

# Customer Satisfaction Survey and Results for the Mississippi Department of Revenue:

Measuring services associated with ABC Permit Holders, Tax Professionals,  
County Officials, Business Filers and the Mississippi Legislature



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*Delivered to:*

The Honorable Herb Frierson

Commissioner,

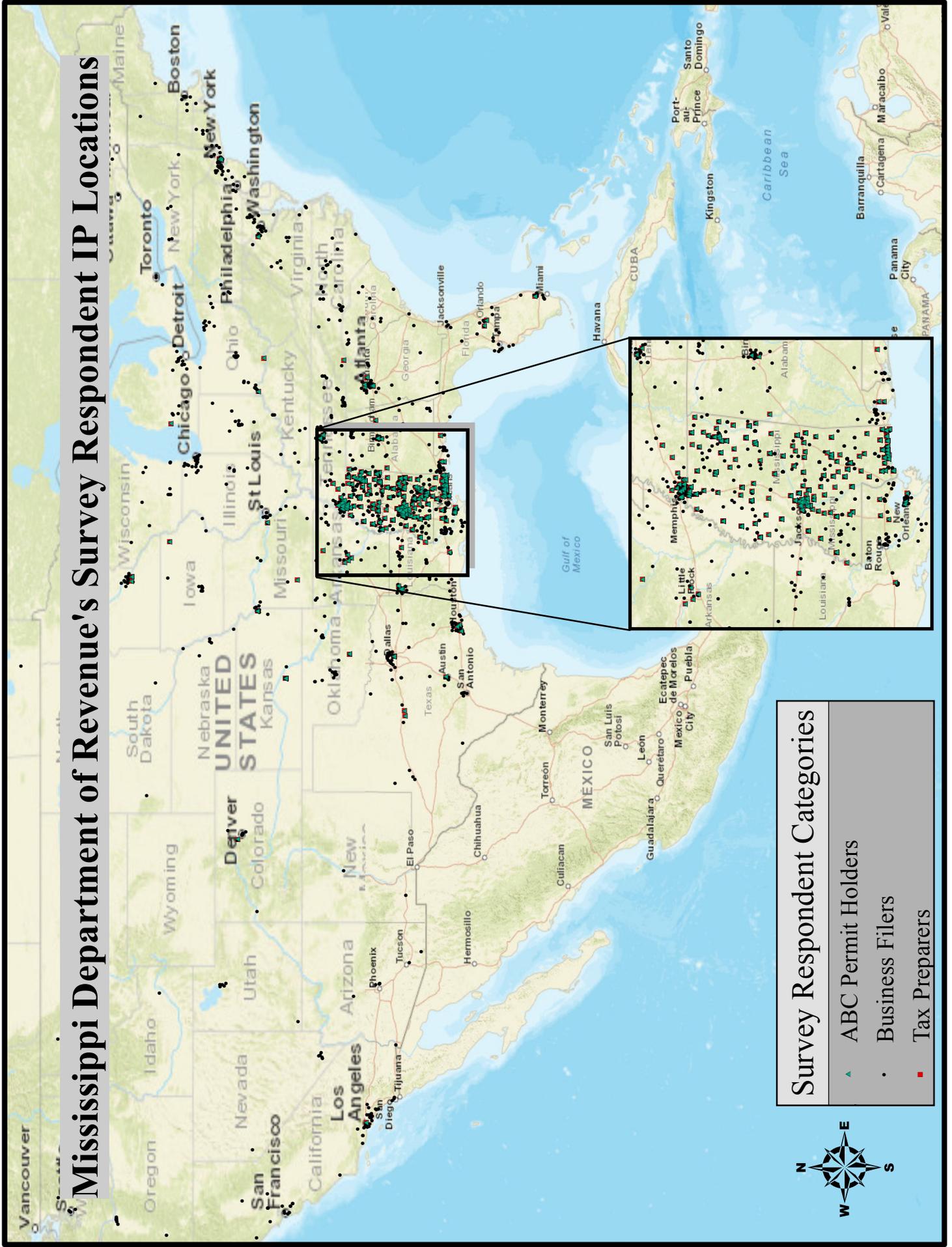
The Mississippi Department of Revenue



**MISSISSIPPI STATE**  
UNIVERSITY™

*The John C. Stennis Institute of Government and Community Development*

# Mississippi Department of Revenue's Survey Respondent IP Locations



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## Executive Summary

In conjunction with the Mississippi Department of Revenue (DOR), the John C. Stennis Institute of Government and Community Development administered a survey to 5 key (DOR) stakeholder groups: ABC Permit Holders, Business Filers, Tax Preparers, County Tax Assessors/Collectors and Clerks, and the individuals of the Mississippi Legislature. The goal of the survey was to gauge satisfaction and areas of improvement within the services provided by DOR. After the development of the surveys and garnering the necessary contact information for the sample populations the survey was sent to the 5 groups.

A significant amount of responses were submitted throughout the duration of this endeavor. For the reporting purposes of benchmarking DOR data, we have combined categories of “somewhat” and “very” for the questions which ask about satisfaction, agreement and others. This is done for baseline assessment and discussion purposes. A more detailed analysis is available in the full report. Some key areas worthy of highlighting are the overall satisfactory rates. The following is a very brief synopsis of satisfaction with the overall quality of service received from the Department of Revenue:

<b>Survey</b>	<b>% Combined Responding Somewhat &amp; Very Satisfied</b>
<b>Tax Preparers</b>	<b>76%</b>
<b>ABC Permit Holders</b>	<b>79%</b>
<b>Business Filers</b>	<b>94%</b>
<b>County Tax</b>	<b>95%</b>

While none of the four aforementioned groups had a combined satisfactory rating below 75%, when the individual members of the Mississippi Legislature were asked for the general level of satisfaction voiced from their constituents the number dropped to 50% combined. The other categories measured from the Mississippi Legislature were more positive with 91% of the members being *somewhat or very satisfied* in the statistical information DOR provided them, 83% *somewhat or very satisfied* with DOR communication, 72% *somewhat or strongly agree* that DOR is efficient and effective in accomplishing its mission of revenue collection due the State and 86% *somewhat or strongly agree* that DOR satisfactorily manages appropriated funds.

Some general trends across the board discovered that most businesses, ABC permit holders and tax preparers primarily interact with DOR through the Taxpayer Access Point, but, when it comes to preferred methods for assistance and information, telephone interaction increases significantly followed by email. County Officials tend to utilize the phone as both a primary interaction and the preferred method. Due to telephone interaction being highly prioritized by many of the survey respondents, the satisfaction and dealings with DOR's call center were measured as well. The vast majority of respondents selected the 4 to 7 minutes and 3 minutes or less categories when asked about acceptable wait time. ABC permit holders and county officials tended to prioritize rapid service with 64% and 70% finding 3 minutes or less as the longest acceptable time while business filers and tax preparers were more evenly distributed between 3 minutes or less and 4 to 7 minutes. Few respondents in any survey category responded that a wait of 8 or more minutes was acceptable.

All 4 groups surveyed about the categories which measured customer service for telephone and in-person visits provided mostly *somewhat or strong* agreement and *somewhat or very satisfied* (The Mississippi Legislature was not surveyed for this category). Telephone and in-person categories include overall satisfaction, courtesy and respect, provision of clear and useful information and that their question(s) or issue(s) were able to be resolved. Tax preparers and County officials disagreed approximately one-third of the time with the statement that their calls were answered quickly.

The TAP system (Taxpayer Access Point), being the primary contact point for businesses and ABC permit holders, was evaluated for two ABC permit holder processes and five filing categories for business filers. The following charts summarize the findings on overall satisfaction and/or difficulty for those two groups surveyed:

<b>TAP Overall Satisfaction for Business Filers</b>					
	Sales Tax	Use Tax	Withholding Tax	Corporate Income and Franchise Tax	Gasoline and Special Fuel Tax Reporting
<b>Very Satisfied</b>	57.19%	53.39%	58.75%	47.25%	38.30%
<b>Somewhat Satisfied</b>	36.35%	40.70%	36.27%	46.59%	51.06%
<b>Somewhat Dissatisfied</b>	4.45%	3.86%	3.27%	4.08%	5.67%
<b>Very Dissatisfied</b>	2.01%	2.05%	1.72%	2.09%	4.96%

<b>TAP Overall Satisfaction for ABC Ordering and Reporting</b>	
<b>Very Satisfied</b>	27.80%
<b>Somewhat Satisfied</b>	39.00%
<b>Somewhat Dissatisfied</b>	22.41%
<b>Very Dissatisfied</b>	10.79%

<b>Difficulty of ABC Special Order Process</b>	
<b>Easy</b>	24.90%
<b>Somewhat easy</b>	45.64%
<b>Somewhat difficult</b>	14.94%
<b>Difficult</b>	14.52%

There is not a large degree of variance in the combined satisfaction (somewhat and very satisfied) of any of the 5 surveyed filing categories. Withholding reported as the category which most respondents were satisfied and Gasoline and Special Fuel Tax Reporting is the category most respondents reported dissatisfied the combined rating at 10.63%. Both processes surveyed for ABC permit holders came in a bit more evenly dispersed, with 66.8% *very or somewhat satisfied* with the ordering and reporting and 70.54% finding the special order process *easy or somewhat easy*.

The following report will provide further key insights into each survey category, highlight some quick cross-tab analysis for a bit more in-depth look at the response data and draw some

general conclusions so that DOR may seek to improve services to the citizens and stakeholders of the State of Mississippi. The John C. Stennis Institute looks forward to its continued efforts with the Department of Revenue in benchmarking operations and service quality to enhance the quality and efficiency of the Mississippi Department of Revenue for the people and the Great State of Mississippi.

## Introduction

Beginning in October 2016, the John C. Stennis Institute of Government, at the request of and in conjunction with the Mississippi Department of Revenue (DOR), initiated a mixed-mode survey, both paper and web-based, for constituents of the State of Mississippi. These constituents include the Mississippi Legislature, tax preparers, business filers, ABC permit holders and county tax assessors/collectors/clerks. The focus of this endeavor/project is the benchmarking of services and qualities of the Mississippi Department of Revenue, providing key insights to DOR staff and administration in both deficient and exemplary areas. Surveys were administered from January 19<sup>th</sup>, 2017 to February 15<sup>th</sup>, 2017 attaining a significant amount of responses for each population sampled where possible. The sampled populations include businesses, tax preparers, ABC permit holders, county officials and the Mississippi Legislature.

## Methodology

### **Sample**

The sample for this study consists of businesses who fill taxes with the Mississippi Department of Revenue, tax preparers who filed federal taxes on behalf of any entity within the state of Mississippi, ABC permit holders, Mississippi county officials who work in capacities such that they conduct their affairs in conjunction with the Mississippi Department of Revenue and the individuals which comprise the Mississippi Legislature. Since each population requires different resources from the Department of Revenue the Stennis Institute will test each population independently in order to provide feedback which is more narrowly tailored. Each population was sampled differently and the sources of contact information were garnered from different locations.

Business filer contact information was provided based on businesses which file their taxes online through the Taxpayer Access Point (TAP) with DOR. There are 56,199 businesses which file Sales and Use Taxes, Corporate Income and Franchise Taxes, Withholding Taxes, and Petroleum Taxes reported by DOR. DOR provided a contact email, business size and industry classification for these businesses with all other information removed. A random sample of 41,750 was then taken. This sample size was the maximum allowable due to survey email limitation, but was large enough to provide a significant opportunity for response. This sample and the contact information were then assigned an identifying number through the Qualtrics software as the survey was sent to the sampled businesses. Those which did not respond within 12 days were sent a follow-up. The survey was closed after the fourth week. Responses were then collected, cleaned, and analyzed.

Tax preparer contact information was obtained through the Mississippi State Board of Public Accountancy which obtains the information from the IRS. This information contains both CPA and non-CPA tax filers on record as having filed federal taxes on behalf of entities within the state of Mississippi. While this is no guarantee that they indeed filed with the Mississippi Department of Revenue, those who did not were eliminated through survey questioning. This population and contact information were then assigned an identifying number through the

Qualtrics software as the survey was sent to the preparers. Those preparers which did not respond within 12 days were sent a follow-up. The survey was closed after the fourth week. Responses were then collected, cleaned and analyzed.

ABC permit holder contact information was provided based on permit holders who file their taxes online through the Taxpayer Access Point (TAP) with DOR. The contact information for 1,915 entities who place orders through that Division’s Taxpayer Access Point (TAP) was provided by DOR. This population and the contact information was then assigned an identifying number through the Qualtrics software as the survey was sent to permit holders. Those permit holders which did not respond within 12 days were sent a follow-up. The survey was closed after the fourth week. Responses were then collected, cleaned and analyzed.

Local Tax Assessors/Collectors and/or Clerks who conduct business with DOR were also sampled. This contact information is housed at the Stennis Institute and emails were sent to both the Assessors/Collectors and County Clerks. The individuals were asked to identify the county responding to the survey, but that information is not reported to DOR and instead will be collapsed into a regional analysis. This population was assigned an identifying number through the Qualtrics software as the survey was distributed. These responses were collected, categorized into a regional analysis and analyzed.

The final group surveyed is the Mississippi Legislature. As the funding and oversight arm of Mississippi’s agencies, legislative insight will provide DOR an opportunity to understand current satisfaction levels with respect to not only the individual legislator, but also their constituents’ opinions. The Stennis Institute mailed paper surveys to these individuals that included a pre-stamped envelope in the survey package to return the survey to the Stennis Institute at Mississippi State University. These responses were collected and analyzed.

**Design**

The staff at the Stennis Institute worked with DOR in order to ensure that the survey was applicable and met the needs of DOR. The five final questionnaires, due to the information sought from each surveyed group, contained a variance in the total number of questions and the total number of open-ended qualitative questions to ascertain more specific information on various service offerings from DOR. The following tables provide the summaries of that:

Survey	Qualitative Questions
Legislature	1
Business Filers	6
Tax Preparers	1
ABC Permit Holders	2
County Officials	1

Survey	Total Questions	Total Open-ended Variables
Legislature	6	0
Business Filers	25	3
Tax Preparers	15	2
ABC Permit Holders	19	4
County Officials	17	4

These questionnaires are designed to be accessible through paper means, online and through mobile devices and are laid out in such a way as to maximize comprehension and make navigation simple.

**Data Collection**

Each of the sample target were sent a pre-survey informative email, at least two emails containing a link to the survey, and the legislative group was also provided a link, should they wish to fill theirs out online for convenience. Each email and the paper survey provided to the legislature contained a link so that the respondents could reply online. The hyperlink provided the researchers the knowledge of which respondent completed the survey and thus allowed the research staff a target sample for follow-up purposes.

**Response Rates**

The response rate is provided by analyzing the total number responses and partial responses by those who did not respond in the sample. Each of the five surveys’ response rates are provided in the following tables.

<b>Business Section</b>
Population Size: 56,199
Audience Size: 41,629
Started the Survey: 5902
Responses: 4950
Completion Rate: 71%
Response Percentage of Sample: 11.9%

<b>Tax Preparers</b>
Population Size: 5891
Audience Size: 5885
Started the Survey: 884
Responses: 801
Completion Rate: 83%
Response Percentage of Sample: 13.6%

<b>County Officials</b>
Population Size: 188
Audience Size: 186
Started the Survey: 95
Responses: 91
Completion Rate: 79%
Response Percentage of Sample: 48.9%

<b>Legislature</b>
Population Size: 174
Audience Size: 174
Started the Survey: 38
Responses: 38
Completion Rate: 100%
Response Percentage of Sample: 21.8%

<b>ABC Permit Holders</b>
Population Size: 1915
Audience Size: 1914
Started the Survey: 331
Responses: 291
Completion Rate: 72%
Response Percentage of Sample: 15.2%

<b>Average Response Time</b>	
Survey	Average Time in Seconds (Outliers Removed)
Business Filers	444
County Officials	372
ABC Permit Holders	615
Tax Preparers	353

## Business Filers Survey Responses

The following list of tables, charts and/or graphs represent the responses from Business Filers to the survey for the Mississippi Department of Revenue. Included are the demographics to give DOR a better view of the businesses they work with and the perceptions of service. Almost all categories illustrate above 75% positive reporting with the afore mentioned combined method. There are, however, two charted areas for improvement as dictated by more than 25% of respondents reporting in a combined negative fashion. These categories include: all filer categories (Sales, Use, Withholding, Petroleum and Corporate Income and Franchise) split on the adequacy of the number of notices and YouTube is seen by some as un-useful. The qualitative comments on these topic will be discussed with DOR upon presentation and discussion of the findings. Additionally, and in line with the overall satisfaction totals reported in the executive summary, CPA's and Tax Professionals tend to fall a little behind the rest of the respondents in overall satisfaction.

