



# Continuing Education Provider System

## Provider Survey Report

2023

Required Paper Reduction Act Statement: The Paperwork Reduction Act requires that the IRS display an 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.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
The registration/renewal process was easy.						
The directions were clearly written.						
The steps were straightforward.						
The website was simple to navigate.						
The answers to my questions were easy to find.						
The procedures for adding additional programs were clear.						
The application summary screen that appeared prior to submitting my payment was helpful.						
The payment procedure instructions were easy to follow.						
The customer service representative was friendly.						
The customer service representative was professional.						
The customer service representative was knowledgeable.						
The customer service representative was able to resolve my issue(s).						
The help desk was reachable during normal business hours.						
The 'Letter of Approval' was received in a timely manner.						
The information in the 'Letter of Approval' was clear.						
The information in the 'Letter of Approval' was useful.						
The reporting of PTIN completion records was easy.						
The deleting of invalid or incorrect PTIN records was simple.						
The ability to search/locate a specific PTIN completion record was valuable.						
The process to send Personally Identifiable Information (PII) through the secure mailbox was easy.						
The CE User Guide was well-documented.						
The information provided on the semi-annual CE Provider calls was helpful.						
The contents of the semi-annual CE Provider						

newsletters was beneficial.						
Overall, I am satisfied with the CE Provider System.						
Overall, I am satisfied with CE Provider communications.						

Freeform question: If you answered "Disagree" or "Strongly Disagree" to any question above, please explain here (give question number).

Freeform question: Please provide any additional comments and/or suggestions on ways we may better serve your needs.