

FY 2019 Appeals Web Survey Instrument

SAMPLE VARIABLES:

____ REPFLAG - (0= Taxpayer, 1= POA/Rep)
____ NAMEFLAG - (I= Individual, B= Business)
____ RESPFLAG - (T= Taxpayer, B= Business)
____ MFT - (0= non ic/cic, 1= ic/cic, 2= exm/tege)
____ ATCLFLAG - (0= no, 1= yes)

Sample elements:

NAME, AREA CODE AND TELEPHONE NUMBER:

DATE AND TIME OF INTERVIEW:

MFT CODES:

IC/CIC

ADR

FEATRC

///DISPLAY ICF logo on all screens – upper left corner ///

///DISPLAY Appeals logo on all screens – upper right corner (see J:\Projects\TBD

///Display at bottom of all screens: “For technical assistance, please contact our Help Desk”// (points to IRSAppealsSurvey@icfi.com)///

///Display “PREVIOUS”, “NEXT”, “STOP” navigation buttons on all screens///

///PROGRAMMER – ALL QUESTIONS PROVIDE HIDDEN NO ANSWER RESPONSE///

///PROGRAMMER – DO NOT DISPLAY SCREEN/VARIABLE NAMES//

PROGRAMMER – DISPLAY THE FOLLOWING AT THE BOTTOM ON ALL SCREENS: The OMB number for this study is 1545-2250.

///AUTHENTICATION PAGE///

///ASK ALL///

///REQUIRE RESPONSE///

INTRO1. Welcome to the 2019 IRS Appeals Survey. Your name was randomly selected from a list of taxpayers who have recently appealed a tax issue with the IRS Appeals Office.

The Office of Appeals is independent of any other IRS office and provides a place where disagreements about the application of tax law can be resolved on a fair and impartial basis. This is a survey to give the Appeals Office feedback on how they can improve the service they provide to customers like you. This survey should take no more than 15 minutes.

ICF, an independent research company, is conducting this survey on behalf of the Office of Appeals. You recently received a letter from Appeals inviting you to take this survey. ICF will not provide any identifying information to the IRS and will keep your identity private to the extent permitted by law. If you have any questions about the survey, please contact the ICF Help Desk at IRSAppealsSurvey@icfi.com or 1-800-427-4275.

To verify the authenticity of the survey, please visit IRS.gov and enter the search term ‘customer surveys.’ The IRS Customer Satisfaction Survey page contains a list of valid, current, and unexpired, IRS surveys and as of this issuance should provide a reference to Appeals.

You will be able to exit at any point and re-enter where you left off. Just return to <http://www.IRSAppealsSurvey.com> and enter your unique password.

Please enter your password: []

[\[Submit\]](#)

Please note: if you close the survey without clicking the “STOP” button, you will need to wait 10 minutes to re-enter the survey.

The OMB number for this study is **1545-2250**.

///SURVEY STOPPED PAGE ///

Your responses have been saved. When you are ready to continue the survey, please return to <http://www.IRSAppealsSurvey.com> and enter your unique password. You will then be taken to the point where you left off.

///ASK ALL///

Instructions

Before you begin, here are some instructions about how the survey works:

- Click on the **NEXT** button to save your responses and continue to the next page.
- Click on the **PREVIOUS** button to view your responses on a previous page. You may change your answers to responses already entered. **Do not use your browser's Back button.** This may cause you to exit the survey.
- You may suspend the survey at any time by clicking **STOP**. You may re-enter the survey where you left off by going to <http://www.IRSAppealsSurvey.com> and re-entering your unique password. If you close your browser without clicking STOP, the survey will automatically halt and you will need to wait 10 minutes to re-access the survey and continue where you left off.

Paperwork Reduction Act Notice

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 1545-2250. Also, 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.

Privacy Statement

The authority requesting the information is 5 USC 301. The primary purpose of asking for the information is to determine steps IRS can take to improve our service to you. The information may be disclosed as authorized by the routine uses published for the Privacy Act System of Records entitled, Treas/IRS 00.001 Correspondence Files, including Stakeholder Partnership File, and Correspondence Control Files, as published in the Federal Register: December 10, 2001 (Volume 66, Number 237)] [Notices] pages 63785-6. Providing the information is voluntary. Not answering some or all of the questions will not affect you.

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///ASK ALL///

Q2. Are you the person who worked with the IRS Appeals Officer/Settlement Officer on a recent tax appeals process, for yourself or on behalf of your company or a client?

01 Yes ///GO TO Q2b///

02 No, I never had a case with the IRS Appeals Office

03 No, I had a case with the IRS Appeals Office, but I am not the person who worked with Appeals Officer/Settlement Officer

88 NO ANSWER ///HIDDEN///

///IF Q2=02,03,88 THEN: DISPLY THE FOLLOWING SCREEN:

Thank you for your time. Those are all the questions we have for you.

AND, TERM AS DISP 26

///ASK IF Q2=01///

Q3. Are you the...