### Pivot Tables\*

\* Notice row totals for comparative analysis

#### Position/Satisfaction:

**Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?**

<b>Business Position</b>	<b>Very Satisfied</b>	<b>Somewhat satisfied</b>	<b>Somewhat dissatisfied</b>	<b>Very dissatisfied</b>	<b>Grand Total</b>
Business Owner	58.35%	34.26%	5.03%	2.36%	100.00%
CPA or other tax professional	46.01%	41.60%	8.26%	4.13%	100.00%
Employee	66.00%	29.84%	2.68%	1.49%	100.00%
In-house tax department employee	54.22%	39.39%	4.09%	2.30%	100.00%
Other position (Please Describe):	61.39%	33.29%	4.30%	1.01%	100.00%
<b>Grand Total</b>	<b>59.71%</b>	<b>33.84%</b>	<b>4.43%</b>	<b>2.03%</b>	<b>100.00%</b>

#### Years working with DOR/Satisfaction:

**Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?**

<b>Years working with DOR.</b>	<b>Very Satisfied</b>	<b>Somewhat satisfied</b>	<b>Somewhat dissatisfied</b>	<b>Very dissatisfied</b>	<b>Grand Total</b>
0-2 years	64.03%	30.20%	3.62%	2.15%	100.00%
2-5 years	62.06%	32.64%	3.35%	1.95%	100.00%
Over 5 years	58.26%	34.89%	4.83%	2.02%	100.00%
<b>Grand Total</b>	<b>59.71%</b>	<b>33.84%</b>	<b>4.43%</b>	<b>2.03%</b>	<b>100.00%</b>

Petroleum Tax/Satisfaction:

Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?					
Tax Type	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Grand Total
Petroleum Tax	53.55%	38.71%	3.87%	3.87%	100.00%
Grand Total	53.55%	38.71%	3.87%	3.87%	100.00%

Withholding Tax/Satisfaction:

Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?					
Tax Type	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Grand Total
Withholding Tax	59.13%	34.27%	4.50%	2.10%	100.00%
Grand Total	59.13%	34.27%	4.50%	2.10%	100.00%

Sales and Use Tax/Satisfaction:

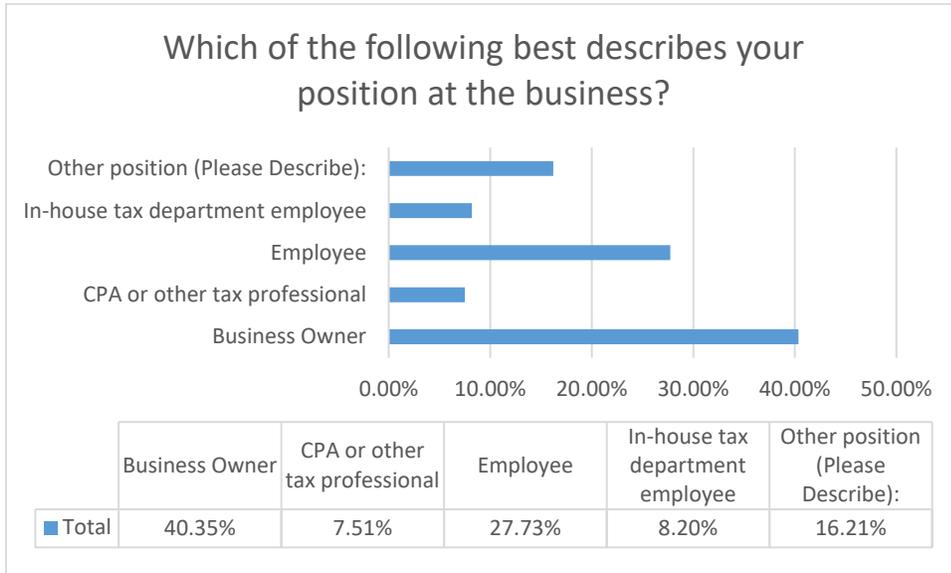
Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?					
Tax Type	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Grand Total
Sales and Use Tax	59.50%	33.58%	4.76%	2.16%	100.00%
Grand Total	59.50%	33.58%	4.76%	2.16%	100.00%

Corporate Income and Franchise Tax/Satisfaction:

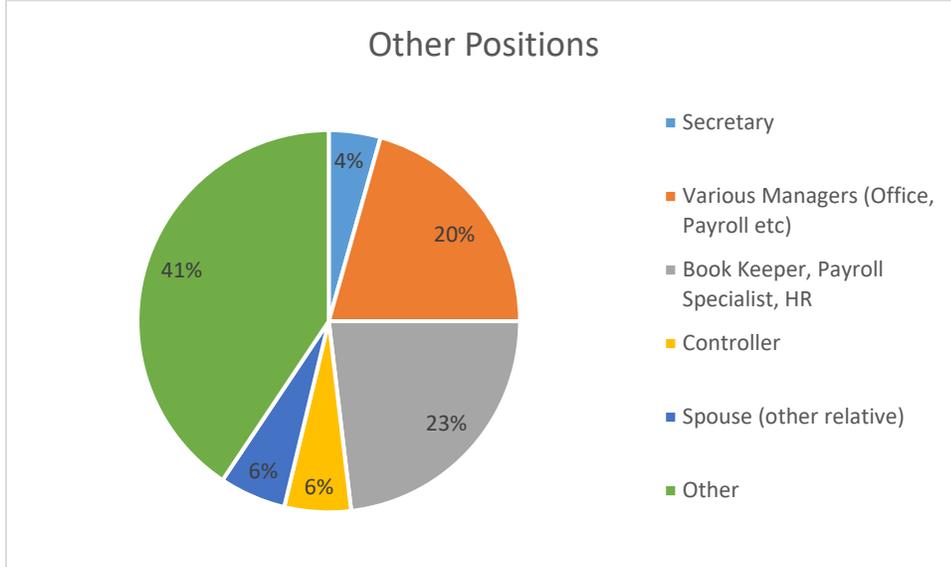
Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?					
Tax Type	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Grand Total
Corporate Income and Franchise Tax	55.86%	37.28%	4.62%	2.23%	100.00%
Grand Total	55.86%	37.28%	4.62%	2.23%	100.00%

## Demographics

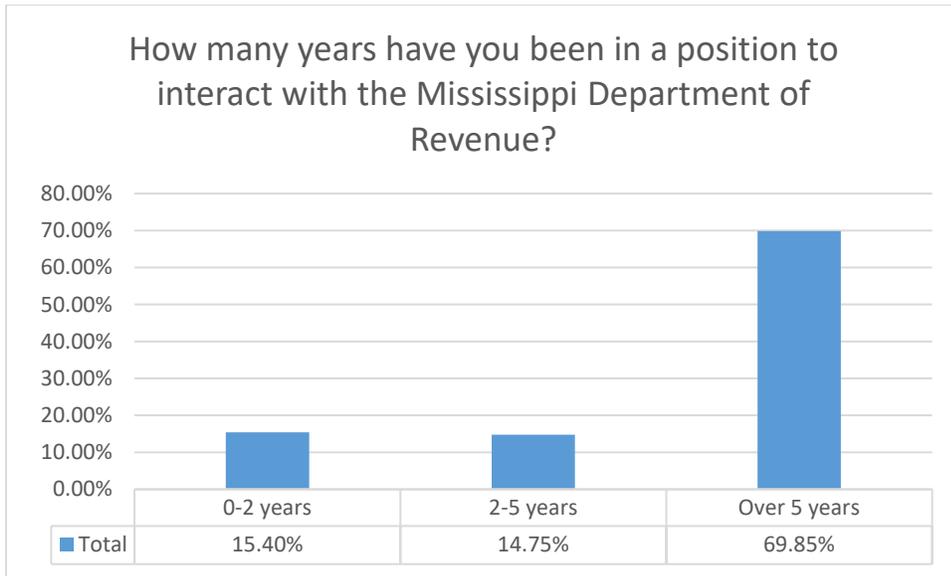
### Position in the business:



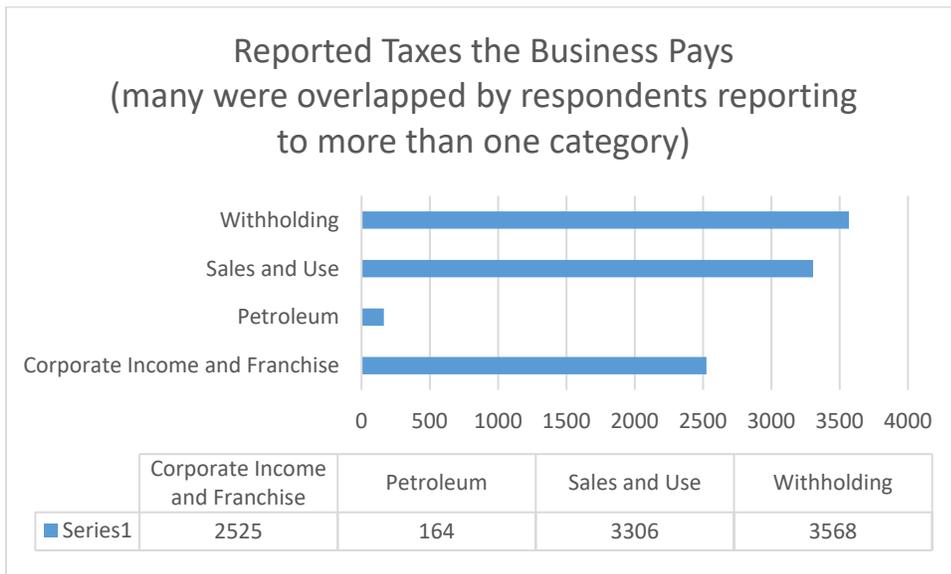
### Other Positions:



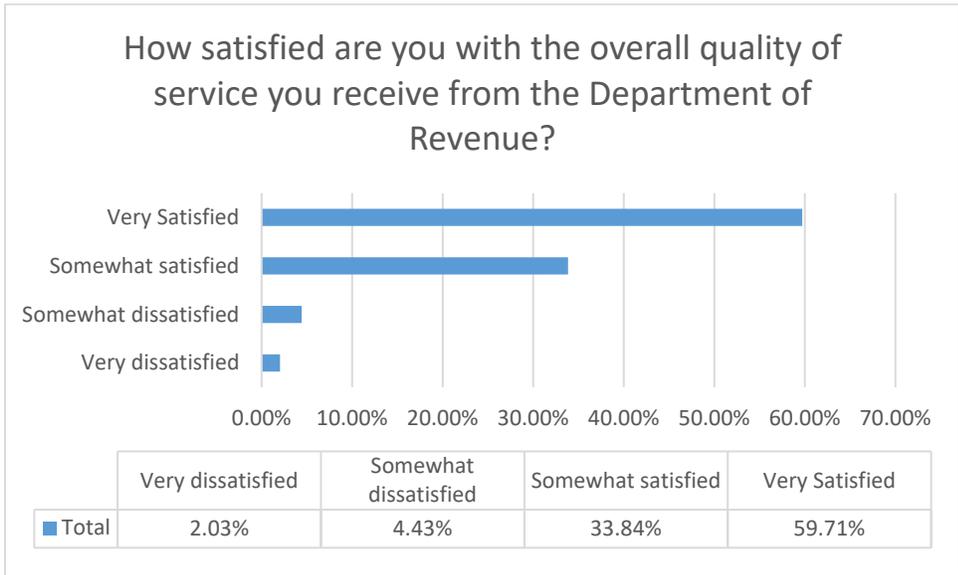
Years of interaction:



Taxes being reportedly filed:

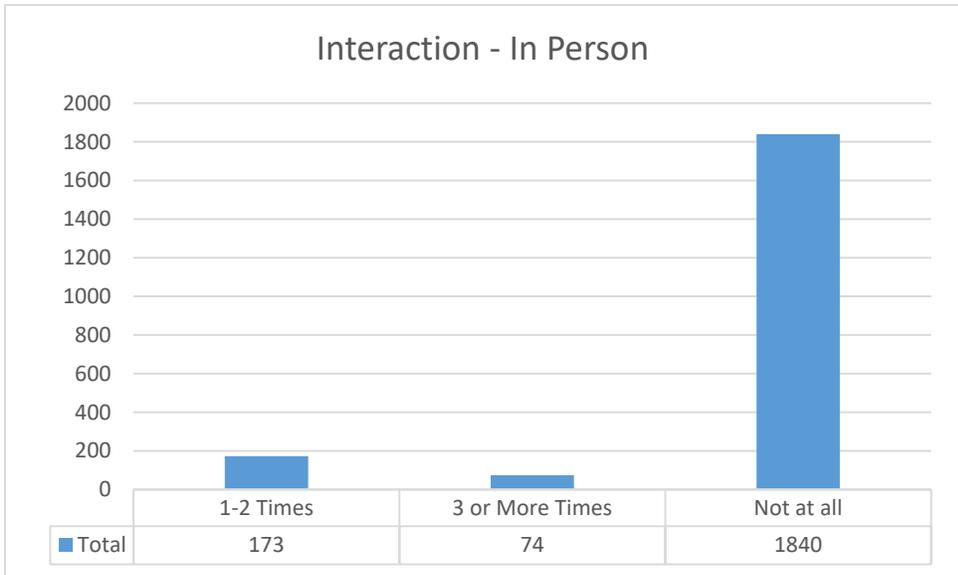


**Overall Satisfaction:**

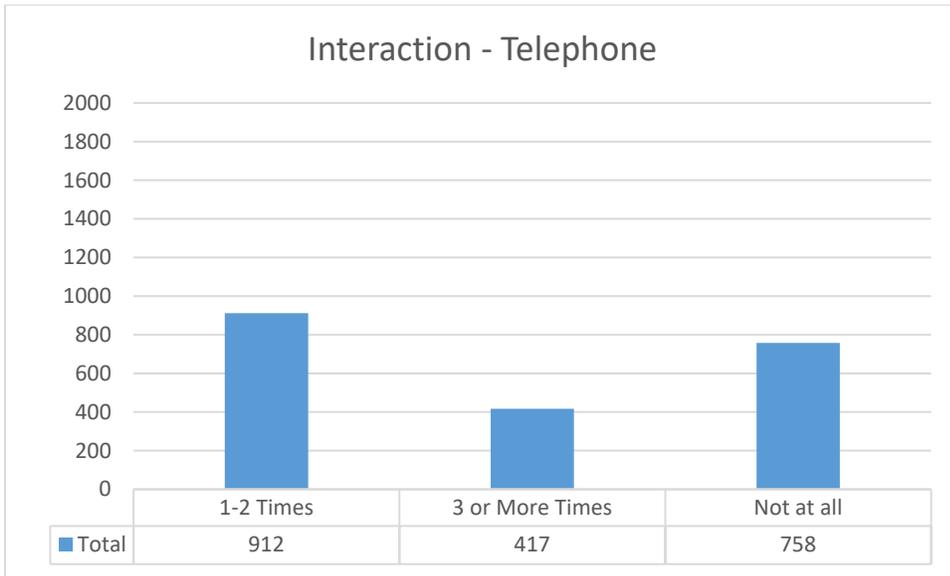


**Interaction**

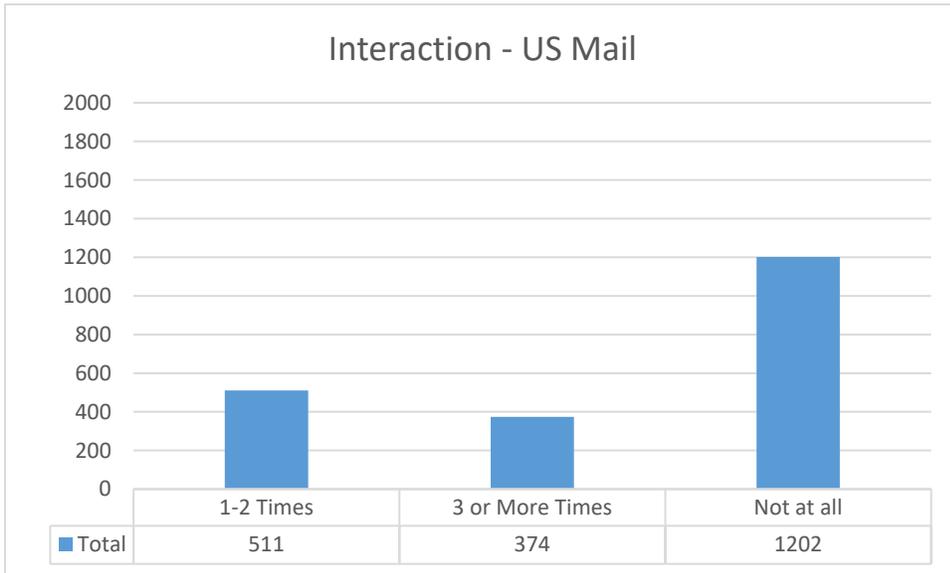
**In Person Interaction:**



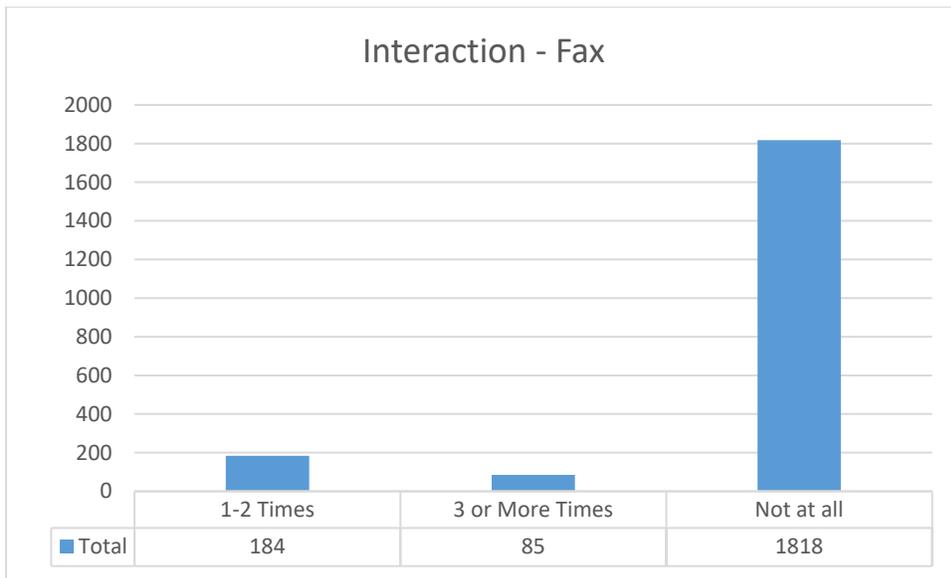
Telephone:



