Burden Model Data Collection**

The Privacy Act of 1974 states that when we ask you for information, we must first tell you our legal right to ask for the information, why we are asking for it, and how it will be used. We must also tell you what could happen if you do not provide it and whether or not you must respond under the law.

Our legal right to ask for this information is 5 U.S.C. 301.

The primary purpose for requesting the information is to analyze the role of taxpayer burden in tax administration. We will also use the information to fulfill the IRS' obligations to the Office of Management and Budget and Congress for information required by the Paperwork Reduction Act, and to provide tax policy analysis support to the Office of Tax Analysis at the Department of the Treasury.

Tax information may be disclosed only as provided by 26 U.S.C. 6103. Providing the information is voluntary.

OMB No: 1545-2208. This report is authorized under the Paperwork Reduction Act. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes such as direct enforcement activities. The information that you provide will be protected to the fullest extent allowable under the Freedom of Information Act (FOIA). Public reporting burden for this collection of information is estimated to average less than one minute, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW, Washington, DC 20224.

## RPO Fingerprinting and Testing Survey Questions

Customer satisfaction survey questions that will be provided to **testing** customers:

1. Were you required to present a form of identification and sign the log prior to your testing session? (yes or no)
2. How satisfied were you with this appointment date? (very satisfied, satisfied, or dissatisfied)
3. How satisfied were you with the staff's promptness in seating you for this testing session? (very satisfied, satisfied, or dissatisfied)
4. How satisfied were you with the staff's helpfulness while at this center? (very satisfied, satisfied, or dissatisfied)
5. How satisfied were you with the performance of the testing system during your examination? (very satisfied, satisfied, or dissatisfied)
6. How satisfied were you with the Center's total testing environment? (very satisfied, satisfied, or dissatisfied)
7. How satisfied are you with the total experience of taking your examination at the Prometric Testing Center? (very satisfied, satisfied, or dissatisfied)
8. Did you attend a test preparation course to prepare for this examination? (yes or no)
9. Approximately how far did you have to travel to reach the testing/fingerprinting site today?
  - Less than 25 miles
  - Between 25-50 miles
  - Between 50-75 miles
  - More than 75 miles
10. Please list any comments or suggestions you may have regarding this exam. ( \_\_\_\_\_ )

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