01 Taxpayer

02 Representative

88 NO ANSWER ///HIDDEN///

///ASK IF Q3 = 02, ELSE SKIP TO Q3b///

_____ Enter response [0 – 250]

88 NO ANSWER ///HIDDEN, STORE AS Q3a_CODES=88///

///ASK IF Q3=02///POATP. For this survey, please think about the case concerning <TP_NAME_CLEAN>.

///ASK IF Q2=01///

Q4. How was your Appeals conference conducted?

01 In person

02 Telephone

03 Mail

04 Videoconference

88 NO ANSWER ///HIDDEN///

///ASK IF Q4=02, 03, 04///

Q5. Did you ask for an in-person Appeals conference?

01 Yes

02 No

88 NO ANSWER ///HIDDEN///

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///ASK IF Q5=01///

Q6. If you asked for an in-person Appeals conference, did you get one?

- 01 Yes
- 02 No
- 88 NO ANSWER ///HIDDEN///

///ASK IF Q6=02///

Q7. Why were you not able to get an in-person Appeals conference as you requested?

- 01 Enter response
- 88 NO ANSWER ///HIDDEN, STORE AS Q7_CODES=88///

///ASK IF Q2=01///

Q8. What type of conference would you prefer if you were to come back to Appeals in the future?

- 01 In person
- 02 Telephone
- 03 Mail
- 04 Videoconference
- 88 NO ANSWER ///HIDDEN///

///ASK IF [ATCLFLAG=1]///

ATCLA. Thank you. The remainder of the questions will focus on the process of resolving your tax case with the Appeals Office, and not any other offices within the IRS with which you have had contact. The first few questions are about the Appeals Team Case Conferencing Initiative, or ATCL, Initiative. You have received this section of the survey because of your participation in the Appeals Team Case Conferencing Initiative ("Initiative"). These questions are intended to provide Appeals feedback about the Initiative.

For many years, Appeals Officers have had the discretion to invite IRS Examination personnel ("Compliance") to Appeals conferences; this Initiative makes Compliance attendance routine for certain ATCL cases. As in the past, settlement negotiations are held between Appeals and the taxpayer without Compliance present, unless otherwise agreed to by the parties. Under the Initiative, the ATCL is also responsible for coordinating and moderating a telephone call ("expectations telephone call") prior to the conference explaining the Appeals mission and the conference process.

///ASK IF ATCLFLAG=1, ELSE SKIP TO Q9///

ATCL0. Our records indicate that you participated in the Appeals Team Case Conferencing Initiative or ATCL Initiative. Do you recall participating in this program?

- 01 Yes //GO TO ATCL1//
- 02 No //GO TO Appeals Section introduction//
- 98 I don't know //GO TO Appeals Section Introduction//
- 88 NO ANSWER ///HIDDEN/// //GO TO Appeals Section introduction///

///ASK IF ATCL0=01///

ATCL1. Are you the...? *[Read list]*

- 01 Taxpayer
- 02 Taxpayer's representative/power of attorney
- 03 Corporate Officer
- 04 In-house Counsel
- 05 Other, please specify _____

88 NO ANSWER ///HIDDEN

///ASK IF ATCL1=05///

ATCL1a. ENTER RESPONSE ///TEXT RANGE 250///

88 NO ANSWER ///HIDDEN, STORE AS ATCL1a_CODES=88///

///ASK IF ATCL0=01///

ATCL2. Before your participation in the Initiative, approximately how many cases have you been involved with that were considered by Appeals?

- 01 0
- 02 1 to 3
- 03 4 to 5
- 04 More than 5
- 88 NO ANSWER ///HIDDEN

///ASK IF ATCL0=01///

ATCL3. Please rate your satisfaction with the following items on a scale of 1 to 5, with 5 being very satisfied, 3 neither satisfied nor dissatisfied, and 1 very dissatisfied. In answering these questions, please think about specific aspects of the process and not just the outcome of your appeal. How satisfied were you with the ...

- 05 Very satisfied
- 04 Somewhat satisfied
- 03 Neither satisfied nor dissatisfied
- 02 Somewhat dissatisfied
- 01 Very dissatisfied
- 96 Not applicable
- 88 NO ANSWER ///HIDDEN

- A. Explanation of the Appeals mission?
- B. Explanation of the Initiative?
- C. Expectations telephone call?
- D. Appeals Conference with both taxpayer and Compliance in attendance?
- E. Length of the Appeals process?
- F. Outcome of the Appeals process?
- G. Overall Appeals process?
- H. The mediator (if used) was impartial
- I. Both sides negotiated in good faith
- J. The ADR process was effective
- K. The ADR process helped create realistic options for settling the dispute

///ASK IF ATCL0=01///

ATCL4. Do you think the expectations telephone call was beneficial to the Appeals' process?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF ATCL4=01, 02, 03///

ATCL5. Please explain your response.

ENTER RESPONSE ///TEXT RANGE 2,000///

88 NO ANSWER ///HIDDEN, STORE AS ATCL5_CODES=88///

///ASK IF ATCL0=01///

ATCL6. Do you think the attendance of representatives of both taxpayer and Compliance at the non-settlement portion of the conference was beneficial?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF ATCL4=01, 02, 03///

ATCL7. Please explain your response.

