

## IRS Over-the-Phone Interpreter (OPI) Taxpayer Satisfaction Survey

**\*\*\* IVR VERSION \*\*\***

**(To be translated into 10 Languages)**

0. Please select your language:
- a. For Spanish press 1
  - b. For Mandarin press 2
  - c. For Creole press 3
  - d. For Portuguese press 4
  - e. For Arabic press 5
  - f. For Russian press 6
  - g. For Vietnamese press 7
  - h. For Korean press 8
  - i. For French or Somali press 9
  - j. For English press 0

[If NOT Q0=9 then skip to INTRO]

- 0A. Please select your language:
- a. For French press 1
  - b. For Somali press 2

INTRO. Thank you for taking the time to complete our short survey about your experience with IRS' interpretation services where your conversation with the IRS representative was translated into your native language. Participating in this survey is voluntary. But your feedback is valuable and helpful because we strive to continuously improve our services.

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### **Privacy Act and Paperwork Reduction Act Notice**

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Our authority for requesting information with this survey is 5 U.S.C. Section 301, and 26 U.S.C. Sections 7801, 7803, and 7805.

Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes. The information you provide will be protected as required by law. We estimate it will take 10 minutes to complete this survey. Providing the information is voluntary; not providing all or part of the information requested will have no impact on you but may reduce our ability to address taxpayer concerns regarding taxpayer service.

We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB number for this survey is 1545-1432. Send comments regarding this burden estimate for completing the survey or any

other aspect of this collection of information, including suggestions for reducing this burden to:  
IRS, Special Services Section, Room 6129, 1111 Constitution Avenue, NW, Washington, DC  
20224.

Throughout the survey, you may answer a question as soon as you hear the desired response—you do not have to wait for the recording to finish reading all of the answer choices. At any time, you may press the star key to repeat the question or press the pound sign or hashtag to go back to the previous question. Let's get started.

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**Please provide your level of agreement with the following statement.**

1. I was satisfied with the language interpretation service.
  1. Press 1 for Strongly disagree,
  2. Press 2 for Disagree,
  3. Press 3 for Neither agree nor disagree,
  4. Press 4 for Agree, or
  5. Press 5 for Strongly agree
  
2. Please tell us why you gave that rating. Begin speaking at the tone. Press any key when you are finished. [OPEN-END] (optional-not mandatory)
  
3. Please indicate if any of the following occurred on the call with the interpretation services. For each item,
  1. press 1 for Yes,
  2. press 2 for No, or
  3. press 3 for Don't remember.

[ROTATE]

  - a. The IRS representative identified the correct language right away. Press 1 for yes, press 2 for no, or press 3 for don't remember.
  - b. The sound quality on the call was good. Press 1 for yes, press 2 for no, or press 3 for don't remember.
  - c. The phone call was disconnected. Press 1 for yes, press 2 for no, or press 3 for don't remember.
  - d. I had to call back because an interpreter was not available on my first call about this issue. Press 1 for yes, press 2 for no, or press 3 for don't remember.

4. We would like to learn more about how you connected with the interpreter. Please indicate first how you contacted the IRS.
1. Press 1 if you called the toll-free number for account assistance
  2. Press 2 if you called one of the IRS departments using a number on a letter or notice received from the IRS
  3. Press 3 if you went to an IRS Taxpayer Assistance Center to meet a representative
  4. Press 4 if you went to a tax return preparation service provided free at a local community center
  5. Press 5 if you were contacted by the IRS, or
  6. Press 6 if it was some other method.

[If NOT Q4=6, then skip to Q5]

4a. [OPEN END] Please explain how you first contacted the IRS. Begin speaking at the tone. Press any key when you are finished.

5. Now, we'd like to know about the experience connecting to an interpreter. How long did it take for the IRS representative to connect to an interpreter in your language?
1. Press 1 if it was Under 30 seconds,
  2. Press 2 if it was between 30 seconds and up to 2 minutes,
  3. Press 3 if it was between 2 minutes and up to 5 minutes,
  4. Press 4 if it was between 5 minutes and up to 10 minutes,
  5. Press 5 if it was Over 10 minutes, or
  6. Press 6 if you Don't remember

**Please provide your level of agreement with the following statements. For each statement, press 1 for strongly disagree, press 2 for disagree, press 3 for neither agree nor disagree, press 4 for agree, or press 5 for strongly agree.**

6. I am satisfied with the experience of connecting to an interpreter.
1. Press 1 for Strongly disagree,
  2. Press 2 for Disagree,
  3. Press 3 for Neither agree nor disagree,
  4. Press 4 for Agree, or

