

Survey Programming instructions identified with square brackets [] or three backslashes ///.

FY 2025 OY1 SPEC Partner Survey – v2. DRAFT FOR IRS REVIEW

Note from IRS SPEC: Thank you for participating in the IRS’ Stakeholder Partnerships, Education and Communication (SPEC) 2025 Partner Satisfaction Survey. This survey asks about your experiences with our services over the last 12 months. We designed this year’s survey to take approximately **15** minutes to complete.

Completing this survey is voluntary, but please know that the SPEC team and IRS senior management find your input very helpful as we plan our programs and identify where we can improve.

This survey is administered by Pacific Consulting Group (PCG), an independent research firm. PCG will not provide identifying information associated with any individual response or set of responses to the IRS. Rather, results will be provided in aggregate. As a professional research firm, they will hold your identity private to the extent permitted by law.

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. The OMB number for this study is **[1545-1432]**. If you have any comments regarding this study, please write to: IRS, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW, Washington, DC 20224.

Instructions from PCG:

Click on the **[Next]** button to save your responses and continue to the next page. Click on the **Previous** button to return to the prior page. If you use the browser’s “Back” button to access previously answered questions, we may lose your data.

You may pause and return to the survey at any time by closing your browser. To resume the survey where you left off, click again on the survey link.

If you are experiencing any issues, please contact the PCG survey help desk at: SPEC@pcgsurveys.com

[REQUIRED: HARD PROMPT]

S1. Are you the person at **[INSERT ORGANIZATION (PartnerName field)]** who manages or interacts with SPEC and who could provide us with candid feedback about SPEC services?

01 Yes

02 No

///ASK IF S1=02///

S2. SPEC greatly values feedback from **[INSERT ORGANIZATION (PartnerName field)]**. If you know of someone else at **[INSERT ORGANIZATION (PartnerName field)]** who would be more appropriate to give feedback,

would you please record their name and email address below so we could contact them for feedback in the future?

NAME FIELD (First and Last)

EMAIL ADDRESS FIELD (please make sure to enter an @ and a "." to make a valid email

Thank you very much for your help.

[Terminate Survey – GO TO SECTION IX]

///REQUIRED: HARD PROMPT///

///ASK IF S1=01///

S3. Are you an IRS employee?

01 Yes

02 No

///ASK IF S3=01///

S4. While your name was on the contact list for **[INSERT ORGANIZATION (PartnerName field)]**, we are not interviewing IRS employees, but representatives from the agency's partner organizations. We apologize for the inconvenience.

If you know of someone else at **[INSERT ORGANIZATION (PartnerName field)]** who would be more appropriate to give us this feedback, would you please record their name and email address below so we could contact them for feedback in the future?

NAME FIELD (First and Last)

EMAIL ADDRESS FIELD (please make sure to enter an @ and a "." to make a valid email.)

Thank you very much for your help.

[Terminate Survey– GO TO SECTION IX]

PROGRAMMING/READING NOTES: Group Numbers

Throughout the survey, survey sections are administered to different groups of respondents. Respondents who receive each question (or section) are identified following each question or section header. The Group Numbers are as follows:

Group 1 = Return Prep (QDEM_1 = 1, 2, 4, or 5)

Group 2 = Outreach (QDEM_1 = 3)

Group 3 = Asset Building (QDEM_1 = 6)

Group 4 = National (this will be noted in data sample file)

Group 5 = Other (QDEM_1 = 7)

The indications of which groups are asked which questions looks like this example: **///ASK IF QINTRO_1=04, 05, ELSE SKIP ///**

I. Introduction

///Groups = ALL///

Please keep in mind that this discussion will only be about your experiences with SPEC over the past 12 months and not with any interactions you might have had with other parts of the IRS or during previous years. The first set of questions pertains to the nature of your relationship with SPEC and how SPEC supports you in serving your customers.

SINGLE PUNCH ANSWER

QINTRO_1. Overall, how satisfied were you with SPEC's products and services?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

///ASK IF QINTRO_1=04, 05, ELSE SKIP ///

OPEN ENDED QUESTION

QINTRO_2. Please describe the top 1-3 reasons why you say you were satisfied with SPEC's products and service.

[TEXT BOX]

99 Refused

///ASK IF QINTRO_1=01, 02, 03 ELSE SKIP ///

OPEN ENDED QUESTION

QINTRO_3. Please describe the top 1-3 reasons why you did not select satisfied or very satisfied with SPEC's products and services?

[TEXT BOX]

99 Refused

///Groups = ALL///

SINGLE PUNCH ANSWER

QINTRO_4. How likely are you to recommend partnering with SPEC to other organizations or colleagues?

