

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 Continuing Education Provider System, as well as identify areas 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 anonymous.

When completing this survey, please think about your last experience while either registering to become a provider or renewing your status as an IRS approved CE provider 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. If you have any comments regarding this study, please write to: IRS, Special Services Section, SE:W:CAR:MP:T:M:S - Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.*

Return Preparer Office Customer Satisfaction Survey

Registration/Renewal Process	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
1. The registration/renewal process was easy.						
2. The directions were clearly written.						
3. The steps were straightforward.						
4. The website was simple 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 procedure instructions 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).						

Registration/Renewal Letter of Approval	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
13. The 'Letter of Approval' was received in a timely manner.						
14. The information in the 'Letter of Approval' was clear.						
15. The information in the 'Letter of Approval' was useful.						

Reporting PTIN completion records	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
16. The reporting of PTIN completion records was easy.						
17. The deleting of invalid or incorrect PTIN records was simple.						
18. The ability to search/locate a specific PTIN completion record was valuable.						

Communications	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
19. The process to send Personally Identifiable Information (PII) through the secure mailbox was easy.						
20. The CE User Guide was well-documented.						
20. The information provided on the quarterly CE Provider calls was helpful.						
21. The contents of the semi-annual CE Provider newsletters was beneficial.						

Overall Satisfaction	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
22. Overall, how satisfied are you with the CE Provider System?						
23. Overall, how satisfied are you with CE Provider communications?						

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

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

Thank you for participating in our Survey!

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. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:CAR:MP:T:M:S - Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.*

Return Preparer Office Customer Satisfaction Survey Email Solicitation

As part of the process of evaluating the Continuing Education Provider system, 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 customer's experiences. By identifying areas of success and opportunities for improvement, we can 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.

Please click the link below to complete the survey now. If you are unable to complete the survey at this time, a link is available on the home page of your account. Your feedback is very important to us.

[LINK \(will be provided by Advocation\)](#)

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. If you have any comments regarding this study, please write to: IRS, Special Services Section, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.”