ENTER RESPONSE ///TEXT RANGE 2,000///

88 NO ANSWER ///HIDDEN, STORE AS ATCL7_CODES=88///

///ASK IF ATCL0=01///

ATCL8. Do you think the Initiative resulted in an earlier case resolution?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF ATCL8=01, 02, 03///

ATCL9. Please explain your response.

ENTER RESPONSE ///TEXT RANGE 2,000///

88 NO ANSWER ///HIDDEN, STORE AS ATCL9_CODES=88///

///ASK IF ATCL0=01///

ATCL10. Do you think the Initiative supported Appeal's mission of independence?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF ATCL10=01, 02, 03///

ATCL11. Please explain your response.

ENTER RESPONSE ///TEXT RANGE 2,000///

88 NO ANSWER ///HIDDEN, STORE AS ATCL11_CODES=88///

///ASK IF ATCL0=01///

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ATCL12. Do you think Compliance should attend Appeals' conferences together with taxpayer's representatives for large complex cases, provided settlement negotiations remain only between Appeals and the taxpayer's representatives?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF ATCL12=01, 02, 03///

ATCL13. Please explain your response.

ENTER RESPONSE ///TEXT RANGE 2,000///

88 NO ANSWER ///HIDDEN, STORE AS ATCL13_CODES=88///

///ASK IF ATCL0=01///

ATCL14. Do you have any suggestions for improvement of the Initiative?

- 01 Yes
- 02 No
- 88 NO ANSWER ///HIDDEN///

///ASK IF ATCL14=01///

ATCL14a. What other suggestions do you have to improve the Initiative?

ENTER RESPONSE: _____ //TEXT RANGE 5,000//

88 NO ANSWER ///HIDDEN, STORE AS ATCL14a_CODES=88///

///ASK IF ATCL0=01///

ATCL15. Is there any other feedback you would like to provide regarding the Initiative?

- 01 Yes
- 02 No
- 88 NO ANSWER ///HIDDEN///

///ASK IF ATCL15=01///

ATCL15a. What other feedback would you like to provide regarding the Initiative?

ENTER RESPONSE: _____ //TEXT RANGE 5,000//

88 NO ANSWER ///HIDDEN, STORE AS ATCL15a_CODES=88///

///ASK IF ATCL0=01///

ENDATCL Thank you for your feedback on the Initiative.

Appeals Section

///ASK IF Q2=01///

AINTRO. Now we'd like to ask you a few questions about the process of resolving your tax case with the Appeals Office. Again, please focus on your experience with the Appeals Office, and not any other experiences you have had within the IRS.

///ASK IF Q2=01///

Q9. Why did you request an appeal? Was it...? *[Read list]*

- 01 I did not agree with an IRS audit adjustment
- 02 I did not agree with the IRS collection action taken against me
- 03 Other, please specify _____
- 88 NO ANSWER ///HIDDEN

///ASK IF Q9=03///

Q9a. ENTER RESPONSE ///TEXT RANGE 250///

88 NO ANSWER ///HIDDEN, STORE AS ATCL1a_CODES=88///

///ASK IF Q2=01///

Q10. Did the Appeals Officer explain how Appeals is separate from the rest of IRS?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF Q2=01///

Q11. Whether or not you agree with the decision, did you understand why Appeals reached the decision it did in your case?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF Q2=01///

Q12. Did the Appeal Officer consider your side of the dispute?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF Q2=01///

Q13. Was the Appeals Officer professional?

- 01 Yes
- 02 No
- 03 Not sure
- 88 NO ANSWER ///HIDDEN

///ASK IF Q2=01///

Q14. Would you say the time it took Appeals to work your case was too long, about right, or too short?

- 01 Too long
- 02 About right
- 03 Too short
- 88 NO ANSWER ///HIDDEN///

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///ASK IF Q2=01///

Q15. What suggestions do you have for how to improve the Appeals process?

ENTER RESPONSE: _____ //TEXT RANGE 5,000//

88 NO ANSWER ///HIDDEN, STORE AS ATCL15a_CODES=88///

///ASK IF Q2=01///

Q16. Regardless of the outcome of your appeal, rate your satisfaction with the Appeals process on a scale of 1 to 5, with 5 being very satisfied, 3 neither satisfied nor dissatisfied, and 1 very dissatisfied.

- 05 Very satisfied
- 04 Somewhat satisfied
- 03 Neither satisfied nor dissatisfied
- 02 Somewhat dissatisfied
- 01 Very dissatisfied
- 88 NO ANSWER ///HIDDEN///

///COMPLETE PAGE///

CLOSING COMMENTS

CLOSING. That completes the survey. If you have any comments about the time estimate to complete the survey or ways to improve the survey, you may write to the IRS. The address is:

Tax Products Coordinating Committee,
SE:W:CAR:MP:T:T:SP,
1111 Constitution Ave. NW,
Washington, DC 20224.

Thank you for your help with this important survey.