

Virtual Service Delivery Customer Satisfaction Survey

Your participation in this voluntary survey is very important to the Internal Revenue Service (IRS). 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	
	▼		▼	
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

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

	Very Dissatisfied		Very Satisfied	
	▼		▼	
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. What was the main tax issue for your visit today?

<input type="checkbox"/> Answer a tax law question	<input type="checkbox"/> Identity theft
<input type="checkbox"/> Resolve an IRS notice or letter	<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"/> Request tax form or instruction booklets	<input type="checkbox"/> Get tax account info
<input type="checkbox"/> Taxpayer Advocate Service (TAS)	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Form 2290 procedures (Heavy Vehicle Use Tax)	
<input type="checkbox"/> Individual Taxpayer Identification Number (ITIN)	

4. Did you use any of the following methods to try and 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 (not for 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 Mail to the IRS	<input type="checkbox"/> Yes	<input type="checkbox"/> No

5. 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
<input type="checkbox"/> 11-20 minutes	<input type="checkbox"/> 61-90 minutes
<input type="checkbox"/> 21-30 minutes	<input type="checkbox"/> More than 90 minutes

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

<input type="checkbox"/> Immediately (no wait)	<input type="checkbox"/> 21-30 minutes
<input type="checkbox"/> 1-5 minutes	<input type="checkbox"/> 31-45 minutes
<input type="checkbox"/> 6-10 minutes	<input type="checkbox"/> More than 45 minutes
<input type="checkbox"/> 11-20 minutes	

7. How did you first find out that an appointment was required for your service today?

<input type="checkbox"/> Friend, family, or co-worker	<input type="checkbox"/> IRS Website
<input type="checkbox"/> Told/read when I went to IRS office	<input type="checkbox"/> IRS Phone Rep
<input type="checkbox"/> Business (e.g. bank, college)	<input type="checkbox"/> Tax professional
<input type="checkbox"/> News media (e.g. newspaper)	<input type="checkbox"/> Social Media
<input type="checkbox"/> Volunteer tax preparation clinic	<input type="checkbox"/> Other _____

8. When you scheduled your appointment, did the phone representative tell you what to bring with you to the appointment?

Yes No

9. When you scheduled your appointment, were you aware assistance would be provided virtually not face to face?

Yes No

10. How many times have you received IRS virtual assistance?

First time (today) 2 times 3 or more times

11. Were your expectations for the following aspects of your visit met during today's visit?

	Much Worse Than Expected		As Expected		Much Better Than Expected
	▼		▼		▼
Location	1	2	3	4	5
Building	1	2	3	4	5

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

- Yes No

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

- Yes No

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

- Yes No

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

- Yes No

16. 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 2-5 business days 3 or more weeks
 Next day 2 weeks

17. How long did you ACTUALLY wait between requesting the appointment and the appointment itself?

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

18. What category best describes your annual household income?

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

19. 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

20. How often do you access the Internet?

- Never Several times a week
 Less than once a week Once a day
 Once a week Several times a day

21. Do you have any of the following long-lasting conditions? (Select all that apply.)

- Deafness
 Severe vision impairment
 Severe hearing impairment
 Severe speech impairment
 A condition that substantially limits your physical abilities
 A condition that limits learning or remembering
 Some other condition
 I do not have a long-term condition

22. Do you regularly use a mobile phone?

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

23. Overall, how well were your expectations met?

	Much Worse Than Expected		As Expected		Much Better Than Expected
Expectations for <i>this visit</i>	▼	▼	▼	▼	▼
	1	2	3	4	5
Expectations for <i>IRS Virtual Service</i>	1	2	3	4	5

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 the study. The OMB Control Number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:CAR:MP:T:M:SP – Room 6129, 1111 Constitution Avenue NW, Washington, DC 20224.