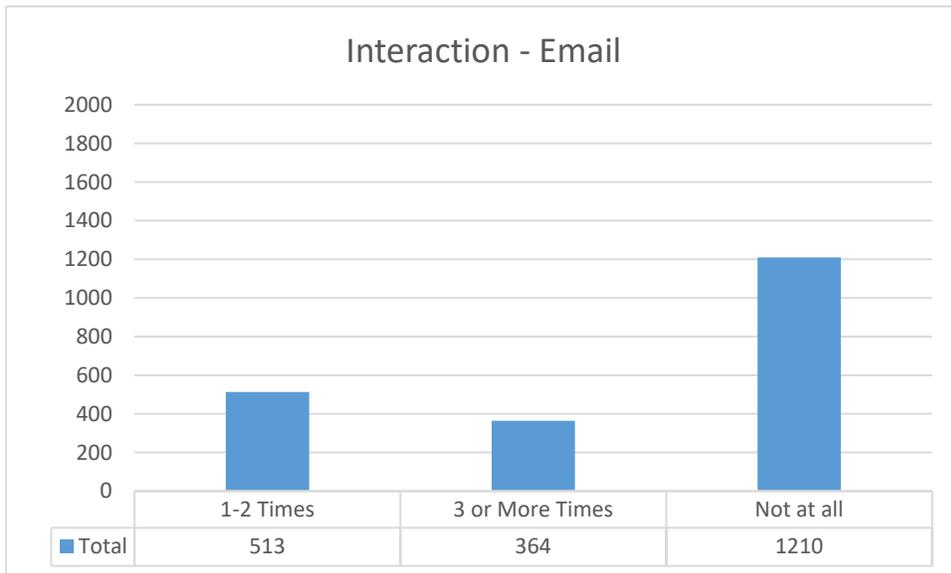
US Mail:



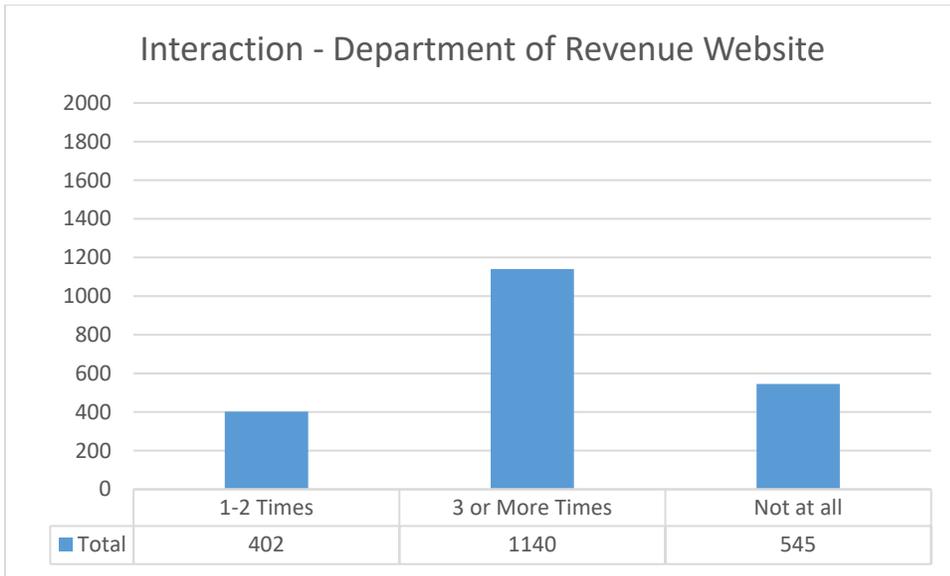
Fax:



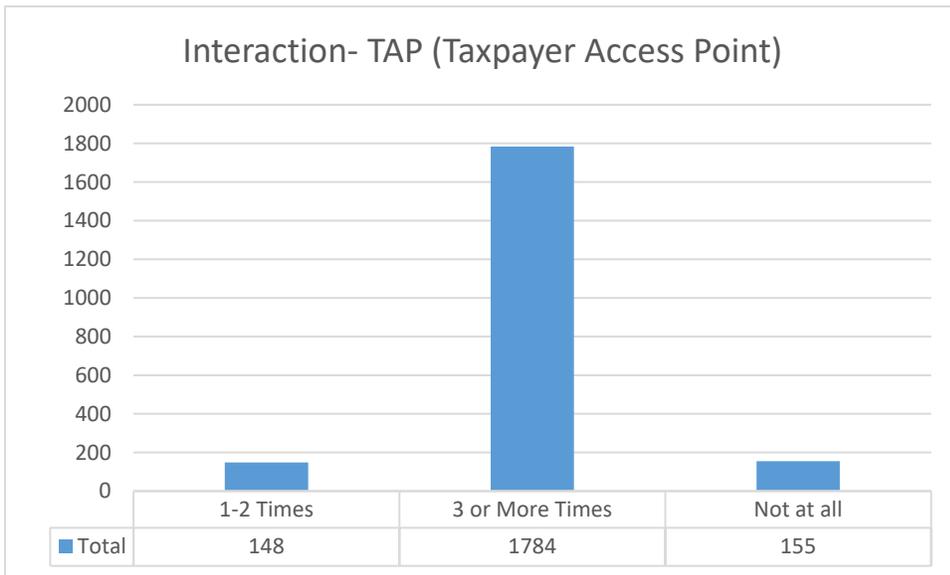
Email:



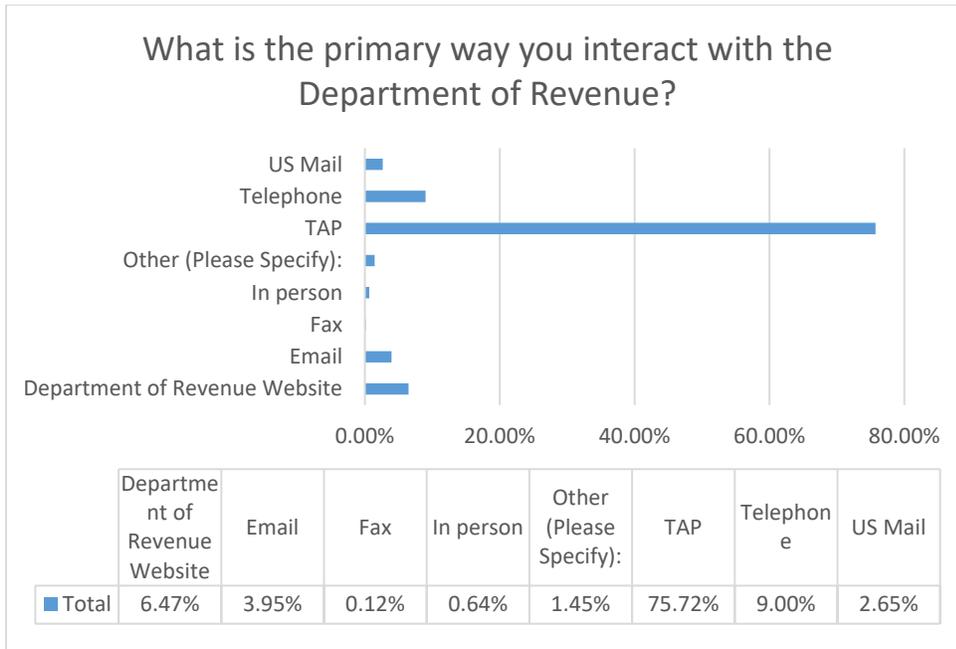
DOR Website:



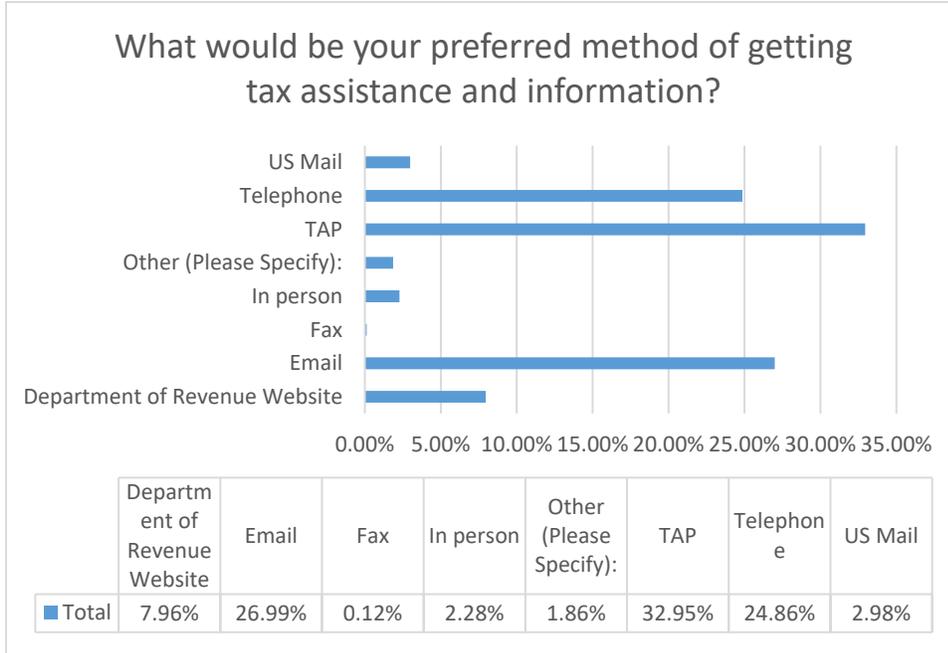
TAP:



Primary Interaction:

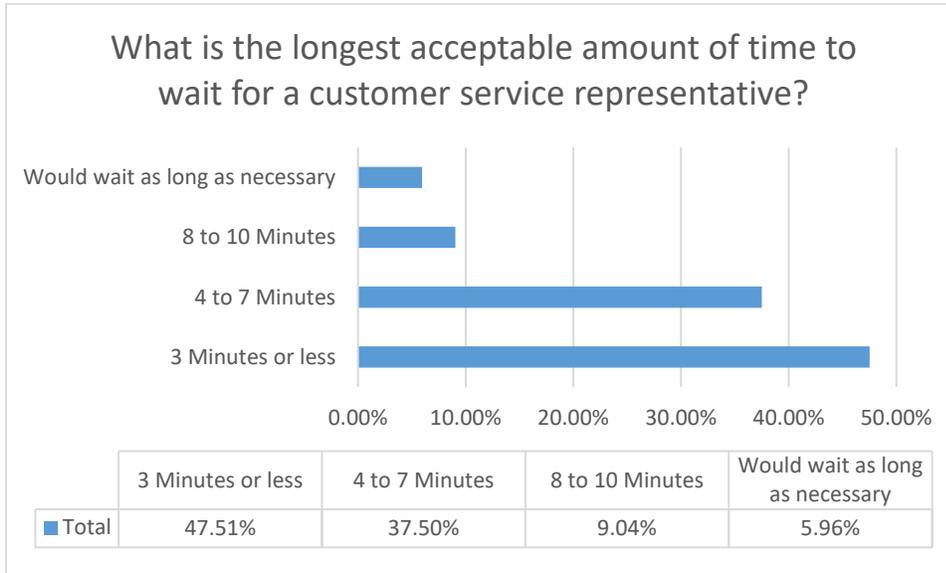


Preferred Method:



## Call Center

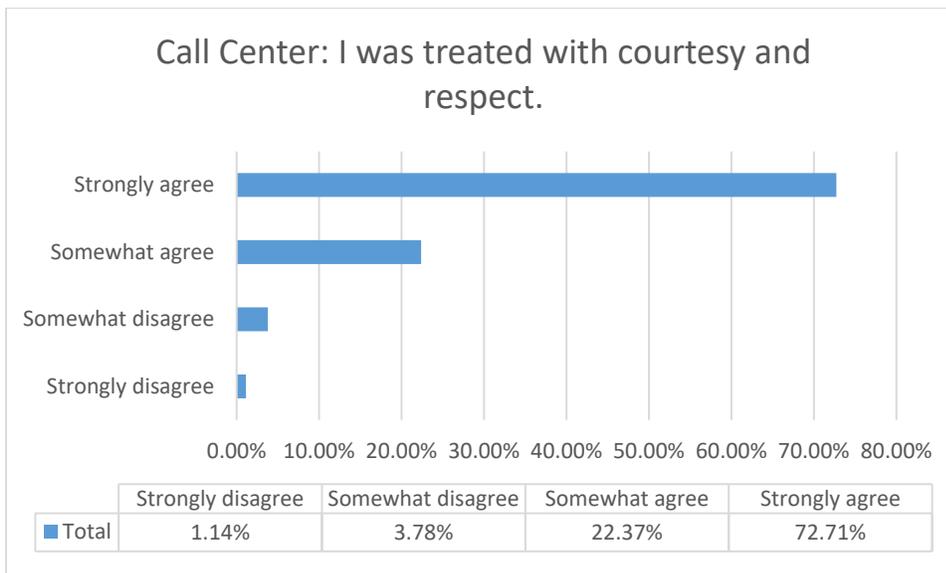
Acceptable Time:



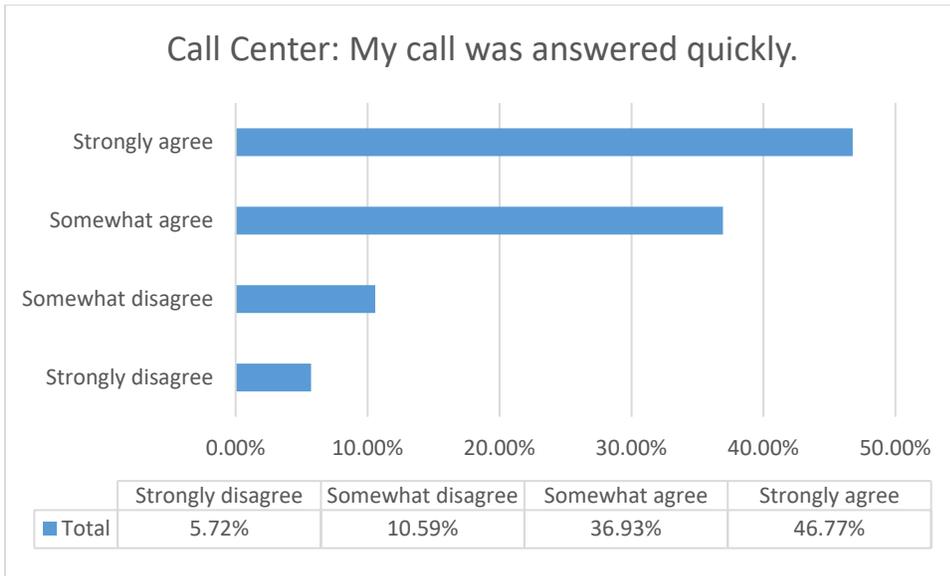
Contact with the DOR call center:

Count of Have you contacted the Department of Revenue's call center in the last year?	
No	57.79%
Yes	42.21%
<b>Grand Total</b>	<b>100.00%</b>

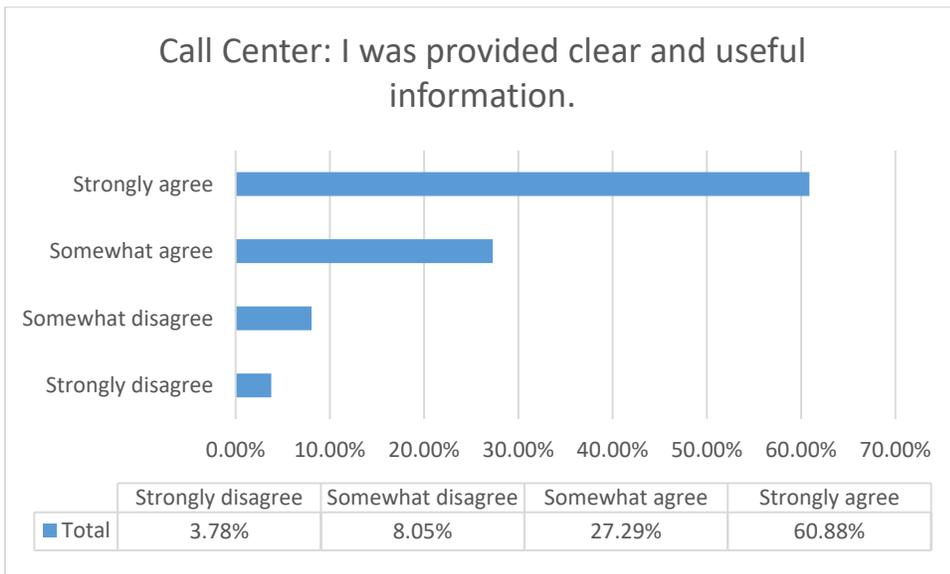
Treated with Courtesy and Respect:



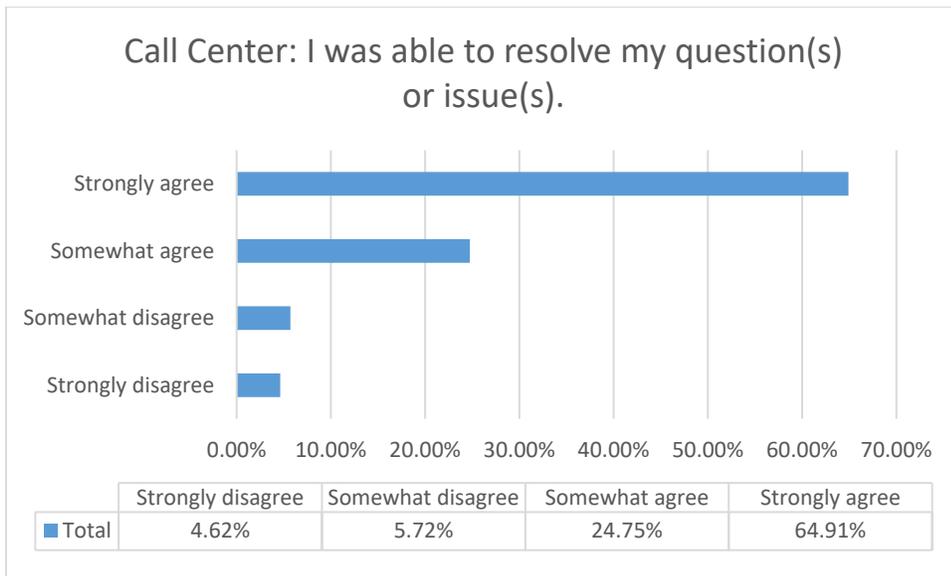
Call was answered quickly:



Provided clear and useful information:

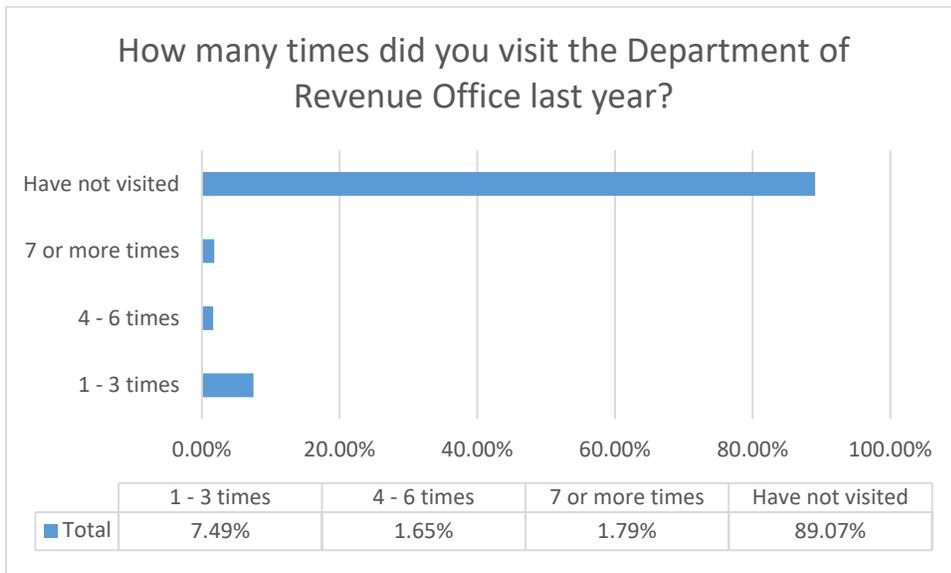


Able to resolve my question(s) or issue(s):

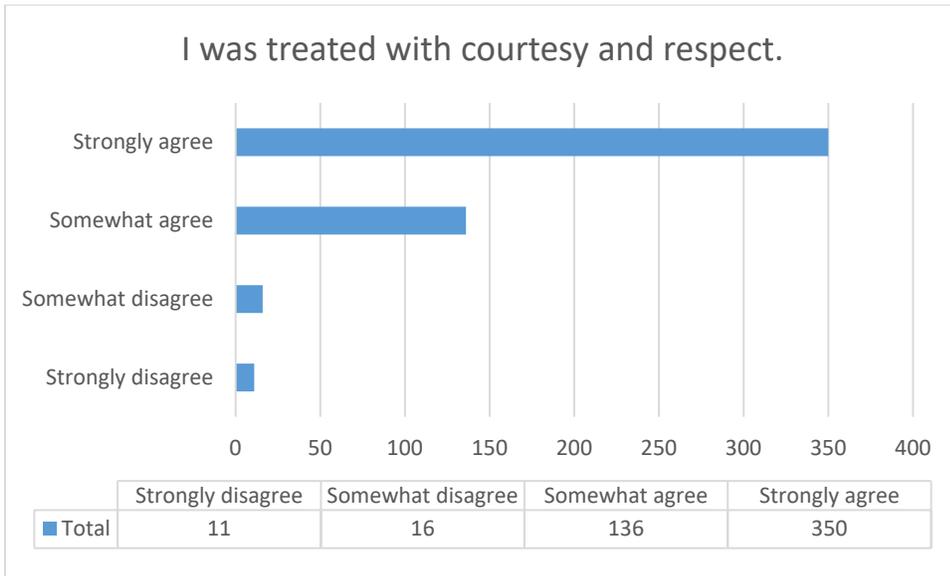


## DOR Office

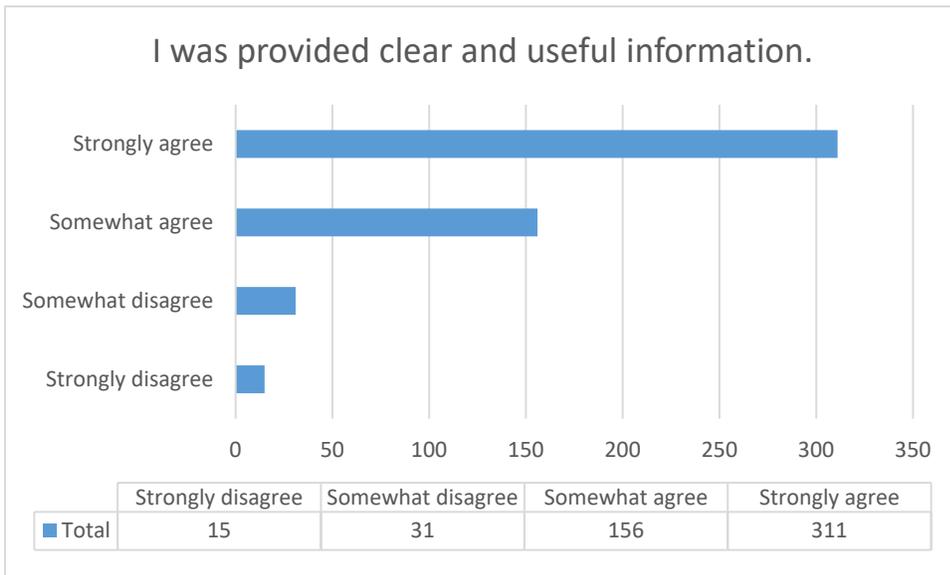
Visit DOR Office:



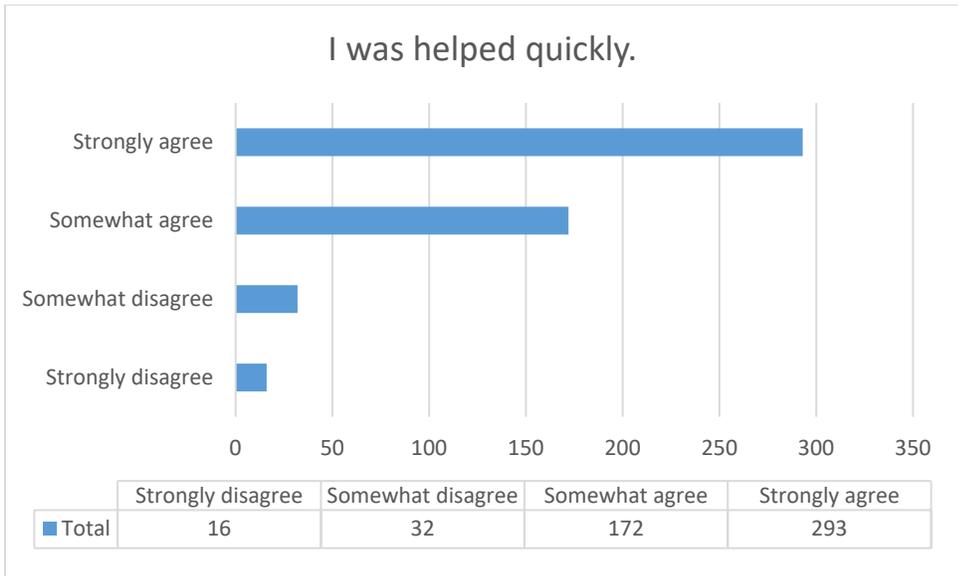
Treated with Courtesy and Respect:



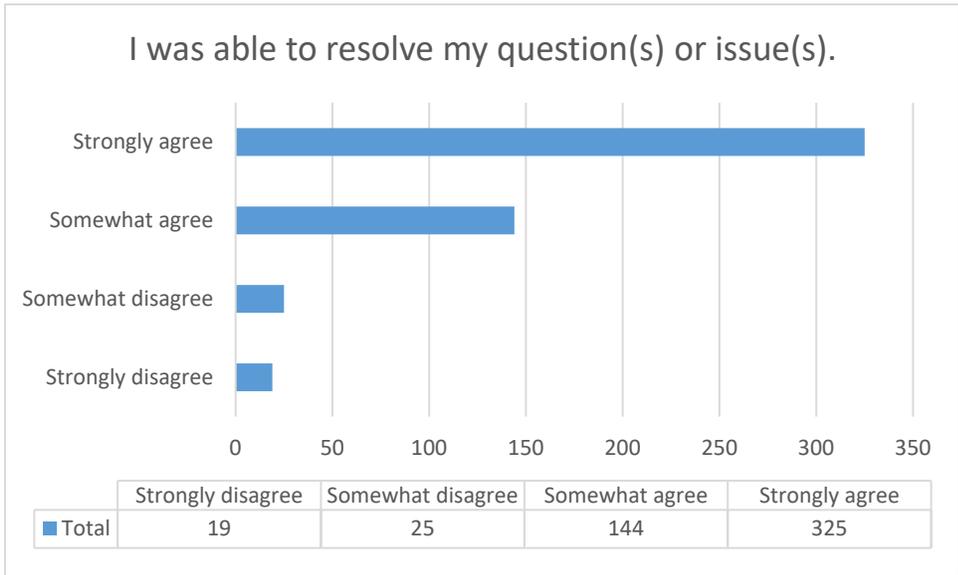
Provided Clear and Useful Information:



Helped Quickly:



Able to Resolve my Question(s) or Issue(s):

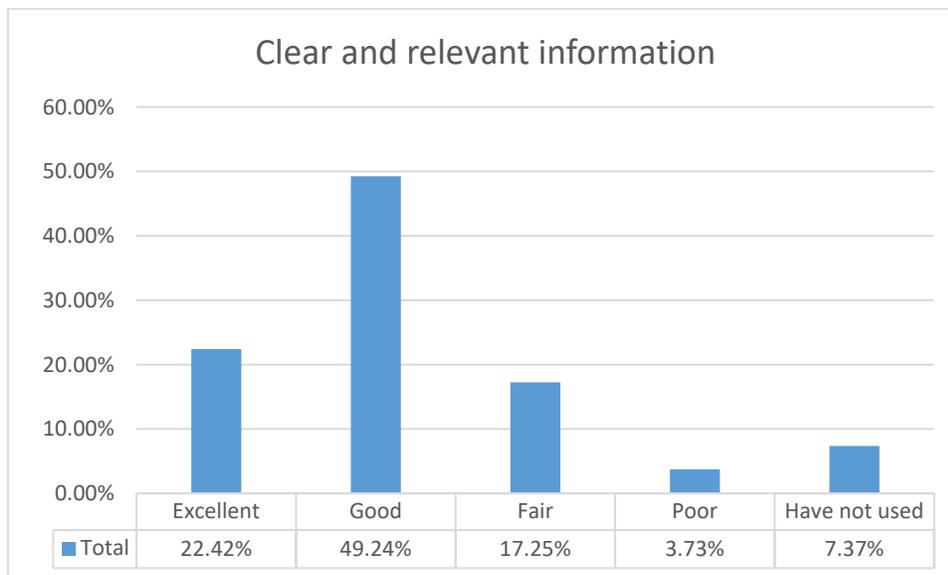


## Website

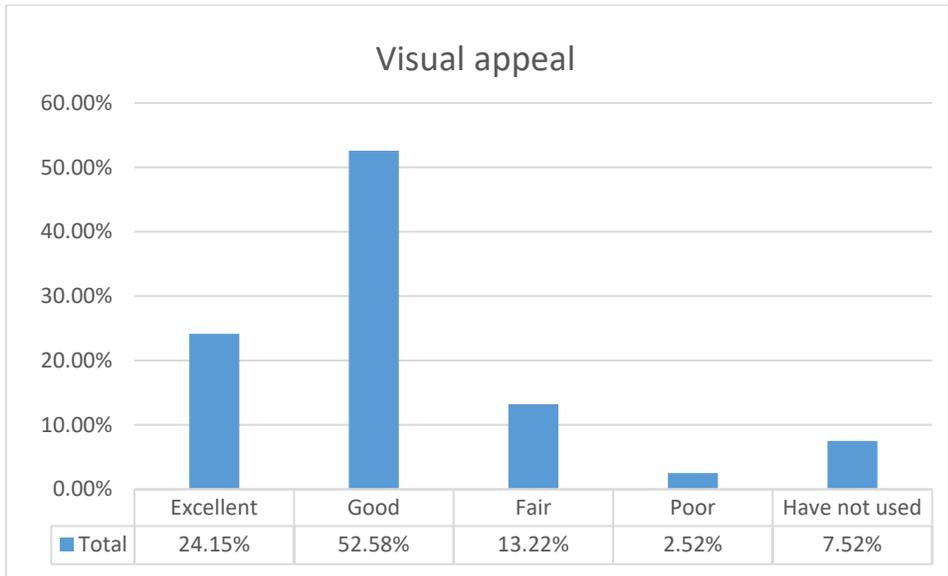
Easy to Use:



Clear and Relevant Information:

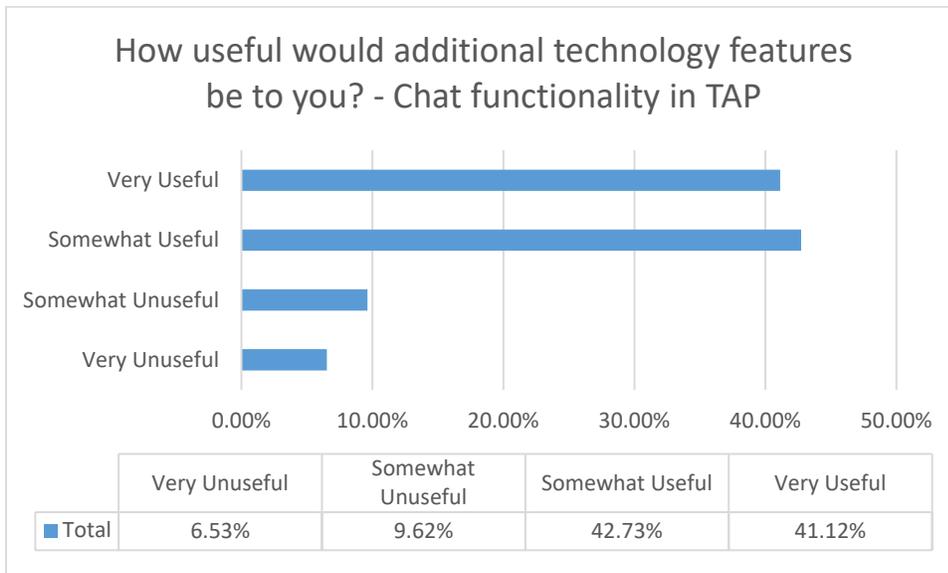


## Visual Appeal:

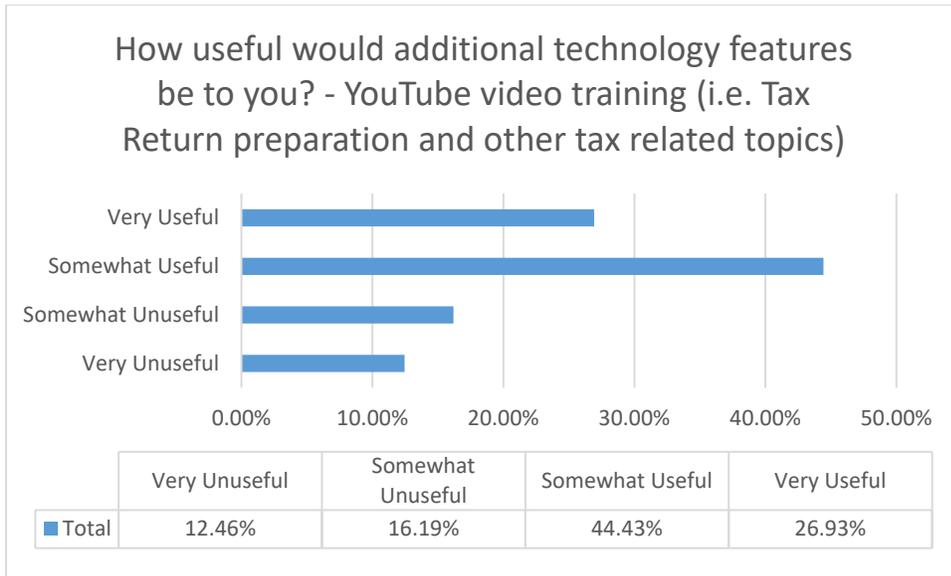


## Technology Feature Usefulness

### Chat functionality in TAP:



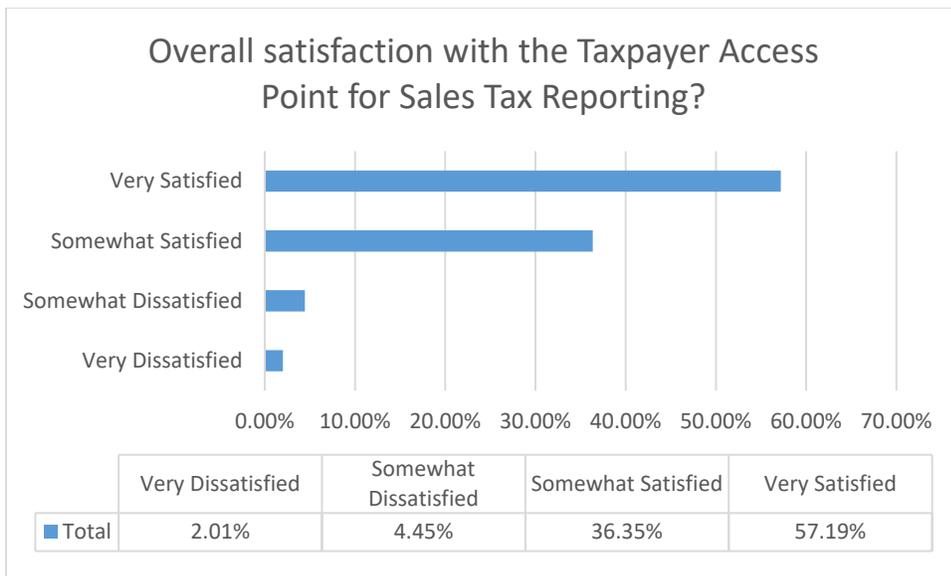
YouTube Video Training:



