

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

**\*\*\*WEB VERSION\*\*\***

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

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**

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, 1111 Constitution Avenue, NW, Washington, DC 20224.

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

1. I was satisfied with the language interpretation service.
  1. Strongly disagree
  2. Disagree
  3. Neither agree nor disagree
  4. Agree
  5. Strongly agree

2. Please tell us why you gave that rating [OPEN-END] (optional-not mandatory)
  
3. Please indicate if any of the following occurred on the call with the interpretation services.
  1. Yes
  2. No
  3. Don't remember

[ROTATE]

- a. The IRS representative identified the correct language right away.
  - b. The sound quality on the call was good.
  - c. The phone call was disconnected.
  - d. I had to call back because an interpreter was not available on my first call about this issue.
  
4. We would like to learn more about how you connected with the interpreter. Please indicate first how you contacted the IRS.
  1. I called the toll-free number for account assistance
  2. I called one of the IRS departments using a number on a letter or notice received from the IRS
  3. I went to an IRS Taxpayer Assistance Center to meet a representative
  4. I went to a tax return preparation service provided free at a local community center
  5. I was contacted by the IRS
  6. Other, please explain: \_\_\_\_\_
  
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. Under 30 seconds
  2. 30 seconds and up to 2 minutes
  3. 2 minutes and up to 5 minutes
  4. 5 minutes and up to 10 minutes
  5. Over 10 minutes
  6. Don't remember

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

6. I am satisfied with the experience of connecting to an interpreter.
  1. Strongly disagree
  2. Disagree
  3. Neither agree nor disagree
  4. Agree
  5. Strongly agree
  
7. I was able to easily understand the interpretation.
  1. Strongly disagree
  2. Disagree
  3. Neither agree nor disagree
  4. Agree
  5. Strongly agree
  
8. [If Q7 = 1, 2 or 3] Why did you give that rating about understanding the interpretation?
  1. There was background noise or connection problems.
  2. The interpreter spoke a different dialect or used expressions I did not understand.
  3. The interpreter's voice was difficult to understand.
  4. The interpreter provided too much information at once and I could not follow the message provided by them.
  5. The interpreter spoke too quickly.
  6. The IRS representative spoke too quickly.
  7. Other, please explain: \_\_\_\_\_
  
9. I was treated in a professional manner by the interpreter.
  1. Strongly disagree
  2. Disagree
  3. Neither agree nor disagree
  4. Agree
  5. Strongly agree
  
10. [If Q9 = 1, 2 or 3] Why did you give that rating about being treated in a professional manner? [OPEN END] (optional-not mandatory)

11. Once the interpreter joined, the call was completed in a reasonable amount of time.
  1. Strongly disagree
  2. Disagree
  3. Neither agree nor disagree
  4. Agree
  5. 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. The interpreter took too long to translate.
  2. There were interruptions on the call.
  3. There were connection or technical problems.
  4. Other, please explain: \_\_\_\_\_
  
13. Overall, the IRS' interpreter service was easy to use.
  1. Strongly disagree
  2. Disagree
  3. Neither agree nor disagree
  4. Agree
  5. Strongly agree
  
14. This experience with the interpreter service increased my trust in the IRS.
  1. Strongly disagree
  2. Disagree
  3. Neither agree nor disagree
  4. Agree
  5. 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. Not at all likely
  2. Very unlikely
  3. Somewhat unlikely
  4. Neither likely nor unlikely
  5. Somewhat likely
  6. Very likely

7. Extremely likely

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

1. This is the first time I have used the IRS' interpreter service.
2. 2 - 4 times
3. 5 - 7 times
4. More than 7 times
5. Don't remember

17. Please tell us your suggestions for improving the IRS interpreter service. [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, please 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.

- a. Phone number with area code: \_\_\_\_\_
- b. Email address: \_\_\_\_\_
- c. First and last name: \_\_\_\_\_

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