5. Press 5 for Strongly agree.
  
7. I was able to easily understand the interpretation.
  1. Press 1 for Strongly disagree,
  2. Press 2 for Disagree,
  3. Press 3 for Neither agree nor disagree,
  4. Press 4 for Agree, or
  5. Press 5 for Strongly agree
  
8. [If Q7 = 1, 2 or 3] Why did you give that rating about understanding the interpretation?
  1. Press 1 if There was background noise or connection problems.
  2. Press 2 if The interpreter spoke a different dialect or used expressions you did not understand.
  3. Press 3 if The interpreter's voice was difficult to understand.
  4. Press 4 if The interpreter provided too much information at once and you could not follow the message provided by them.
  5. Press 5 if The interpreter spoke too quickly.
  6. Press 6 if The IRS representative spoke too quickly, or
  7. Press 7 if it was some other reason.

[If NOT Q8=7 then skip to Q9]

8a. [OPEN END] Please explain why you gave the rating you did. Begin speaking at the tone. Press any key when you are finished.

9. I was treated in a professional manner by the interpreter.
  1. Press 1 for Strongly disagree,
  2. Press 2 for Disagree,
  3. Press 3 for Neither agree nor disagree,
  4. Press 4 for Agree, or
  5. Press 5 for Strongly agree.
  
10. [If Q9 = 1, 2 or 3] Why did you give that rating about being treated in a professional manner? Begin speaking at the tone. Press any key when you are finished. [OPEN END] (optional-not mandatory)
  
11. Once the interpreter joined, the call was completed in a reasonable amount of time.

1. Press 1 for Strongly disagree,
2. Press 2 for Disagree,
3. Press 3 for Neither agree nor disagree,
4. Press 4 for Agree, or
5. Press 5 for Strongly agree

12. [If Q11= 1, 2 or 3] Why did you give that rating about the interpreted call being done in a reasonable amount of time?

1. Press 1 if The interpreter took too long to translate,
2. Press 2 if There were interruptions on the call,
3. Press 3 if There were connection or technical problems, or
4. Press 4 if it was some other reason.

[If NOT Q12=4 then skip to Q13]

12a. [OPEN END] Please explain why you gave the rating you did. Begin speaking at the tone. Press any key when you are finished.

13. Overall, the IRS' interpreter service was easy to use.

1. Press 1 for Strongly disagree,
2. Press 2 for Disagree,
3. Press 3 for Neither agree nor disagree,
4. Press 4 for Agree, or
5. Press 5 for Strongly agree

14. This experience with the interpreter service increased my trust in the IRS.

1. Press 1 for Strongly disagree,
2. Press 2 for Disagree,
3. Press 3 for Neither agree nor disagree,
4. Press 4 for Agree, or
5. Press 5 for Strongly agree

**We are almost done. Just a few more questions.**

15. Based on your experience with the interpreter services, how likely are you to recommend to your friends and family that they call the IRS for assistance in their native language?

1. Press 1 for Not at all likely,
2. Press 2 for Very unlikely,
3. Press 3 for Somewhat unlikely,

4. Press 4 for Neither likely nor unlikely,
5. Press 5 for Somewhat likely,
6. Press 6 for Very likely, or
7. Press 7 for Extremely likely.

16. How many times have you used the IRS interpreter service in the last six (6) months ?

1. Press 1 if This is the first time you have used the IRS' interpreter service,
2. Press 2 if you have used the service 2 to 4 times,
3. Press 3 if you have used the service 5 to 7 times,
4. Press 4 if you have used the service More than 7 times, or
5. Press 5 if you Don't remember.

17. Please tell us your suggestions for improving the IRS interpreter service. Begin speaking at the tone. Press any key when you are finished. [OPEN END] (optional-not mandatory)

18. The IRS sometimes conducts other research to learn about improvements to taxpayer services. For some studies, participants receive a small monetary incentive to participate. If you are willing to be contacted to participate in future research, we will ask you to provide your name, telephone number, plus your e-mail address if you have one. This information will go to the research firm and will be protected as required by law. The information will not be shared with the IRS, and your survey responses remain anonymous.

1. If you are willing to participate, press 1;
2. Otherwise, press 2.

[If Q18=2 then skip to END]

18a. Please use your touchtone keypad to enter your Phone number with area code:

\_\_\_\_\_

18b. Please say and then spell your Email address. Begin speaking at the tone. Press any key when you are finished.: \_\_\_\_\_

18c. Please say and then spell your First and last name. Begin speaking at the tone. Press any key when you are finished.: \_\_\_\_\_

**END.**

**Thank you for completing the IRS interpreter service survey!  
Your answers will help us improve service to taxpayers like yourself.**