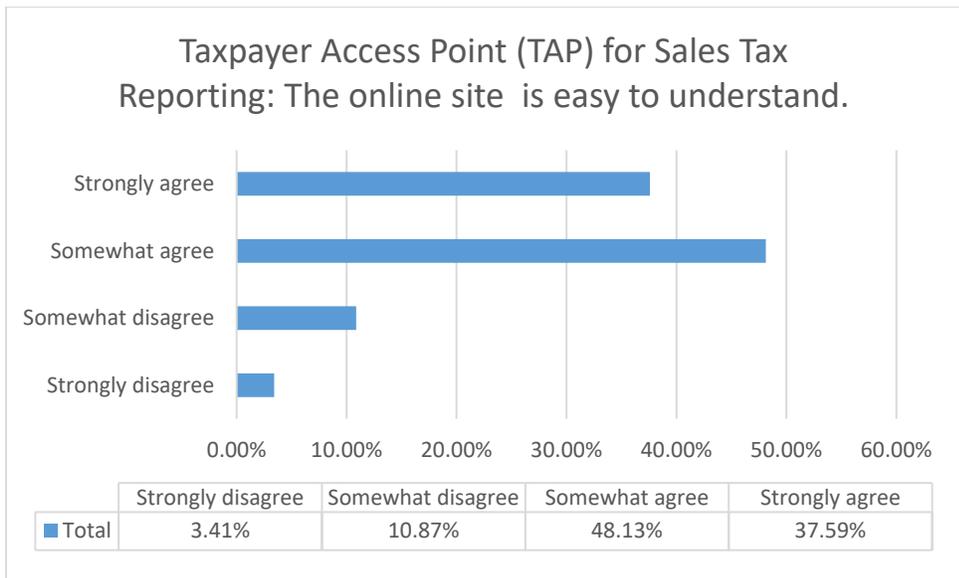
TAP

Sales Tax

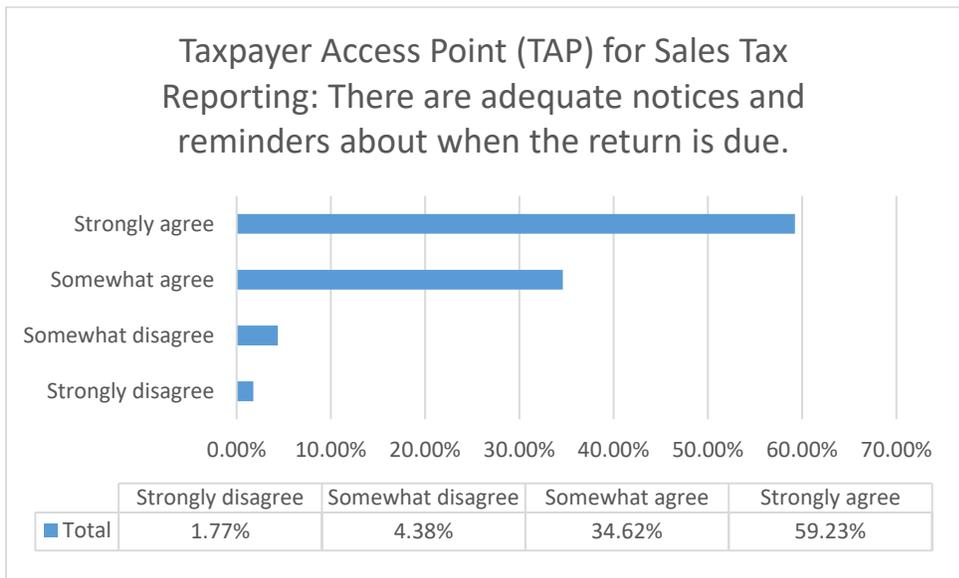
Overall satisfaction:



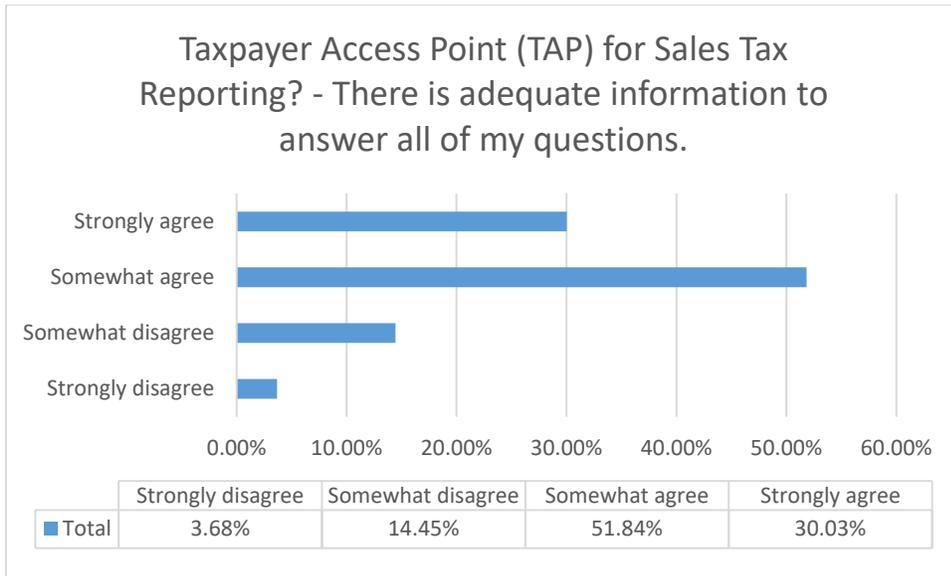
Online Site is easy to understand:



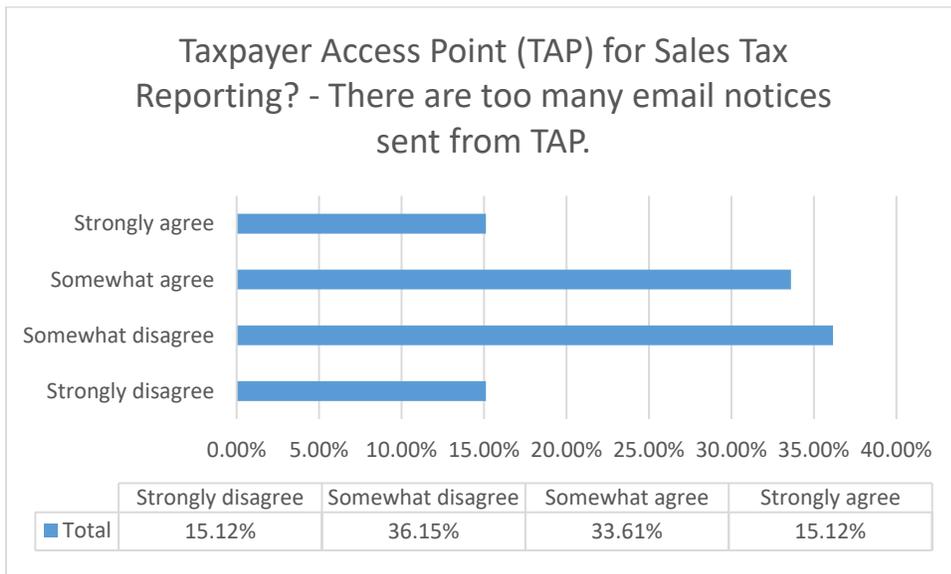
Adequate notices and Reminders about when the return is due:



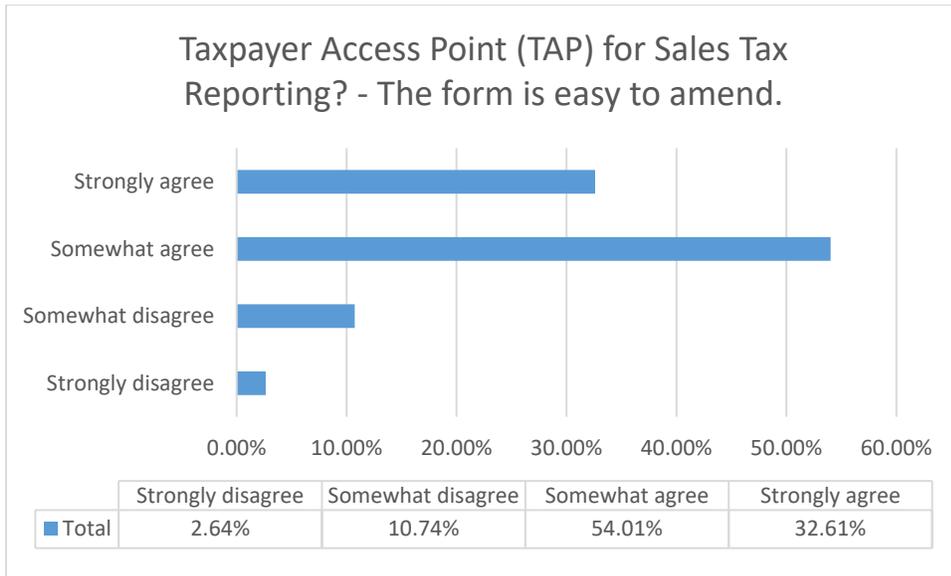
Adequate information to answer all of my questions:



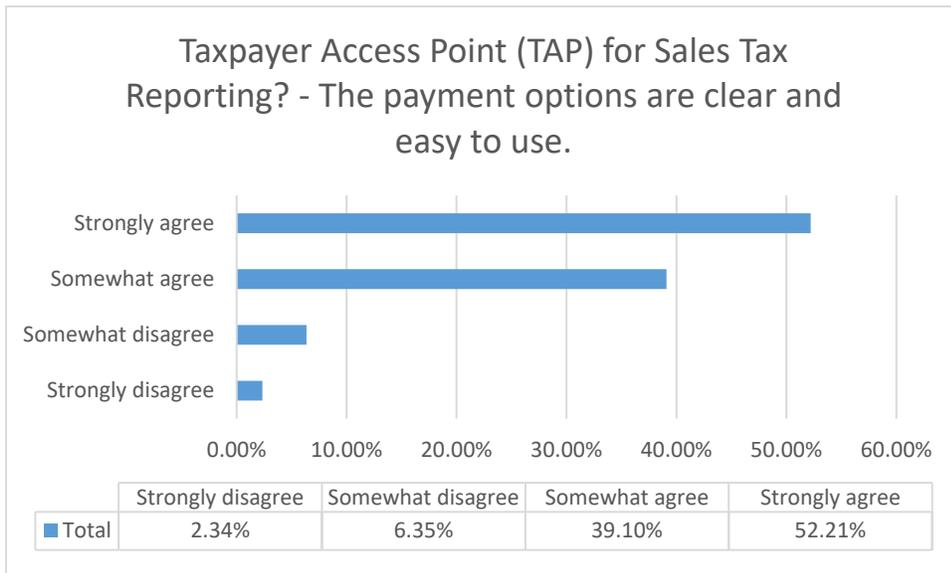
Too many email notices sent from TAP:



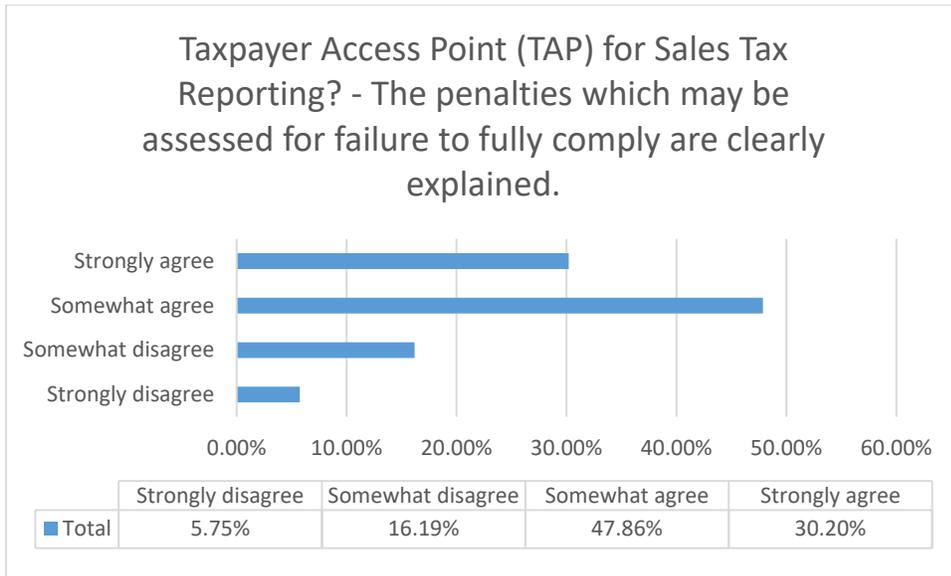
The form is easy to amend:



Payment options are clear and easy to use:

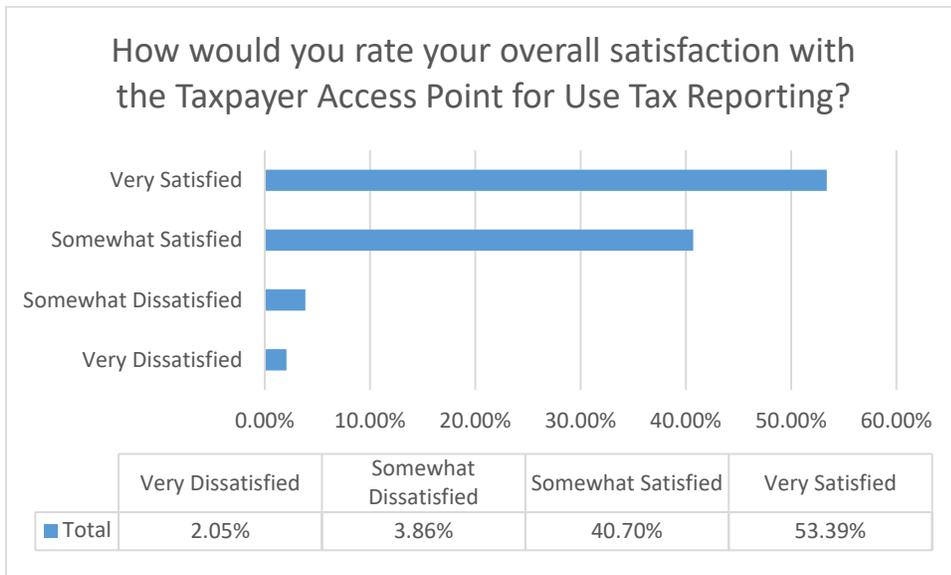


Penalties which may be assessed for failure to comply are clearly explained:

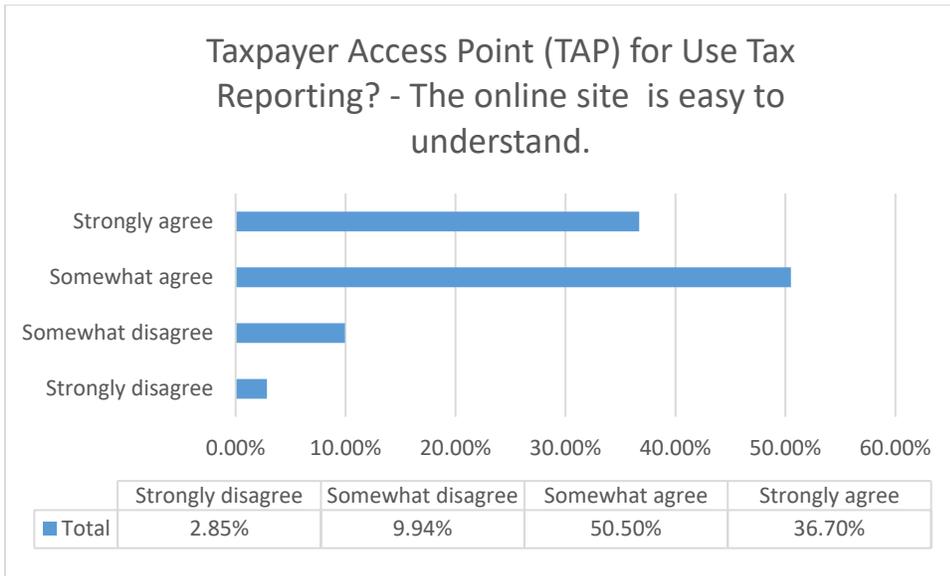


## Use Tax

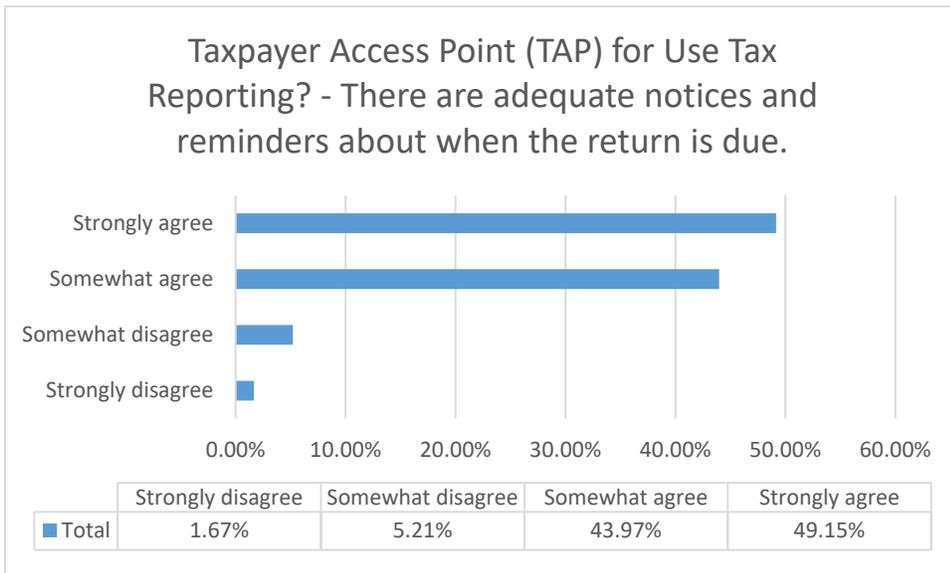
Overall Satisfaction:



