

CERCA Text Alert Pilot Feedback Survey

The purpose of this research is to help the IRS Taxpayer Services (TS) Industry Engagement & Strategy Branch (IES) improve QuickAlerts text messaging webinars for users like you. You were selected to receive this survey because our records show that you participated in the QuickAlerts text messaging pilot. Your answers will remain private to the extent allowed by law, and your participation is voluntary. You may stop at any time or skip any question you do not wish to answer.

Your opinions are important because you will be representing QuickAlerts users across the United States and your responses will be used to improve QuickAlerts communications issued by TS IES.

We estimated the time required to be approximately 5 minutes.

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Special Services, SE:W:CAR:MP:T:M:SP, 1111 Constitution Ave. NW, Room 6129, Washington, DC 20224.

Privacy Act Statement: We are committed to protecting your privacy rights. Our authority for requesting the information is 5 USC 301. The Return Integrity and Compliance Service (RICS) would like to collect feedback from those who do and do not attend the Due Diligence webinar in order to improve the experience for future attendees. Our intention is to keep identities of participants anonymous by aggregating information. Your participation is voluntary. If you do not participate, we will not have the benefit of your input to improve our program. You will have the opportunity to provide written comments, suggestions, or other feedback. We will not share the information you give us outside of IRS employees who need the information, unless required by law. Any information we collect and maintain will be handled in accordance with the access and privacy protection requirements of the Internal Revenue Code, the Privacy Act of 1974, the Freedom of Information Act, and IRS policies and practices. Visit the IRS Electronic Freedom of Information Act Reading Room for more information about these laws. We document much of our internal policy on these laws in IRM 10.5.1, Privacy Policy.

CERCA Feedback Survey Questions:

1. Is the content of the text alerts from the IRS easy to understand?

Select one.

- Not understandable at all
- Slightly understandable
- Understandable
- Very understandable

2. Did the links provided in the text alerts from the IRS take you to the correct information/site/location?

Select one.

- Never
- Rarely
- Sometimes
- Often
- Always

3. How useful was the content provided in the text alert?

Select one.

- Not useful at all
- Somewhat useful
- Useful
- Extremely useful

4. Do you also receive QuickAlerts via email?

Select one.

- No (skip to Q6)
- Yes

5. What value does receiving QuickAlerts via text provide in addition to the QuickAlerts emails? [Show if Q4 = Yes]

Select one.

- No additional value
- About the same value
- Some additional value
- A lot of additional value

6. Would you continue to opt-in to receive text message alerts from the IRS, when the service is available?

Select one.

- Definitely not
- Probably not
- Neutral/unsure
- Probably yes
- Definitely yes

7. Do you have any suggestions for how we can improve the text alert program?

Enter text below or leave blank if you have no comments.

Recruitment Emails:

CERCA Text Alert Pilot Feedback Survey Notices

Notice:

Greetings:

You are invited to take a survey about the QuickAlerts text messaging pilot you are participating in for the IRS Taxpayer Services (TS) Industry Engagement & Strategy Branch (IES).

We are asking for your feedback, so we can improve communications issued by TS IES.

Survey Information

- Your participation is voluntary.
- Your identity will remain anonymous.
- Responses will be aggregated into a report.
- The survey should take less than 5 minutes to complete.
- See the Privacy Act Statement¹.

Thank you in advance for your participation.

If you have comments or feedback regarding this survey, please contact
TSSurveyAdministrator@irs.gov

Need help?

We are committed to providing everyone a voice. If the survey format interferes with your ability to respond due to a disability, such as assistive technology incompatibility, or if you are experiencing other difficulties accessing your survey or have questions, please contact
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Reminders:

Greetings:

For those of you that already completed the QuickAlerts text messaging pilot feedback survey, thank you for taking the time. For those of you that have not, we understand that you have many demands on your time or otherwise may not have had an opportunity to take it, but your input is important to us. The information you provide us is vital in helping us improve QuickAlerts text messaging.

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