

Individual - Secure Messaging Survey Template

Would you take a brief survey so we can improve your Secure Messaging experience?

This survey is voluntary and your identity will remain anonymous. To help ensure your privacy, please do not include any personal information in your responses. All fields with an asterisk () are required.*

The Paperwork Reduction Act requires that the IRS display an Office of Management and Budget (OMB) control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB 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:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

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1. I am using Secure Messaging today to communicate about the following with the IRS. (Select all that apply)
 - a. CP2000 / CP2501 (AUR Team)
 - b. Letter 556 / 525 or Alimony Letter 3540 / 3541 (Exam Team)
 - c. I am under audit (Field Exam Team) *Subject to Change*
 - d. An appeal (Appeals Team)
 - e. A collection issue (Collection Team)
 2. Are you a Taxpayer or Power of Attorney?
 - a. Taxpayer
 - b. Power of Attorney
 3. I am satisfied with my overall Secure Messaging experience.
 - a. Strongly Agree
 - b. Agree
 - c. Neither Agree nor Disagree
 - d. Disagree
 - e. Strongly Disagree
 4. I am likely to use Secure Messaging again to communicate with the IRS.
 - a. Strongly Agree
 - b. Agree
 - c. Neither Agree nor Disagree
 - d. Disagree
 - e. Strongly Disagree
 5. I find Secure Messaging is a more efficient process than mail, fax, etc.
 - c. Strongly Agree
 - d. Agree
 - e. Neither Agree nor Disagree
 - f. Disagree
 - g. Strongly Disagree
 6. Which factor(s) influenced your decision to use Secure Messaging? (Select all that apply)
 - a. Ability to communicate electronically
 - b. Ability to exchange documents
 - c. Ability to resolve issues quickly
 - d. Ease of use

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- e. Other
- 7. It was easy to sign up for Secure Messaging.
 - a. Strongly Agree
 - b. Agree
 - c. Neither Agree nor Disagree
 - d. Disagree
 - e. Strongly Disagree
- 8. It was easy to submit documents through Secure Messaging.
 - a. Strongly Agree
 - b. Agree
 - c. Neither Agree nor Disagree
 - d. Disagree
 - e. Strongly Disagree
- 9. The IRS responded to my secure message(s) within a reasonable amount of time.
 - a. Strongly Agree
 - b. Agree
 - c. Neither Agree nor Disagree
 - d. Disagree
 - e. Strongly Disagree
- 10. I'm satisfied with the way IRS is handling my case.
 - a. Strongly Agree
 - b. Agree
 - c. Neither Agree nor Disagree
 - d. Disagree
 - e. Strongly Disagree
- 11. What technical issues, if any, have you experienced using Secure Messaging?
 - a. Open-ended question
- 12. What suggestions, if any, do you have to improve your Secure Messaging experience?
 - a. Open-ended question