# FA Taxpayer Assistance Center (TAC)
# Web Service Delivery Survey

## Introduction

The Field Assistance (FA) function of the IRS Taxpayer Services (TS) Business Operating Division (BOD) operates as the “face of the IRS.” In TACs across the United States, Individual Taxpayer Advisory Specialists (ITAS) deliver live and virtual face-to-face service to approximately two million taxpayers annually.

The purpose of this study is to determine taxpayers’ experiences and level of satisfaction with the tax services they received at their TAC web appointment. Your participation in this survey is very important to us. Your feedback about the services provided today will be used to help improve our service to the public.

## Privacy Act and Paperwork Reduction Act Notice

Our authority for requesting information with the survey is 5 U.S.C. Section 301, and 26 U.S.C. Sections 7801, 7803, and 7805. The information you provide allows the IRS to analyze interactions between the IRS and taxpayers. This information will also help us to improve taxpayer services. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes. Your privacy and the information you provide will be protected as required by law and in accordance with IRS 00.001 - Correspondence Files and Correspondence Control Files. **We estimate it will take 5 minutes to complete this survey**, including the time for reviewing instructions and completing the collection of information. 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 and improve services.

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 1545-2290 (expires 12/31/2026). 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, C: DC:TS: CAR: FA, Room 6526, 1111 Constitution Avenue, NW, Washington, DC 20224.

**Q1. Based on my experience from the Tax Assistance Center online appointment, I trust IRS is working in the best interest of the American taxpayer.**



1. Thumbs Up
0. Thumbs Down

**Q2a. [If Thumbs Up for Q1] What about this interaction made the difference?**
Select all that apply.

1. My issue was resolved.
2. It was easy to complete what I needed to do.
3. It took a reasonable amount of time to do what I needed to do.
4. I understand what was being asked of me throughout the service.
5. I was treated fairly.
6. Employees I interacted with were helpful.
7. None of the above.

1. Checked
0. Not checked

**Q2b. [If Thumbs Down for Q1] What could have been better?** Select all that apply.

1. My issue was not resolved.
2. It was difficult to complete what I needed to do.
3. It took too long to do what I needed to do.
4. I did not understand what was being asked of me throughout the service.
5. I was not treated fairly.
6. Employees I interacted with were not helpful.
7. None of the above.

1. Checked
0. Not checked

**Q3. Did you call to schedule an appointment?**

1. Yes
0. No

**Q4. [Display if Q3=0 “No”; otherwise skip to Q5] Were you aware an appointment was required?**

1. Yes
0. No

**Q5. Was the time between requesting your appointment and the actual appointment satisfactory?**

5. Very satisfied
4. Satisfied
3. Neither satisfied nor dissatisfied
2. Dissatisfied
1. Very dissatisfied

**Q6. Have you previously contacted the IRS for the same issue?**

1. Yes
0. No

**Q7. How satisfied were you with the professionalism of the representative?**

5. Very satisfied
4. Satisfied
3. Neither satisfied nor dissatisfied
2. Dissatisfied
1. Very dissatisfied

**Q8. Did the IRS representative tell you about ways to resolve tax issues on IRS.gov?**

1. Yes
0. No

**Q9. Overall, how well did the IRS meet your expectations during today's appointment?**

5. Much better than expected
4. Better than expected
3. As expected
2. Worse than expected
1. Much worse than expected

**Q10. Anything else you want us to know about your experience?**

[Open-ended comment up to 100 characters]

**Future Research**

**Q11. To improve taxpayer services, the IRS will occasionally conduct additional in-depth research, including focus groups or interviews. Data collected is shared with IRS staff, but responses are used for research and aggregate reporting purposes. Your identity will be protected as required by law. Are you interested in participating in future research?**

1. Yes
0. No

**Q12. [IF RESPONSE TO Q10 IS YES] Please record your contact information.**

A. First Name
B. Last Name
C. Email

## Thank you.

Thank you for participating in the TAC Web Service Delivery Survey. Your opinions matter to us and will be very helpful to the IRS to better serve taxpayer needs and improve tax services in the future.

**Your responses were recorded.**
**Please close your browser to exit the survey.**