

Virtual Service Delivery Customer Satisfaction Survey

Your participation in this voluntary survey is very important to us. Your feedback will be used to help improve our service to the public. Your participation should take 5 minutes or less.

1. Please indicate your satisfaction with the following aspects of service:

	Very Dissatisfied			Very Satisfied		
	(1)	(2)	(3)	(4)	(5)	
Overall satisfaction with service	(1)	(2)	(3)	(4)	(5)	
Promptness of service	(1)	(2)	(3)	(4)	(5)	
Professionalism of staff	(1)	(2)	(3)	(4)	(5)	
Knowledge of staff	(1)	(2)	(3)	(4)	(5)	
Process of scheduling an appointment	(1)	(2)	(3)	(4)	(5)	(n/a)

2. Please indicate your satisfaction with the following aspects of Virtual Service Delivery:

	Very Dissatisfied			Very Satisfied	
	(1)	(2)	(3)	(4)	(5)
Overall satisfaction with virtual service provided	(1)	(2)	(3)	(4)	(5)
Picture clarity	(1)	(2)	(3)	(4)	(5)
Audio clarity	(1)	(2)	(3)	(4)	(5)
The flow/timing of communication	(1)	(2)	(3)	(4)	(5)
Privacy of communication	(1)	(2)	(3)	(4)	(5)
Ability to share documents	(1)	(2)	(3)	(4)	(5)
Ease of understanding who was next to receive assistance	(1)	(2)	(3)	(4)	(5)

3. Have you previously visited a local IRS office such as this one?

Yes No

4. What was the main tax issue for your visit today?

- | | |
|-------------------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> To answer a tax law question | <input type="checkbox"/> Identity theft |
| <input type="checkbox"/> Resolve an IRS notice or letter | <input type="checkbox"/> Form 2290 procedures (Heavy Vehicle Use Tax) |
| <input type="checkbox"/> Set up a payment plan | <input type="checkbox"/> Employer Identification Number (EIN) |
| <input type="checkbox"/> Check on refund status | <input type="checkbox"/> Individual Taxpayer Identification Number (ITIN) |
| <input type="checkbox"/> Get tax account information | <input type="checkbox"/> Taxpayer Advocate Service (TAS) |
| <input type="checkbox"/> Request tax form or instruction booklets | <input type="checkbox"/> Other (please specify): _____ |

5. Did you use any of the following methods to try to resolve your main tax issue before your visit today?

- | | |
|--------------------------------------------------------------------------------|----------------------------------------------------------|
| Visit the IRS website (IRS.gov) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Call the IRS 1-800 number (please do not include calls to make an appointment) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Use Tax Software | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Ask a Paid Preparer | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Email the IRS | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Visit an IRS office | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Send Correspondence to IRS | <input type="checkbox"/> Yes <input type="checkbox"/> No |

6. About how long did it take you to travel to this location?

- | | |
|-----------------------------------------|------------------------------------------|
| <input type="checkbox"/> 0 – 5 minutes | <input type="checkbox"/> 31 – 45 minutes |
| <input type="checkbox"/> 6 – 10 minutes | <input type="checkbox"/> 46 – 60 minutes |

- 11 – 20 minutes
- 21 – 30 minutes

- 61 – 90 minutes
- More than 90 minutes

7. How long did you wait to receive assistance today?

- Immediately (no wait)
- 1 – 5 minutes
- 6 – 10 minutes
- 11 – 20 minutes
- 21 – 30 minutes
- 31 – 45 minutes
- More than 45 minutes

8. How did you **first** find out that this IRS office required an appointment for service? (Please select all that apply)

- Friend, family member or co-worker
- Told/read when I came to this IRS office
- Tax preparation company, accountant or tax professional
- Social media
- Volunteer tax preparation clinic
- IRS website
- IRS phone representative
- Business (e.g., mortgage company college/university)
- News media (e.g., newspaper, radio, television, Internet news site)
- Other _____

9. Did the IRS representative answer all of your questions today?

- Yes
- No

10. Will the information you received today eliminate the need for further contact with the IRS regarding your reason for the visit?

- Yes
- No

11. If offered to you, would you be willing to use virtual service again during a future visit?

- Yes
- No

12. If offered to you, would you be willing to use virtual service from a home computer?

- Yes
- No

13. When you contacted the IRS to make an appointment, how long did you **expect** to wait between requesting the appointment and the actual appointment?

- Same day
- Next day
- 2-5 business days
- 2 weeks
- 3 or more weeks

14. How long did you **actually** wait between requesting the appointment and the appointment itself?

- Same day
- Next day
- 2-5 business days
- 2 weeks
- 3 or more weeks

18. What category best describes your your annual household income?

- Less than \$15,000
- \$15,000 but less than \$25,000
- \$25,000 but less than \$35,000
- \$35,000 but less than \$50,000
- \$50,000 but less than \$75,000
- \$75,000 but less than \$100,000
- \$100,000 or more

19. What category describes your current age?

- 18 to 24 years
- 45 to 54 years
- 75 to 84 years

- 25 to 34 years
- 35 to 44 years

- 55 to 64 years
- 65 to 74 years

- 85 years and over

20. Do you have any of the following long-lasting conditions? (Please select all that apply)

- Deafness
- Severe Vision Impairment
- Severe Hearing Impairment
- Severe Speech Impairment
- A condition that substantially limits your physical abilities (such as standing or walking)
- A condition that limits learning or remembering
- Some other condition
- Do not have a long-term condition

21. How often do you access the Internet?

- | | |
|------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Never | <input type="checkbox"/> Several times a week |
| <input type="checkbox"/> Less than once a week | <input type="checkbox"/> Once a day |
| <input type="checkbox"/> Once a week | <input type="checkbox"/> Several times a day |

22. Do you regularly use a mobile phone?

- Yes, regular mobile phone
- Yes, Smartphone (mobile phone with applications and Internet access)
- No

23. Overall, how well were your expectations for this visit met?

24. Do you have any comments or suggestions regarding the virtual assistance delivery you experienced today including your opinions on how virtual assistance compares to in-person assistance.

Thank you for completing this survey. Your feedback will be used to help improve our service to the public.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding this study. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW, Washington, DC 20224