1	2	3	4	5
Very Unlikely	Unlikely	Neither Likely nor Unlikely	Likely	Very Likely

///Groups = ALL//

SINGLE PUNCH ANSWER

QINTRO_5. Given your experience, how likely are you to continue partnering with SPEC next year?

1	2	3	4	5
Very Unlikely	Unlikely	Neither Likely nor Unlikely	Likely	Very Likely

II. Market Segments and Demographics

///Groups ≠ 4///

SINGLE PUNCH ANSWER

[ROTATE 1-6]

QDEM_1. What is your primary area of advocacy as a partner or coalition? We're interested in the scope of emphasis of the organization you represent. (Check ONLY ONE) [Programming: response required]

- 01 Military Volunteer Income Tax Assistance
- 02 Volunteer Income Tax Assistance (VITA)
- 03 Education and Outreach, such as communications, products, news articles or websites
- 04 Tax Counseling for the Elderly, Non-AARP
- 05 Tax Counseling for the Elderly, AARP Tax Aide
- 06 Asset Building, such as financial education, funding or wealth building
- 07 Other (please specify) [TEXT BOX]

QDEM_1A. Approximately how many returns did your site prepare in the most recent tax season?
[TEXT BOX]

99 Refused

///Groups = ALL///

YES/NO GRID QUESTION**[Randomize A-H]****QDEM_2.** Which of the following types of customers does your organization serve frequently?

- QDEM_2A.** Low to Moderate Income
- QDEM_2B.** Seniors
- QDEM_2C.** Military
- QDEM_2D.** Veterans
- QDEM_2E.** Individuals with Disabilities
- QDEM_2F.** Rural
- QDEM_2G.** American Indian or Alaska Native
- QDEM_2H.** Limited English Proficient
- QDEM_2I.** Other: please specify **[TEXT BOX]**

01	02
Yes	No

QDEM_3. How many years has your organization been a SPEC partner?**[TEXT]** years (0-50)

III. Guidance and Assistance in Financial Education and Asset Building Services

///SKIP IF QDEM_1=06 (PRE-CODE AS YES AND SKIP)///

QFEAB_1. Does your organization offer financial education and asset building services?

- 01 Yes
- 02 No

///SKIP IF QFEAB_1=02 ///

QFEAB_2A-2L. How satisfied were you with the guidance and assistance you received from SPEC on each of the following financial education and asset building areas? If you have no experience with guidance or assistance listed, please choose “We did not receive assistance in this area.”

- QFEAB _2A. Savings Bonds
- QFEAB _2B. Individual Development Accounts
- QFEAB _2C. Banking Deposit Accounts
- QFEAB _2D. Credit Unions: Deposit Accounts
- QFEAB _2E. Credit Counseling and Repair
- QFEAB _2F. Home Ownership or Foreclosure Programs
- QFEAB _2G. Budgeting/Life Events/Financial Programs
- QFEAB _2H. Privacy, Fraud Scams: Consumer Protection/Identity Theft
- QFEAB _2I. Balance Due/Counseling/Payment Options
- QFEAB _2J. Debt Forgiveness
- QFEAB _2L. Split Refund (Form 8888)

1	2	3	4	5	6
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	We did not receive assistance from SPEC in this area

QFEAB_3. How satisfied were you overall with the guidance and assistance from SPEC on financial education and asset building services?

1	2	3	4	5	6
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	We did not receive assistance from SPEC in this area

///ASK IF QFEAB_3=01,02, 03 ///

OPEN ENDED QUESTION

QFEAB_4. What would increase your satisfaction with the guidance and assistance from SPEC on financial education and asset building services?

[TEXT BOX]
99 Refused

IV. Relationship Manager and Support

///Section- Groups = ALL///

We would now like to ask you about your experience and satisfaction with the **SPEC employee point of contact or relationship manager** assigned to assist your organization.

///Group = ALL ///

SINGLE PUNCH ANSWER

GRID QUESTION

[RANDOMIZE A, B, C, E, F , G]

QRM_1A-G. How satisfied were you with each of the following types of guidance and assistance you received from your SPEC employee point of contact or relationship manager? If you have no experience with the guidance or assistance listed, please choose “did not receive assistance.”

QRM_1A. Reviewing or assisting with your training plans

QRM_1B. Providing information or data on potential outreach recipients in the community

QRM_1C. Providing reports on operations and impact?

QRM_1D. Following through on identifying and recruiting volunteers

QRM_1E. Explaining and setting up site operations

QRM_1F. Facilitation of quality improvement processes

QRM_1G. Helping you expand if you have intentions to expand

1	2	3	4	5	98
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	I did not receive assistance from SPEC in this area

///Group = ALL ///

QRM_2. How satisfied were you with your SPEC relationship manager's **professionalism**?

