

**VITA/TCE Facilitated Self-Assistance Survey**

In an effort to improve our services to the public, the IRS is seeking the opinions of taxpayers who used a VITA/TCE Facilitated Self-Assistance computer station to prepare their tax return. Please assist us by completing the brief voluntary survey, which should take less than 5 minutes of your time. Your identity will be kept private to the extent permitted by law. Thank you in advance for your participation.

1. Is this your first time using a Volunteer Income Tax Assistance (VITA) or Tax Counseling for the Elderly (TCE) site for tax preparation  
 Yes  No

2. Did you plan to use the self-assisted computer station before you arrived  
 Yes, I planned to use  No, I was directed  No, I chose to use it after I arrived

3. How important were the following in your choice to use the self-assisted computer station

	Not at all Important	Slightly Important	Moderately Important	Very Important	Extremely Important
Availability of a representative for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wait time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How long did you have to wait to use a self-assisted computer station  
 0 to 5 minutes  5 to 15 minutes  15 to 30 minutes  30 to 60 minutes  Over 60 minutes

	Very Difficult	Difficult	Neutral	Easy	Very Easy
5. How easy or difficult was it for you to use the system to complete your tax return	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not at all Comfortable	Slightly Comfortable	Moderately Comfortable	Very Comfortable	Completely Comfortable
6. How comfortable are you with using computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. If you required assistance while completing your tax return - Did our representative... *(select all that apply)*  
 Quickly identify your issue  Help you understand your issue  Assist you with courtesy and professionalism  
 Appear knowledgeable and competent  No representative was available  I did not require assistance

Please rate your satisfaction with the following	Not at all Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied
8. The amount of time it took to complete your tax return	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Your overall self-assisted experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not at all Confident	Slightly Confident	Moderately Confident	Very Confident	Completely Confident
10. How confident are you in the accuracy of your tax return	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Would you be willing to use this self-assisted service in the future  
 Yes  No

12. What category describes your current age  
 18 to 24 years  25 to 34 years  35 to 44 years  45 to 54 years  55 to 64 years  65 to 74 years  75 to 84 years  85 years and over

13. What is the highest level of education you have completed  
 Grade School  Some High School  High School/GED  Technical/Trade School  Some College  Associate's Degree  Bachelor's Degree  Master's Degree  Doctoral Degree  Professional Degree (M.D., J.D.)

**Thank you for completing this survey**

The Paperwork Reduction Act requires that the IRS displays an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. The time estimated for participation is 3 minutes. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave., NW, Washington, DC 20224.