

# IRS Office of Governmental Liaison Disclosure and Safeguards (GLDS)

## Customer Satisfaction Evaluation for Primary Agency Liaisons 2019

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### Welcome!

The IRS is seeking feedback from individuals to help GLDS evaluate and improve its products, services, and support.

Your participation is voluntary.

Your identity will remain private; No [personally identifiable information \(PII\)](#) will be collected.

Responses will be aggregated into a report.

The survey will take less than 15 minutes to complete.

**Thank you for taking part in this important survey. Your responses can help us better serve you.**

### Instructions:

Please do not enter or submit any personally identifiable information (PII) with your survey.

Please do not use your browser's 'Back' and 'Forward' buttons while taking the survey.

Use the buttons provided at the bottom of each page for navigation.

### Paperwork Reduction Act Notice

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## IRS Data Sharing Tools

**Please select the data sharing tool(s) you have used during the last 12 months.**

Select all that apply.

- eServices
- Governmental Liaison Data Exchange Program (GLDEP) / Optional Data Elements Selection (ODES)
- Implementing Agreement Exhibit B
- Secure Data Transfer (SDT)
- Transcript Delivery Service (TDS)
- None of the above

Destination: **Page 8 - Questions 13-19** (Set in Question 1 (None of the above))

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**Did you encounter any issue(s) while using the data sharing tools below?**

Select one choice per data sharing tool.

	No	Yes
eServices	<input type="checkbox"/>	<input type="checkbox"/>
Governmental Liaison Data Exchange Program (GLDEP) / Optional Data Elements Selection (ODES)	<input type="checkbox"/>	<input type="checkbox"/>
Implementing Agreement Exhibit B	<input type="checkbox"/>	<input type="checkbox"/>
Secure Data Transfer (SDT)	<input type="checkbox"/>	<input type="checkbox"/>
Transcript Delivery Service (TDS)	<input type="checkbox"/>	<input type="checkbox"/>

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**Select the issue(s) you encountered.**

Select all that apply.

	Computer Capacity / IT Issues Within My Agency	Direction and Program Guidance from IRS	Resources / Staffing Within My Agency	Security Issues	Other
eServices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governmental Liaison Data Exchange Program (GLDEP) / Optional Data Elements Selection (ODES)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementing Agreement Exhibit B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure Data Transfer (SDT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transcript Delivery Service (TDS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Other Issues

Please specify other issue(s) you encountered while using the data sharing tool(s) below.

**Reminder:** Please do not enter or submit any personally identifiable information (PII) with your survey.

eServices

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Governmental Liaison Data  
Exchange Program (GLDEP) /  
Optional Data Elements Selection  
(ODES)  
Implementing Agreement Exhibit B

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Secure Data Transfer (SDT)

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Transcript Delivery Service (TDS)

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## Your IRS Governmental Liaison

Please rate your level of satisfaction with your IRS Governmental Liaison on the following:

Select one choice per statement.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Proactiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The understanding of your agency's needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The products provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The services provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Demographics

### Which agency do you represent?

Select one choice.

- City Agency
- State Tax Agency
- State Workforce Agency
- Other Agency

### How long have you worked in your current position?

Select one choice.

- Less than 1 year
- 1 - 3 years
- 4 years and over

Destination: **Page 7 - Question 22** (Set in Question 21)

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## Comments/Suggestions

**How can your IRS Governmental Liaison improve services to your agency?**

**Note:** We are interested in any comments or suggestions you can provide, particularly those areas where your response was Very Dissatisfied or Dissatisfied.

**Reminder:** Please do not enter or submit any personally identifiable information (PII) with your survey.

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