1	2	3	4	5	98
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	I do not know who my relationship manager is

///Group = ALL ///

QRM_3. How satisfied were you with your SPEC relationship manager's **responsiveness to you?**

1	2	3	4	5	98
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	I do not know who my relationship manager is

///ASK IF QRM_2=1,2,3 ///

QRM_4. You indicated that you were not satisfied with the professionalism of the SPEC Relationship Manager. What should the SPEC relationship manager do to be more professional?

[TEXT BOX]

99 Refused

///ASK IF QRM_3=1,2,3 ///

QRM_4A. You indicated that you were not satisfied with the responsiveness of the SPEC Relationship Manager. What should the SPEC relationship manager do to be more responsive?

[TEXT BOX]

99 Refused

///Group = ALL ///

QRM_5. How satisfied were you overall with the SPEC Relationship Manager or point of contact?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

V. Resources

///ASK Groups=ALL ///

The next section will ask about the **SPEC resources** available to you.

GRID QUESTION

[RANDOMIZE 1A-H]

QRes_1A-1H How satisfied were you with each of the following resources? If you have no experience with the resource listed, please choose “did not use this resource.”

- QRes_1A.** Outreach Connection on IRS.gov
- QRes_1B.** Partner and Volunteer Resource Center on IRS.gov
- QRes_1C.** IRS social media messaging resources
- QRes_1D.** VITA and TCE Grants
- QRes_1E.** Volunteer awards and recognition program
- QRes_1F.** EITC resources, including the EITC Central, EITC free publications, and EITC free marketing materials
- QRes_1G.** Outreach topic key messaging from your SPEC relationship manager
- QRes_1H.** Over-the-phone interpretation services (OPI)

1	2	3	4	5	99
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	I did not use this resource

///ASK IF QRES_1H = 01,02,03///

QRes_1H_TEXT. What would increase your satisfaction with over-the-phone (OPI) interpretation services?

[TEXT BOX]

99 Refused

///Group = ALL, EXCEPT IF 1A-1H ARE ALL = 99///

SINGLE PUNCH ANSWER

QRes_2. How satisfied were you overall with these SPEC resources?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

///ASK IF QRes_2= 01, 02, 03///

QRes_2A. What would increase your overall satisfaction with SPEC’s resources?

[TEXT BOX]

99 Refused

VI. Tax Law Training and Software

///Section - Group 1, ELSE SKIP TO NEXT SECTION///

Now we would like to ask you about your **satisfaction with the tax law training and software** your volunteers experienced or used.

SINGLE PUNCH ANSWER

QTL_1A-1E How satisfied were you with the following tax law or software training products? If you have no experience with the product/service, please choose “We did not use this training”

QTL_1A. Online training on Link & Learn Taxes

QTL_1B. Online training from partners

QTL_1C. Classroom/face-to-face training

QTL_1D. Independent self-study without Link and Learn

QTL_1E. Other: please specify [TEXT BOX]

1	2	3	4	5	99
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	We did not use this training

///ASK IF QTL_1A= 01, 02, 03///

OPEN ENDED QUESTION

QTL_2A. What would increase your satisfaction with the online training on Link & Learn Taxes?

[TEXT BOX]

99 Refused

GRID QUESTION

[RANDOMIZE A-D]

QTL_3A-3D. How satisfied were you with each of the following TaxSlayer software and support programs? If you have no experience with a product, please choose “Did not use this.”

QTL_3A. TaxSlayer software to e-file returns

QTL_3B. Customer Support Line for TaxSlayer (including toll-free and email assistance)

QTL_3C. TaxSlayer Scan Document program

QTL_3D. TaxSlayer Customer Portal

1	2	3	4	5	98
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Did not use this

///ASK IF QTL_3A=01, 02, 03///

OPEN ENDED QUESTION

QTL_4A. What would increase your satisfaction with the TaxSlayer software to e-file returns?

[TEXT BOX]

99 Refused

///ASK IF QTL_3B=01, 02///

QTL_4B. What would increase your satisfaction with the Customer Support Line for TaxSlayer?

[TEXT BOX]

99 Refused

///ASK IF QTL_3C=01, 02, 03///

QTL_4C. What would increase your satisfaction with the TaxSlayer Scan Document program?

[TEXT BOX]

99 Refused

///ASK IF QTL_3D=01, 02, 03///

QTL_4D. What would increase your satisfaction with the TaxSlayer Customer Portal?