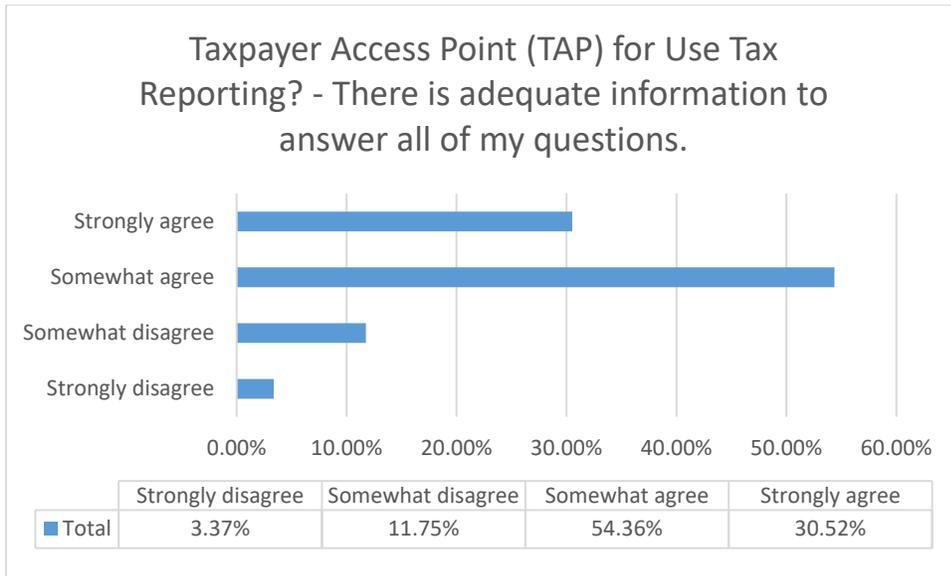
The online site is easy to understand:



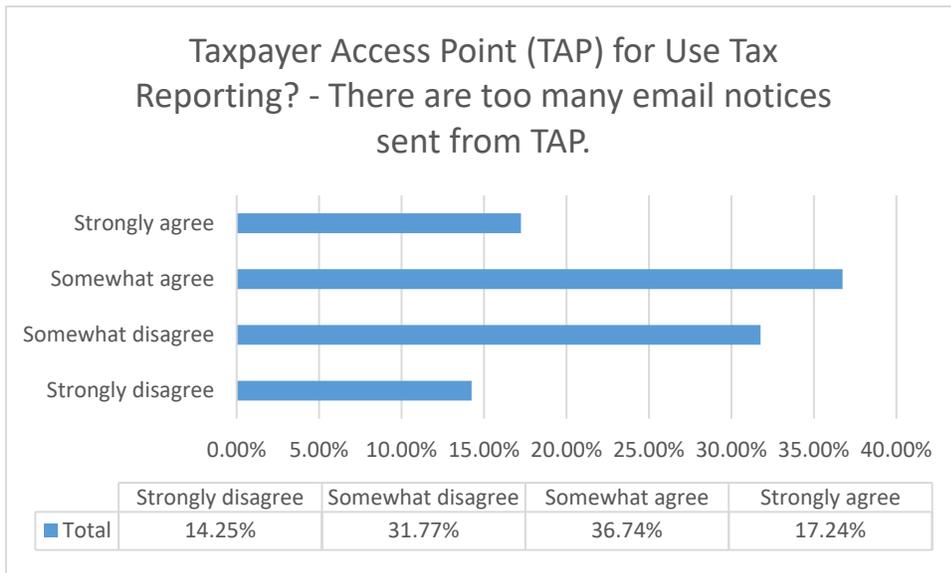
Adequate notices and reminders about when a return is due:



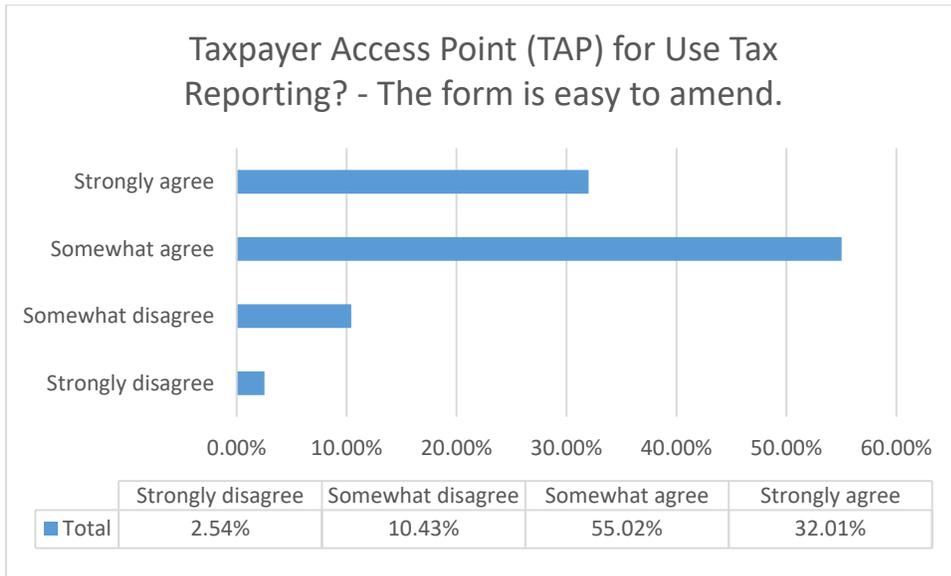
Adequate information to answer all of my questions:



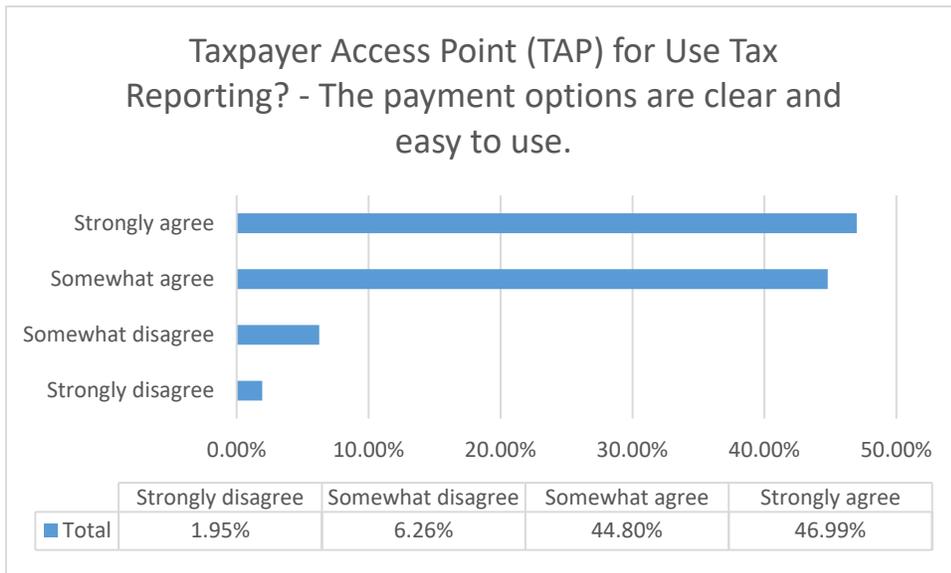
Too many email notices sent from TAP:



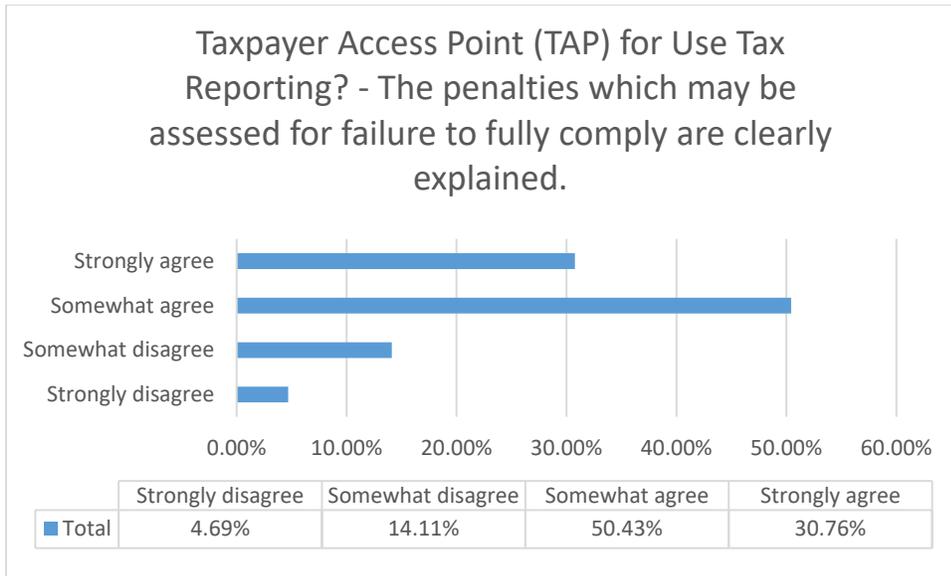
The form is easy to amend:



The payment options are clear and easy to use:

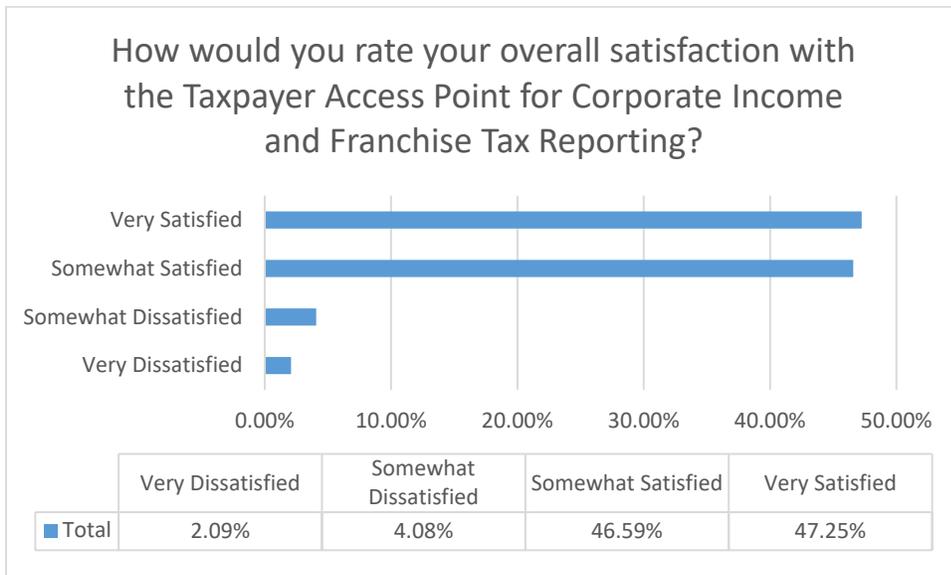


The penalties which may be assessed for failure to fully comply are clearly explained:

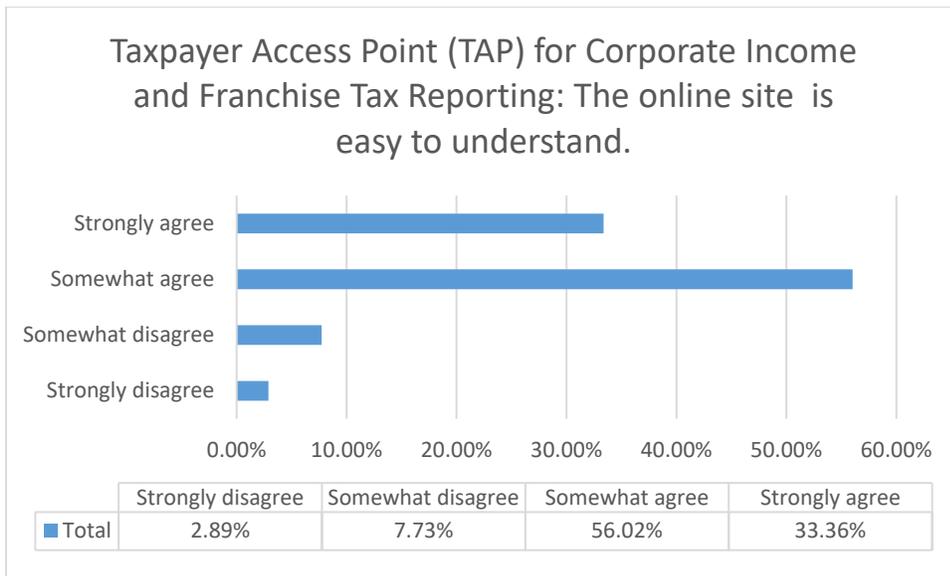


## Corporate Income and Franchise Tax

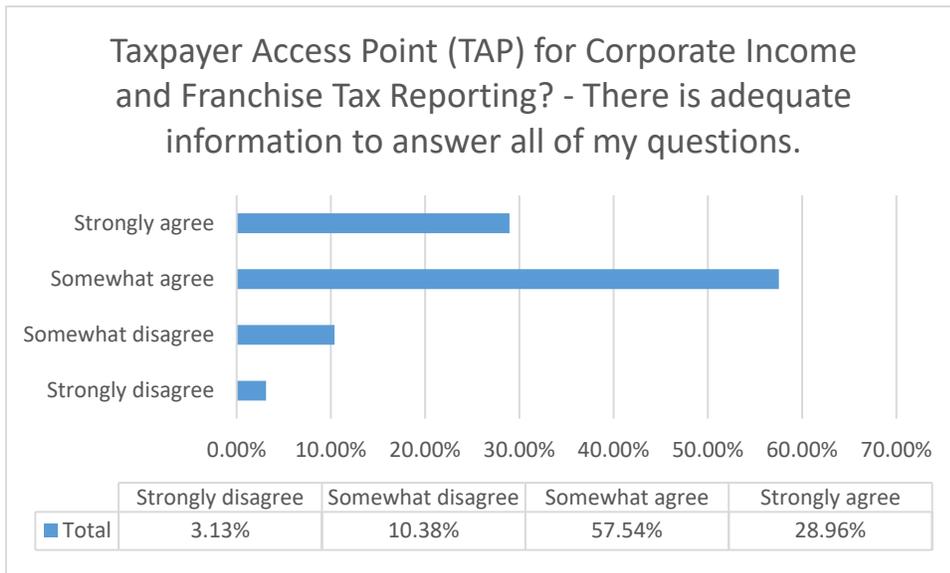
Overall satisfaction:



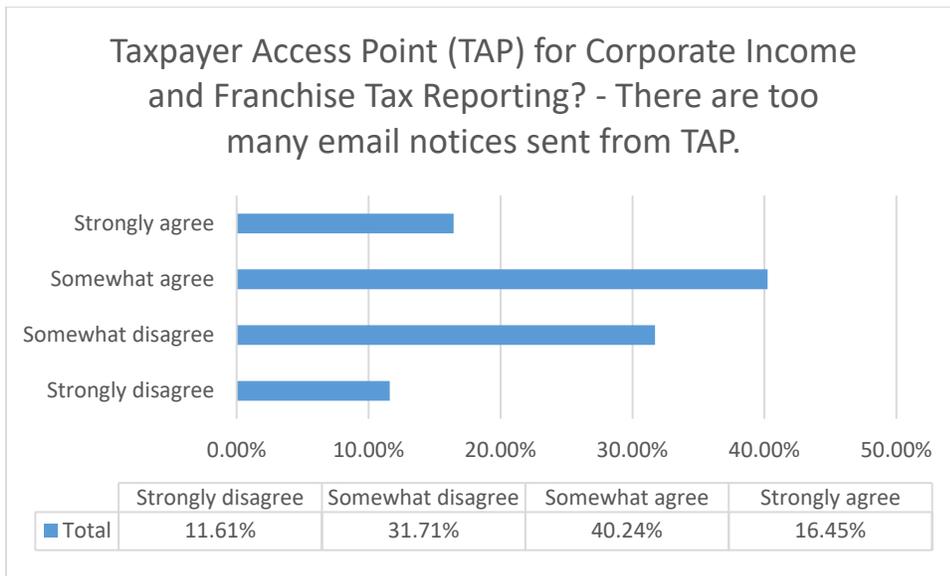
The online site is easy to understand:



