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Question

Rate Overall Appeal: Rate your satisfaction with the overall way the IRS handled your appeal.

Role: Are you...? (A Taxpayer/Representative)

Previous appeal by Mail: Have you previously been involved in an appeal (by mail)?

Mail vs Secure Msg: How did the mail appeal process compare to the process using IRS Secure Messaging?

Rate Status: Rate your satisfaction with how well the Independent Office of Appeals kept you informed of the status of your case.

Rate Length: Rate your satisfaction with the length of the appeal process from start to finish.

Agree With Outcome: Which statement best describes your level of agreement with the outcome of your case?

Influenced Decision To Use: Which factor(s) influenced your initial decision to use Secure Messaging for your appeal? (Select all that apply)

Rate Signup: Rate your satisfaction with the ease of signing up to use IRS Secure Messaging.

Rate Ease of Communication: Rate your satisfaction with the ease of using IRS Secure Messaging to communicate with the IRS employee handling your appeal.

Methods of Communication: After enrolling in IRS Secure Messaging, what other methods did you use to communicate with the IRS? (Select all that apply)

Reason Other Comms: What was the reason for using another method to communicate with the IRS Independent Office of Appeals instead of Secure Messaging? (Select all that apply)

Rate Submitting Docs: Rate your satisfaction with the ease of submitting documentation to the IRS using the Secure Messaging system. (e.g., receipts, copies of bills, etc.)

Reason Other Comms OE: Why else did you use another communication method?

Suggestions OE: Do you have any suggestions for improving the IRS Secure Messaging process? To help ensure your privacy, please do not include any personal information in your response (e.g. Name, SSN, address, phone number, etc).

Influenced Decision To Use: Which factor(s) influenced your initial decision to use Secure Messaging for your appeal? (Select all that apply)

Answer

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

Taxpayer

Representative

Yes

No

5 Secure Messaging much better than mail

4 Secure Messaging better than mail

3 Secure Messaging same as mail

2 Mail better than Secure Messaging

1 Mail much better than Secure Messaging

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

I agreed with all of the tax changes made by IRS

I agreed with some of the tax changes made by IRS, but not all of the changes

I disagreed with all of the tax changes made by the IRS

The IRS did not make any changes to my taxes

Not sure

Ability to upload documents

Ability to communicate electronically

Ability to communicate on my schedule

Ability to resolve the audit quickly

Other

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

- 5 Very Satisfied
- 4 Satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Dissatisfied
- 1 Very Dissatisfied

Phone call

Fax

Mail

Used only Secure Messaging

Documents were too large/voluminous to send using Secure Messaging

Instructions were not clear

I did not receive a timely response/acknowledgement

I had problems accessing Secure Messaging

Preferred to use mail or fax

Other (please specify)

- 5 Very Satisfied
- 4 Satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Dissatisfied
- 1 Very Dissatisfied