[TEXT BOX]

99 Refused

Now we would like to ask you about your satisfaction with the different **TaxSlayer training** received.

SINGLE PUNCH ANSWER

QTL_5_A-C. How satisfied were you with each of the following TaxSlayer Training modules? If your volunteers did not receive that training, please choose “Did not receive this training.”

- QTL_5A.** Online TaxSlayer Webinars
QTL_5B. Online training on Practice Lab
QTL_5C. Other: please specify [TEXT BOX]

1	2	3	4	5	98
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	Did not receive this training

///Group = ALL///

QTL_6. Considering all training and software, how satisfied were you overall with SPEC’s Tax Law and Software Training services?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

VII. VITA/TCE Quality Improvement

///Section- Group = 1, ELSE SKIP TO NEXT SECTION //

Now we would like to ask you about **SPEC’s VITA/TCE Quality Improvement Process**.

QQI_1. How satisfied are you with SPEC’s VITA/TCE Quality Requirements?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

QQI_2. How satisfied are you overall with the support SPEC provides to help ensure the quality of return preparation?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

///ASK IF QQI_1= 01, 02, 03 ELSE SKIP///

QQI_1A. What would increase your satisfaction with the SPEC's VITA/TCE Quality Requirements?

[TEXT BOX]

99 Refused

///ASK IF QQI_2= 01, 02, 03 ELSE SKIP///

QQI_2A. What would increase your satisfaction with how SPEC helps ensure the quality of return preparation at partner sites?

[TEXT BOX]

99 Refused

VIII. Future Planning Products and Services

/// Group 1, ELSE SKIP TO NEXT SECTION///

Single Punch Answer

QFP_1. Are you aware of SPEC's Facilitated Self Assistance (FSA) program?

01 Yes

02 No

///ASK IF QFP_1 = 01, ELSE SKIP ///

QFP_2. Did you operate a Facilitated Self Assistance site this filing season?

- 01 Yes, I have onsite and/or remote FSA options
- 02 No, I did not offer FSA this past season

///ASK IF QFP_2=01, ELSE SKIP///

QFP_2A. How satisfied were you with the FSA offering?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

///ASK IF QFP_2=2=02, ELSE SKIP///

QFP_2B. What are the main reasons you are not offering FSA? Select all that apply.

- 01 I don't understand the program
- 02 I don't see the value for our clients
- 03 I don't know how to encourage our clients to use this
- 04 It is difficult and/or costly to set up the technology needed to offer FSA
- 05 My site is not set up with the right kind of volunteers who can work with FSA
- 06 I needed more help from SPEC
- 07 Other: please specify [TEXT BOX]

///ASK IF QFP_2B_5=1///

QFP_2C. What are the characteristics of the volunteers who best work with FSA?

- [TEXT BOX]
- 99 Refused

/// Group 1 ///

Single Punch Answer

QFP_3. Are you aware of SPEC's Virtual VITA/TCE program which allows partners to conduct some portion of the tax preparation process without the taxpayer present?

- 01 Yes
- 02 No

QFP_3A Are you aware of SPEC Partners being able to serve as a Drop-Off Site where the site receives documents but prepares the return at a later time and meets the taxpayer for quality review and return signature?

- 01 Yes
- 02 No

///ASK IF QFP_3 = 01 ELSE SKIP ///

QFP_4. To what extent did you offer the following services exclusively virtually, a combination of virtual and in-person or fully in-person?

	1	2	3
	100% Virtual	Combination of Virtual and In-person	Fully In-person
Intake			
Interview			
Return Preparation			
Quality Review			
Return Signature			

///ASK IF QFP_4=01, ELSE SKIP ///

QFP_4A. How satisfied were you with the Virtual VITA/TCE model?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

///ASK IF QFP_4A=01, 02, 03 ELSE SKIP///

QFP_4A1. What would increase your satisfaction with the Virtual VITA/TCE model?

[TEXT BOX]

99 Refused

///ASK IF QFP_4=03, ELSE SKIP///

QFP_4B. What are the main reasons you are not offering the Virtual VITA/TCE model? Select all that apply.

- 01 I don't understand the program
- 02 I don't see the value for our clients
- 03 I don't know how to encourage our clients to use this
- 04 My site is not set up with computers
- 05 My site is not set up with the right kind of volunteers for virtual VITA/TCE
- 06 My site only offers in-person
- 07 I needed more help from SPEC
- 08 Other: please specify [TEXT BOX]

QFP_4C. If you did not have Publication 17 available in any format, what impact – if any – would that have on your ability to prepare returns?

