

**SPEC Volunteer Survey Communications  
Final Version (3.30.23)**

**Pre-Note (from IRS)**

Subject: Your feedback on volunteering for SPEC

Dear [Volunteer's Name],

Volunteers are the backbone of the IRS Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs. Volunteers assist taxpayers in underserved communities who might otherwise pay for tax preparation or make errors during self-preparation.

We want to develop the best possible program for people like yourself who sign up to volunteer with VITA/TCE. So, we are running our first-ever survey to determine volunteers' level of satisfaction with the program and to improve the experience.

This survey asks for feedback from individuals who volunteered at an IRS Partner site, as well as those who have just started the process of volunteering but have not yet been assigned. We value insights from both sets of individuals, so we know how to improve the overall process.

An independent research firm, Pacific Consulting Group, will conduct the survey on our behalf. Please expect to see their email invitation in the next few days. Here are some fast facts:

- We estimate it will take approximately 15 minutes to complete this web-based survey, including the time to review instructions.
- Aggregate data will be shared with IRS staff, but your individual responses will not be linked to your name or other identifying information. We do this to encourage you to provide honest responses. Whatever your opinion, we'd like to hear it.
- Your identity will be protected to the extent of the law. Providing information is voluntary, and you need not answer every question. While not providing some of the requested information has no ramifications for you, it will limit our learning and ability to address volunteers' needs.
- If you have questions about accessing or navigating the survey, you can contact the survey help center at [volunteersurvey@XXX.XXX].

Respectfully,

*signature*

[First name last name]

[Title]

[SPEC HQ – National Partnerships]

## **1. Invitation Email to Participate**

Subject: Invitation to Participate in a Short Survey for Volunteers

Dear [Volunteer's Name],

We hope this email finds you well. We are reaching out to those who signed up with the Volunteer Income Tax Assistance/Tax Counseling for the Elderly (VITA/TCE) Program as the IRS seeks to improve and enhance the volunteer experience. The survey is being conducted by Pacific Consulting Group, an independent third party, on behalf of the IRS.

To that end, we would like to invite you to participate in a short survey, which will take approximately 15 minutes of your time. The survey is designed to gather your thoughts and opinions about your experience as a volunteer and will help us better understand how we can support and improve volunteer experiences in the future. Whether you ended up volunteering, or merely signed up but did not have a chance to actually volunteer, you are eligible to take this survey.

The survey can be taken at your convenience and can be accessed through the following link: [Insert URL here]

All responses will be kept private to the extent of the law. Your honest feedback will greatly assist us in our efforts to continually improve the volunteer experience for everyone involved.

The Paperwork Reduction Act requires that the IRS provide an OMB control number for all public information requests. The OMB Control Number for this focus group is 1545-1432. Participation in this focus group is voluntary, and we estimate the length of the survey will be approximately 15 minutes. 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  
Special Services Section  
SE:W:CAR:MP:T:M:S – Room 6129  
1111 Constitution Ave. NW  
Washington, DC 20224

Thank you for considering taking the time to complete this survey. If you have any difficulties accessing or navigating the survey, please reach out to survey assistance at [volunteersurvey@XXX.XXX].

Best regards,

Yvonne Nomizu  
Managing Director, Pacific Consulting Group

## 2. First Reminder

Subject: Reminder: VITA/TCE Volunteer Survey is Still Open

Dear [Volunteer's Name],

We hope this email finds you well. We want to remind you the short survey for VITA/TCE volunteers is still open, and your participation is greatly appreciated.

Your feedback and input are important to us as we strive to improve and enhance the volunteer experience. The survey will only take approximately 15 minutes of your time and can be accessed through the following link: [Insert URL here]

Your participation in this survey is completely voluntary, and all responses will be kept private to the extent of the law. Your honest feedback will greatly assist us in our efforts to continually improve the volunteer experience for everyone involved.

Thank you for considering taking the time to complete this survey. If you have any difficulties accessing or navigating the survey, please reach out to survey assistance at [volunteersurvey@XXX.XXX].

Best regards,

Yvonne Nomizu  
Managing Director, Pacific Consulting Group

### 3. Second Reminder

Subject: Second Reminder: VITA/TCE Volunteer Survey is Still Open

Dear [Volunteer's Name],

This is a second reminder about the short survey for VITA/TCE volunteers, which is still open and waiting for your valuable input.

Your feedback and input are important to us as we strive to improve and enhance the volunteer experience. The survey will only take approximately 15 minutes of your time and can be accessed through the following link: [Insert URL here]

Your participation in this survey is completely voluntary, and all responses will be kept private to the extent of the law. Your honest feedback will greatly assist us in our efforts to continually improve the volunteer experience for everyone involved.

Thank you for considering taking the time to complete this survey. If you have any difficulties accessing or navigating the survey, please reach out to survey assistance at [volunteersurvey@XXX.XXX].

Best regards,

Yvonne Nomizu  
Managing Director, Pacific Consulting Group

#### **4.Third/Final Reminder**

Subject: Final Reminder: Last Chance to Take the IRS Volunteer Survey

Dear [Volunteer's Name],

This is the final reminder about the short survey for VITA/TCE volunteers, which is still open and waiting for your valuable input.

As a valued volunteer, your feedback is crucial in helping us improve and enhance the volunteer experience. The survey will only take approximately 15 minutes of your time and can be accessed through the following link: [Insert URL here]

Your participation in this survey is completely voluntary, and all responses will be kept private to the extent of the law. Your honest feedback will greatly assist us in our efforts to continually improve the volunteer experience for everyone involved.

This is your last opportunity to have your voice heard. If you have any difficulties accessing or navigating the survey, please reach out to survey assistance at [volunteersurvey@XXX.XXX].

Best regards,

Yvonne Nomizu  
Managing Director, Pacific Consulting Group