

Office of Management and Budget (1545-2250)  
Customer Satisfaction Research for Continuous (Annual) Surveys

**DESCRIPTIONS**

**Control #:** BU-368

**Form #:** 14387

**Purpose:** The objective of this study is to understand the customers' expectations of the Refundable Credits Examination Operations (RCEO), to track ongoing customer satisfaction at the SCCB (5 sites) and to identify customer satisfaction improvement opportunities. To improve its services to the public, the IRS is seeking the opinions of taxpayers who were recently audited.

**BU Control #:** 402

**Form #:** 13257-D

**Title:** Small Business Self-Employed (SB/SE) Customer Experience Survey - Collection

**Purpose:** This research is conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study are to identify what SB/SE Collection staff and managers can do to improve customer service, and to track customer satisfaction with Collection's progress over time.

**BU Control #:** 403

**Form #:** 13257-B

**Title:** IRS SB/SE Customer Experience Survey Field Examination

**Purpose:** This research is conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study are to identify what Field Exam staff and managers can do to improve customer service, and to track customer satisfaction with Field Exam's progress over time.

**BU Control #:** 407

**Form #:** 13257-A

**Title:** IRS Customer Experience Survey Compliance Services Collection Operations (CSCO)

**Purpose:** This research is conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study are to identify what CSCO staff and managers can do to improve customer service, and to track customer satisfaction with CSCO's progress over time.

**BU Control #:** 410

**Form #:** 14386

**Title:** IRS Customer Experience Survey Campus Correspondence Exam (CCE)

**Purpose:** The objective of this study is to identify what CCE staff and managers can do to improve customer service, and track taxpayer's satisfaction with components of CCE service over time. The key goals of the CCE Customer Satisfaction Survey are to gauge customer expectations of Service Center Exam, process, to track ongoing customer experience, and identify improvement opportunities.

**BU Control #:** 412

**Form #:** 14384

**Title:** IRS Customer Experience Survey Automated Underreporter (AUR)

**Purpose:** This research is conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study are to identify what AUR staff and managers can do to improve customer service, and to track customer satisfaction with AUR's progress over time.

**BU Control #:** 421

**Form #:** 13257-F

**Title:** Accounts Management/Adjustments Customer Satisfaction Survey

**Purpose:** The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses are assessed to plan and inform efforts to improve or maintain the quality of service offered to the public.

**BU Control #:** 422

**Form #:** 14054

**Title:** IRS Wage and Investment Customer Satisfaction Survey – Injured Spouse

**Purpose:** This research is being conducted as part of the IRS agency-wide initiative to monitor and improve customer satisfaction with the service provided. Improving agency programs requires ongoing assessment of service delivery, by which we mean systematic review of the operation of a program compared to a set of explicit or implicit standards, as a means of contributing to the continuous improvement of the program. W&I will employ a contractor to collect, analyze, and interpret information gathered to identify strengths and weaknesses of current Injured Spouse services and make improvements in service delivery based on feedback. The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on Injured Spouse services will be unavailable.

**BU Control #:** 434

**Form #:** 13423

**Title:** IRS Customer Experience Survey Innocent Spouse

**Purpose:** To identify what Innocent Spouse staff and managers can do to improve customer service and track Innocent Spouse taxpayers' satisfaction.

**BU Control #:** 437

**Form #:** 14755

**Title:** IRS Customer Experience Survey Automated Collection System Support (ACSS)

**Purpose:** This research is conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study are to identify what ACSS staff and managers can do to improve customer service, and to track customer satisfaction with ACSS's progress over time.

**BU Control #:** 439

**Form #:** 15039

**Title:** IRS Customer Satisfaction Survey - Examinations

**Purpose:** IRS collects feedback from the surveys to track customer satisfaction over time and identify improvement opportunities.

**BU Control #:** none

**Form #:** 15084

**Title:** IRS Customer Satisfaction Survey - Determinations

**Purpose:** This survey collects feedback to track customer satisfaction about their most recent IRS determination letter and identify improvement opportunities.