- 01 I don't use Publication 17, so it would have no impact
- 02 It would have little or no negative impact
- 03 It would have a moderately negative impact
- 04 It would have a large negative impact
- 05 Don't know

QFP_4D. If you did not have Publication 17 (sp) (which is the Spanish translation of Publication 17) available in any format, what impact – if any – would that have on your ability to prepare returns?

- 01 I don't use Publication 17 (sp), so it would have no impact
- 02 It would have little or no negative impact
- 03 It would have a moderately negative impact
- 04 It would have a large negative impact
- 05 Don't know

GRID QUESTION**/// Group 1///**

QFP_5. Which of the following do you intend to do next filing season to increase the number of taxpayers you can serve? Select up to three.

- QFP_5A.** Increase the number of volunteers
- QFP_5B.** Increase the number of hours you are available to the public
- QFP_5C.** Increase the number of sites
- QFP_5D.** Incorporate more Facilitated Self Assistance
- QFP_5E.** Incorporate more Virtual VITA/TCE
- QFP_5F.** Increase site coordinators or other staff
- QFP_5G.** Other: please specify [TEXT BOX]
- QFP_5H.** None, we do not seek to expand services or clients.

///IF QFP_5H Selected, erases any provided answers to QFP_5A-QFP_5G///**///ASK IF QFP_5=A, B, C, D, E, F or G///****OPEN ENDED QUESTION**

QFP_6. Please explain any challenges you are facing in taking those actions. Include what SPEC might do to help.

[TEXT BOX]

99 Refused

QFP_7. Approximately how many referrals for potential volunteers did your SPEC Relationship Manager provide?

01 1-2

02 3-5

03 6-9

04 10 or more

05 Did not receive any referrals for potential volunteers from my SPEC relationship manager.

///ASK IF QFP_7 = 01,02,03 or 04///

QFP_8. How many referrals provided by your SPEC Relationship Manager resulted in volunteers joining your site? Enter the number below. If no referred volunteers joined, enter "0."

01 _____ volunteers referred by SPEC joined my site [TEXT BOX]

QFP_9. How satisfied were you with your SPEC Relationship Manager regarding the volunteer referral process?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

QFP_10. Please indicate whether you agree or disagree with the following statements about the overall volunteer experience.

	1	2	3	4	5	98
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I Don't Know
The volunteers had a successful experience.						
The experience made volunteers more likely to participate in future filing seasons.						
Volunteers received the support they needed (to this point) to help others.						
Volunteers had the right training to make this a good experience.						

QFP_11. How satisfied are you with the following?

	1	2	3	4	5
	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
Satisfaction with being able to connect to Volunteer contacts provided by IRS					
Satisfaction with the quality of the referrals					
Satisfaction with the ease of matching your needs with the Volunteers' interests and availability.					

QFP_12. Please indicate how well you think you performed with the following:

	1	2	3	4	98
	Not Well at All	Not Too Well	Somewhat Well	Very Well	I Don't Know
We communicated everything the volunteers needed to know					
We used the technology our volunteers prefer for communications					
We communicated with the volunteers in appropriate amount of time					
We had a good relationship, or rapport, with the volunteers, making it pleasant to					

communicate					
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QFP_13. Please indicate how well you think you performed with the following:

	1	2	3	4	98
	Not Well at All	Not Too Well	Somewhat Well	Very Well	I Don't Know
We recognized our volunteers' efforts					
We gave thoughtful feedback on our volunteers' efforts					
We gave something useful to recognize volunteers' efforts, such as an award or small gift					
We provided opportunities for volunteers to socialize with each other					

QFP_14. How satisfied are you overall with the support SPEC provides to help you grow your client base?

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

IX. Option to Participate in Future Research

/// ALL GROUPS ///

SINGLE PUNCH ANSWER

QFR_1. IRS Research is often interested in better understanding SPEC Partner opinions on certain topics. Are you willing to participate in further research, such as a quick survey or participating in a focus group discussion? If you indicate you are willing to participate, your contact information will be separated from your survey responses.

01 Yes

02 No

///ASK IF QFR_1 = 01, ELSE SKIP ///

QFR_2. Thank you! Please provide your email address so we may contact you about your potential participation in further research. Your email address will not be associated with your survey responses.

EMAIL ADDRESS FIELD (please make sure to enter an @ and a "." to make a valid email.)

X. Close

CLOSE1.

That concludes this survey. On behalf of the IRS, SPEC, and Pacific Consulting Group, thank you very much for your participation.

By clicking the **[Next]** button below, you are submitting your responses for the 2025 SPEC Partner Satisfaction Survey. You will not be able to change your responses or re-enter the survey after your survey is submitted.