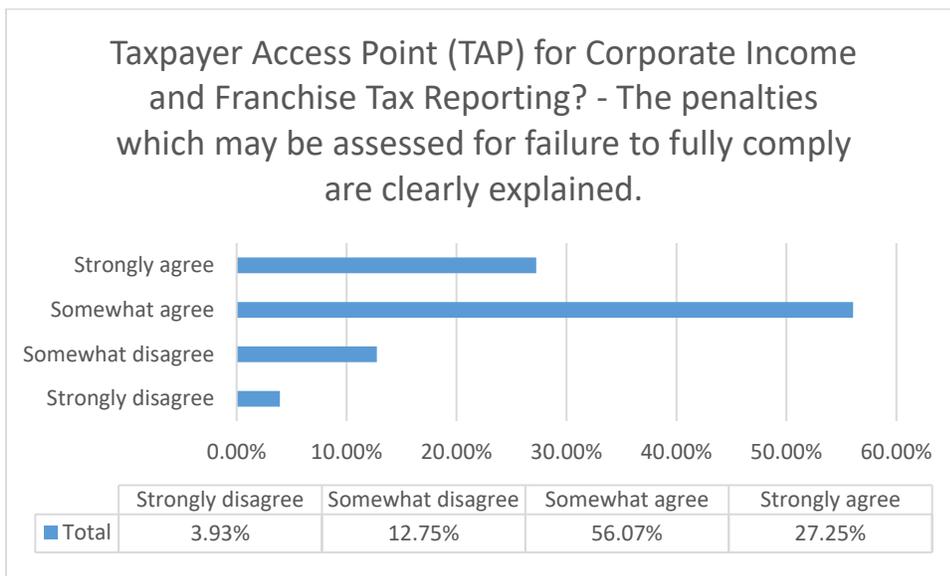
There is adequate information to answer all of my questions:



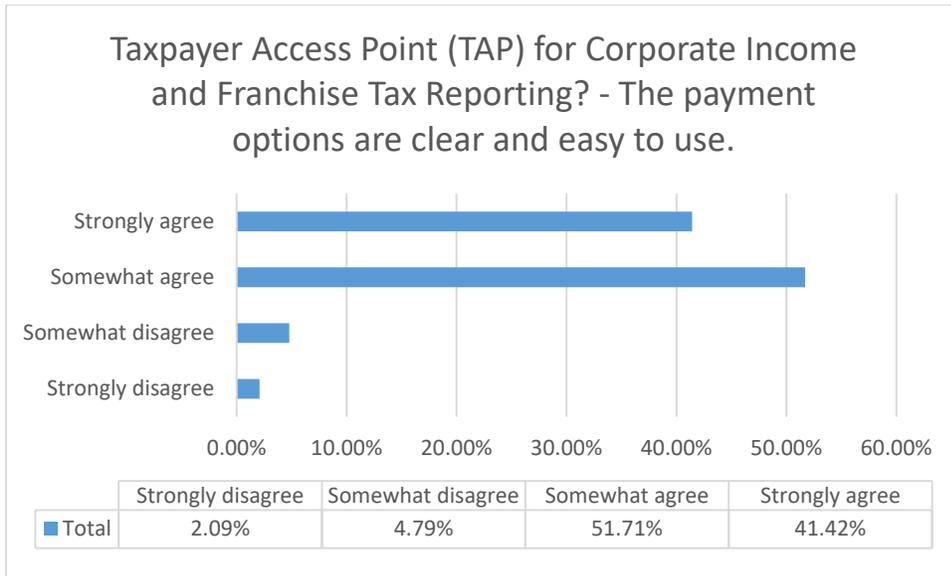
There are too many email notices sent from TAP:



The penalties which may be assessed for failure to fully comply are clearly explained:

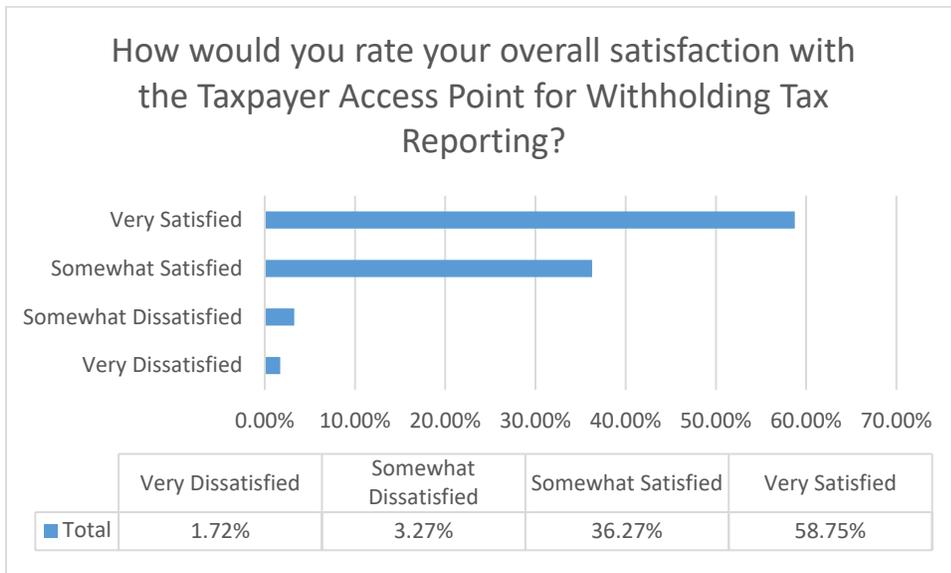


The payment options are clear and easy to use:

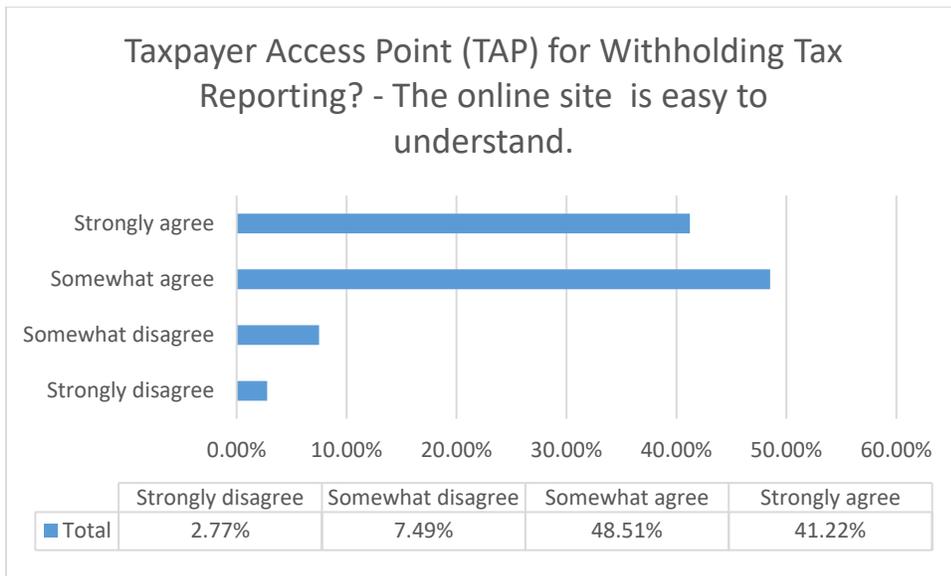


## Withholding Tax

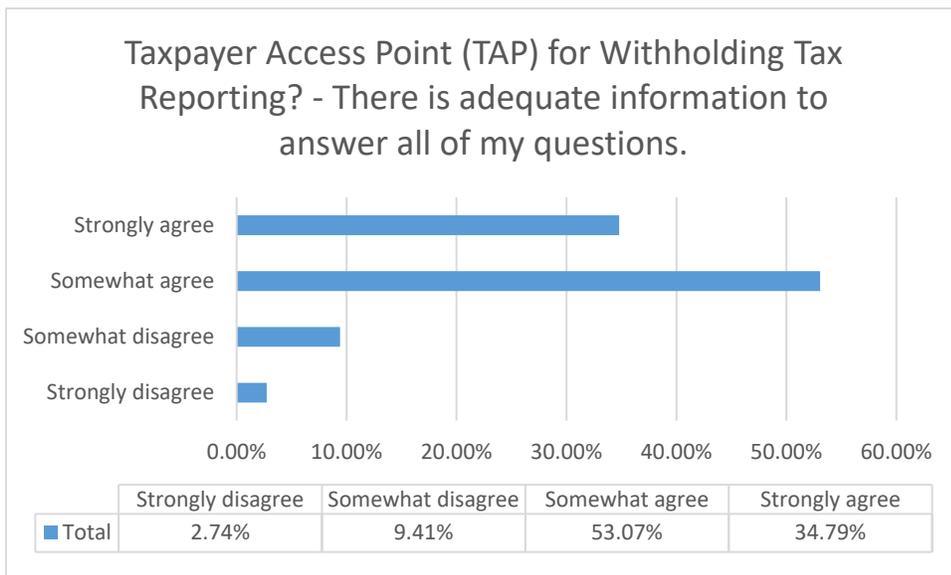
Overall Satisfaction:



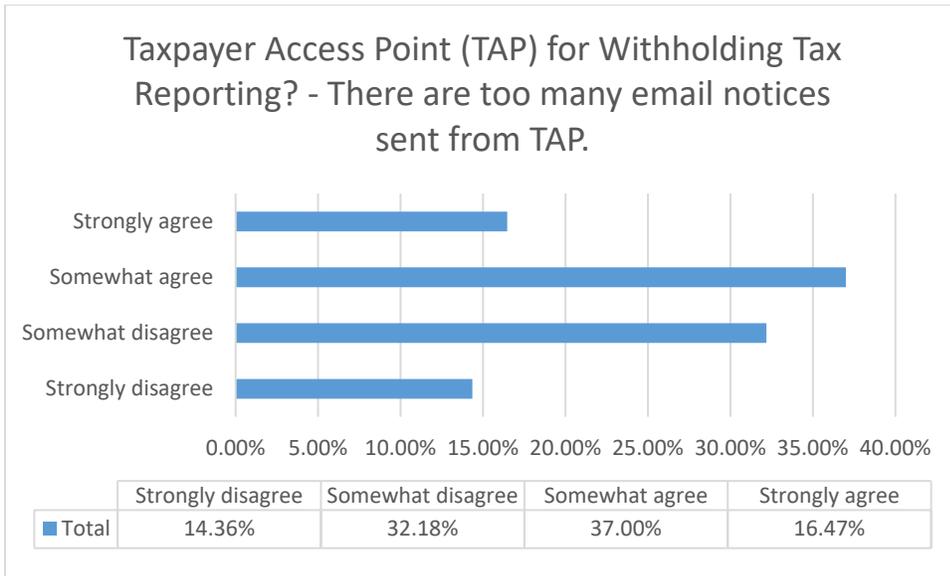
The online site is easy to understand:



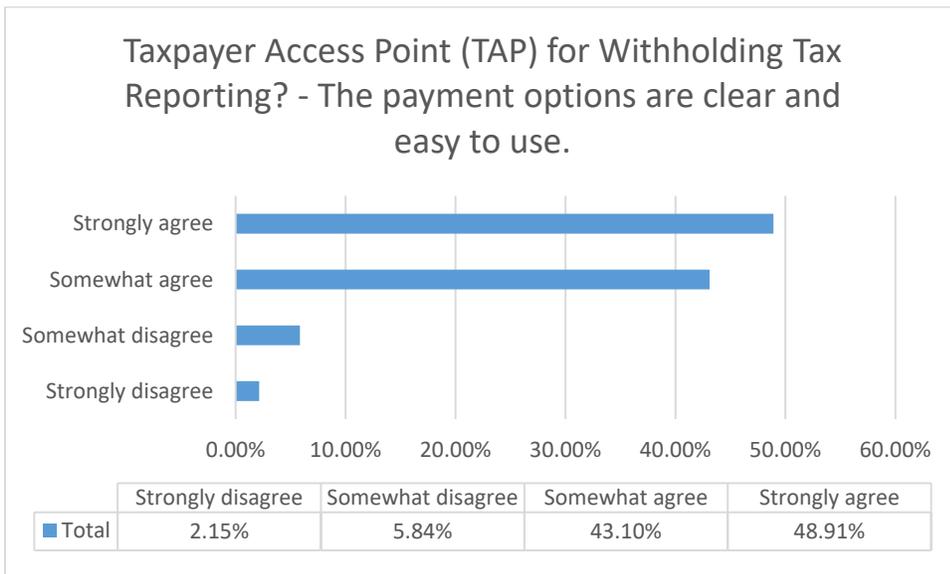
There is adequate information to answer all of my questions:



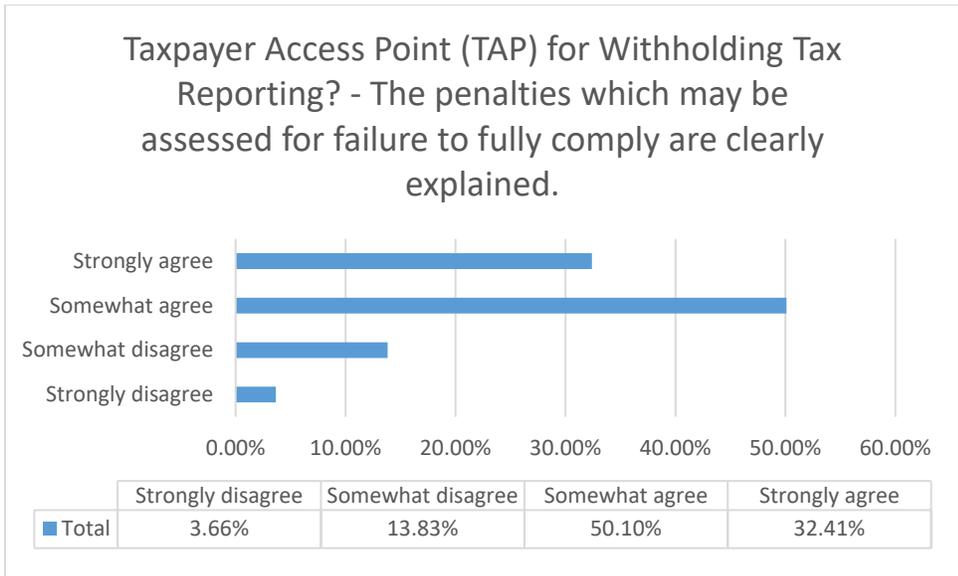
There are too many email notices sent from TAP:



The payment options are clear and easy to use:

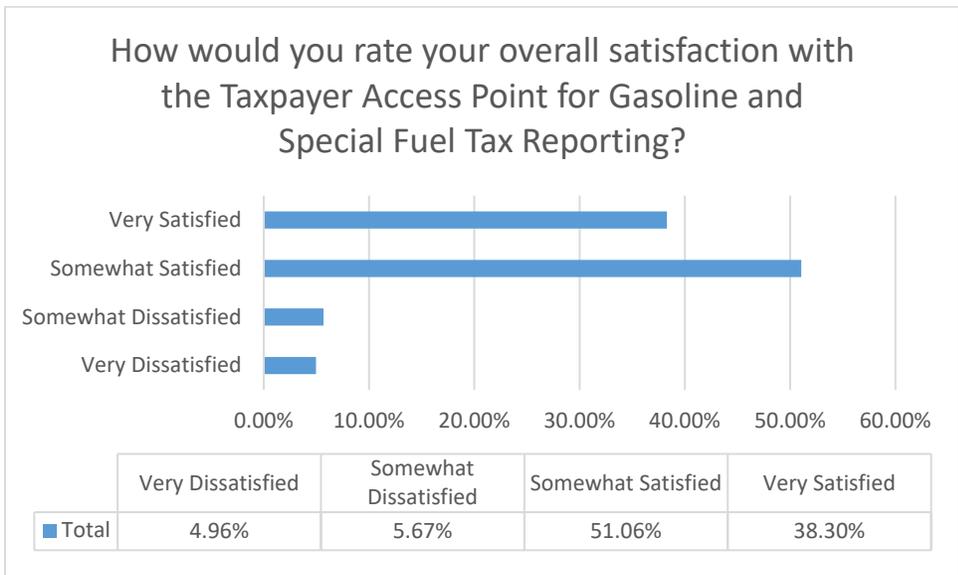


The penalties which may be assessed for failure to fully comply are clearly explained:

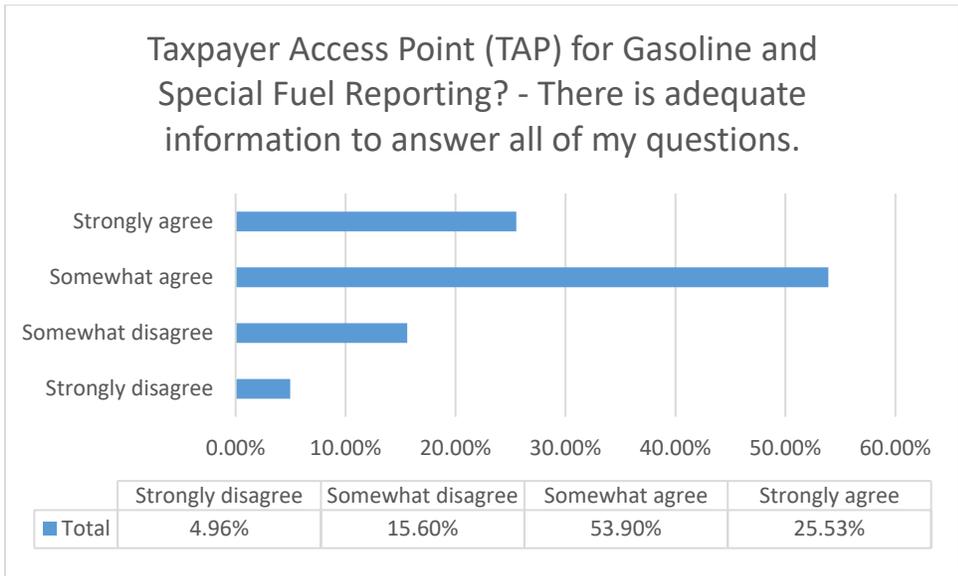


**Petroleum Tax**

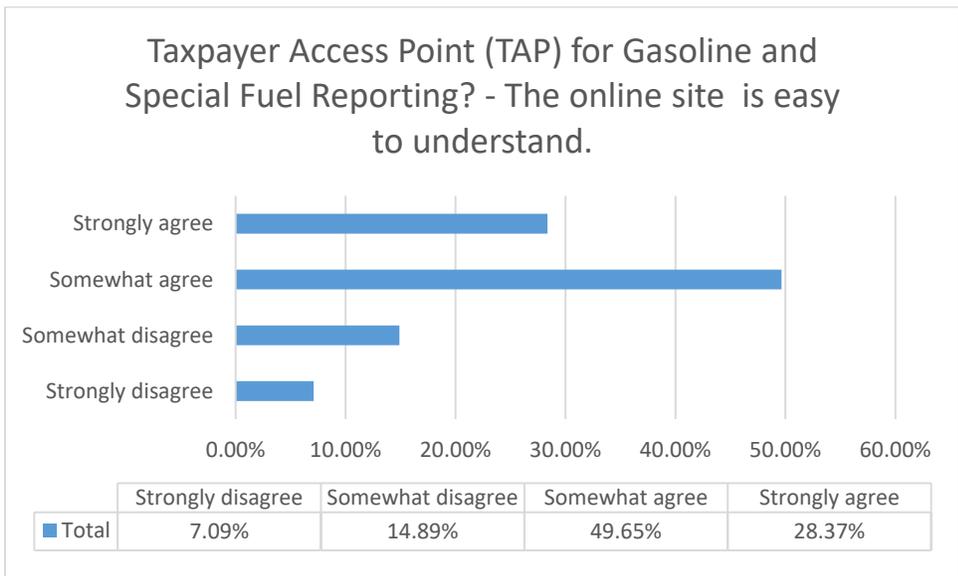
Overall satisfaction:



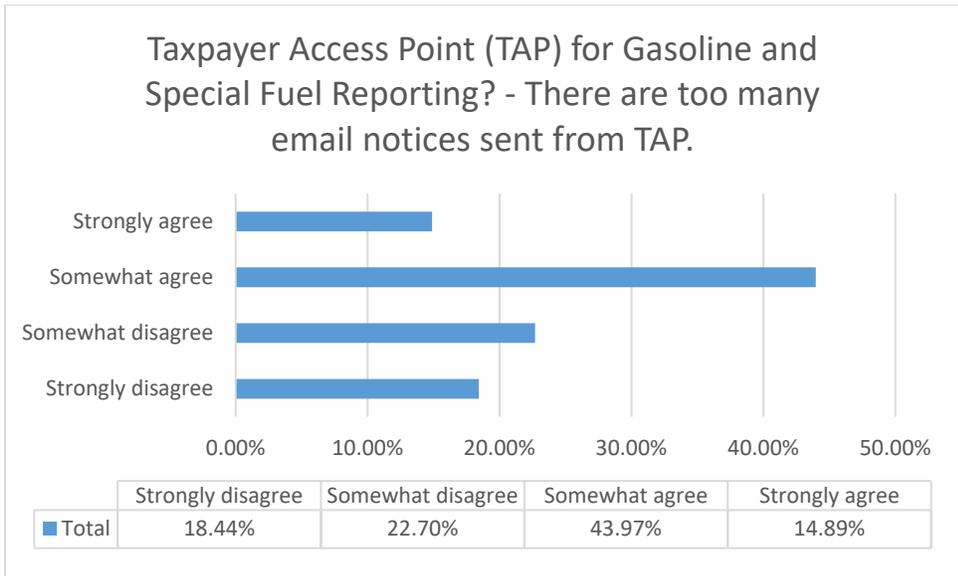
There is adequate information to answer all of my questions:



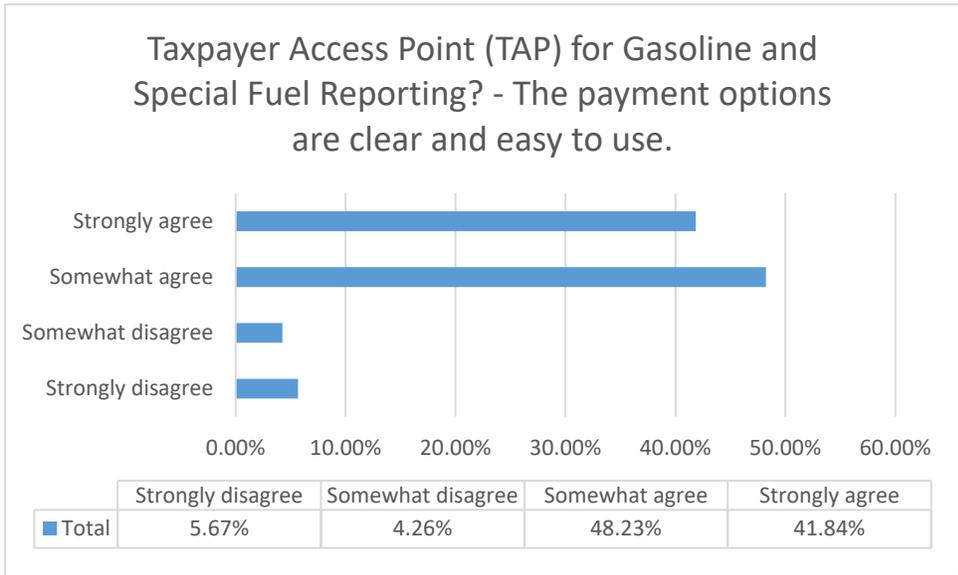
Online site is easy to understand:



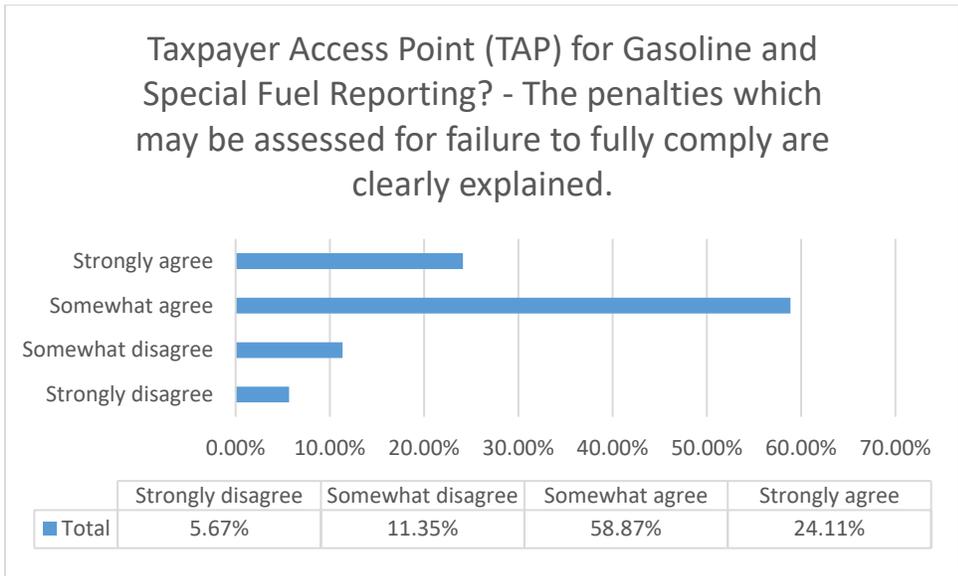
There are too many email notices sent from TAP:



The payment options are clear and easy to use:



The penalties which may be assessed for failure to fully comply are clearly explained:



## ABC Permit Holder Survey Responses

The following list of tables, charts and/or graphs represent the responses from ABC permit holders to the Stennis Institute’s survey for the Mississippi Department of Revenue. Included are the demographics to give DOR a better view of the individuals and establishment types they work with and the perceptions of service. While most categories illustrate above 75% positive reporting some charted areas for improvement (as dictated by more than 25% of respondents reporting in a negative fashion) include: the ABC’s webpage being difficult to navigate and providing less than clear information about the order process, satisfaction with TAP for ordering/reporting and information, and the special order process being difficult. Additionally it is worth noting that package stores tend to be the ABC clients displaying the least content overall.

### Pivot Tables

Position/Satisfaction:

<b>How satisfied are you with the overall quality of service you receive from the ABC Division of the Department of Revenue?</b>					
	<b>Satisfaction</b>				
<b>Position</b>	<b>Very satisfied</b>	<b>Somewhat satisfied</b>	<b>Somewhat dissatisfied</b>	<b>Very dissatisfied</b>	<b>Grand Total</b>
Business Owner	19.17%	25.94%	9.77%	4.14%	59.02%
Employee	3.01%	2.26%	0.75%	0.38%	6.39%
Manager	7.52%	5.64%	4.89%	0.00%	18.05%
Other (Please Specify):	6.02%	9.40%	1.13%	0.00%	16.54%
<b>Grand Total</b>	<b>35.71%</b>	<b>43.23%</b>	<b>16.54%</b>	<b>4.51%</b>	<b>100.00%</b>

Years/Satisfaction:

<b>How satisfied are you with the overall quality of service you receive from the ABC Division of the Department of Revenue?</b>					
	<b>Satisfaction</b>				
<b>Time</b>	<b>Very satisfied</b>	<b>Somewhat satisfied</b>	<b>Somewhat dissatisfied</b>	<b>Very dissatisfied</b>	<b>Grand Total</b>
0-2 years	9.02%	9.40%	3.01%	0.38%	21.80%
2-5 years	9.40%	11.28%	3.76%	1.13%	25.56%
Over 5 years	17.29%	22.56%	9.77%	3.01%	52.63%
<b>Grand Total</b>	<b>35.71%</b>	<b>43.23%</b>	<b>16.54%</b>	<b>4.51%</b>	<b>100.00%</b>

Orders Per Month/Satisfaction:

<b>How satisfied are you with the overall quality of service you receive from the ABC Division of the Department of Revenue?</b>					
<b>Position</b>	<b>Satisfaction</b>				<b>Grand Total</b>
	<b>Very satisfied</b>	<b>Somewhat satisfied</b>	<b>Somewhat dissatisfied</b>	<b>Very dissatisfied</b>	
1 or 2 times	30.71%	33.61%	9.13%	1.66%	75.10%
3 to 5 times	2.49%	4.15%	2.90%	1.24%	10.79%
6 to 8 times	0.41%	1.24%	0.83%	0.83%	3.32%
9 or more times	1.66%	4.56%	3.32%	1.24%	10.79%
<b>Grand Total</b>	<b>35.27%</b>	<b>43.57%</b>	<b>16.18%</b>	<b>4.98%</b>	<b>100.00%</b>

Size/Satisfaction:

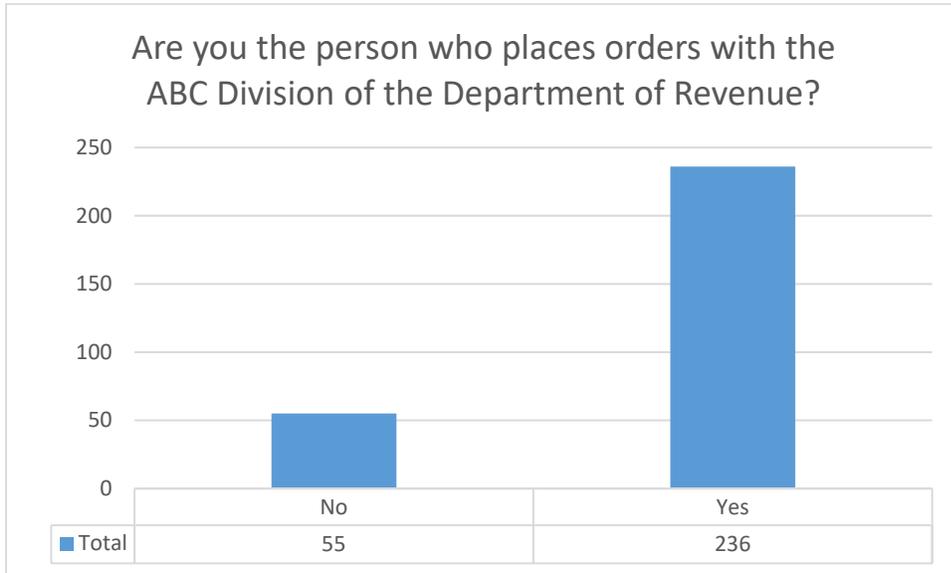
<b>How satisfied are you with the overall quality of service you receive from the ABC Division of the Department of Revenue?</b>					
<b>Size</b>	<b>Satisfaction</b>				<b>Grand Total</b>
	<b>Very satisfied</b>	<b>Somewhat satisfied</b>	<b>Somewhat dissatisfied</b>	<b>Very dissatisfied</b>	
1 employee (yourself)	4.51%	4.89%	1.88%	0.38%	11.65%
2-10 employees	18.42%	25.19%	12.78%	3.38%	59.77%
11-25 employees	4.51%	6.39%	0.38%	0.38%	11.65%
26-50 employees	3.01%	3.76%	0.75%	0.00%	7.52%
51 or more employees	5.26%	3.01%	0.75%	0.38%	9.40%
<b>Grand Total</b>	<b>35.71%</b>	<b>43.23%</b>	<b>16.54%</b>	<b>4.51%</b>	<b>100.00%</b>

Establishment Type/Satisfaction:

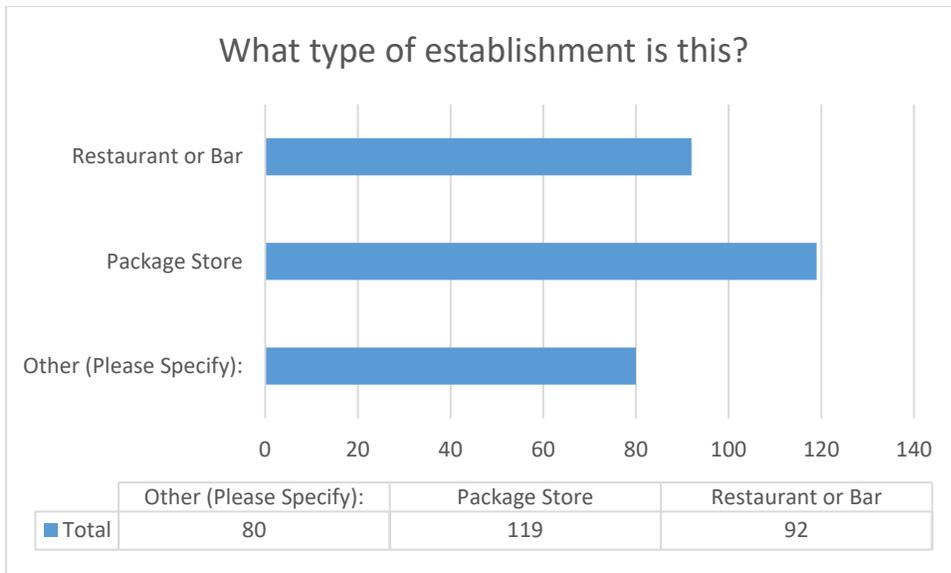
<b>How satisfied are you with the overall quality of service you receive from the ABC Division of the Department of Revenue?</b>					
<b>Establishment Type</b>	<b>Satisfaction</b>				<b>Grand Total</b>
	<b>Extremely satisfied</b>	<b>Somewhat satisfied</b>	<b>Somewhat dissatisfied</b>	<b>Extremely dissatisfied</b>	
Other (Please Specify):	15.04%	11.28%	1.50%	0.38%	28.20%
Package Store	7.89%	16.54%	12.78%	3.76%	40.98%
Restaurant or Bar	12.78%	15.41%	2.26%	0.38%	30.83%
<b>Grand Total</b>	<b>35.71%</b>	<b>43.23%</b>	<b>16.54%</b>	<b>4.51%</b>	<b>100.00%</b>

## Demographics

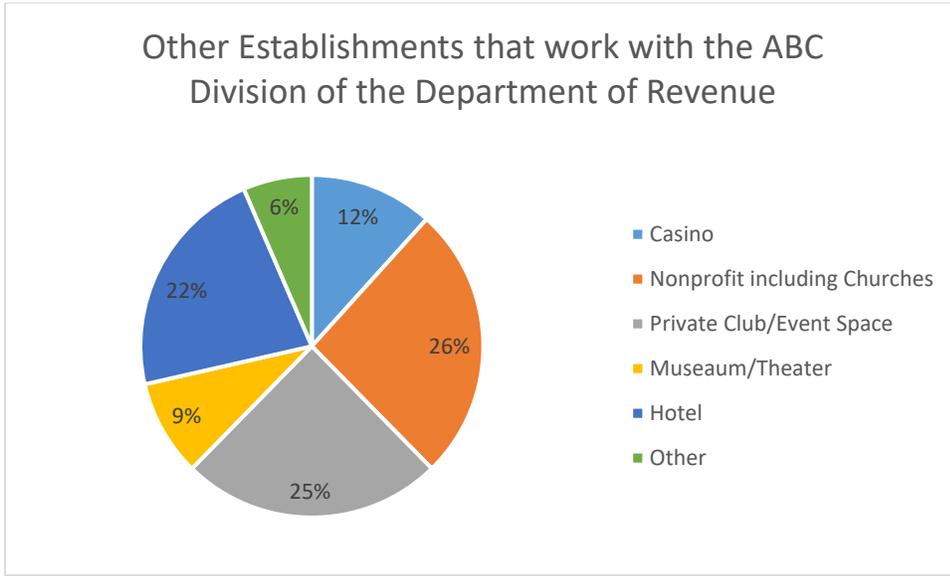
Places Orders with DOR:



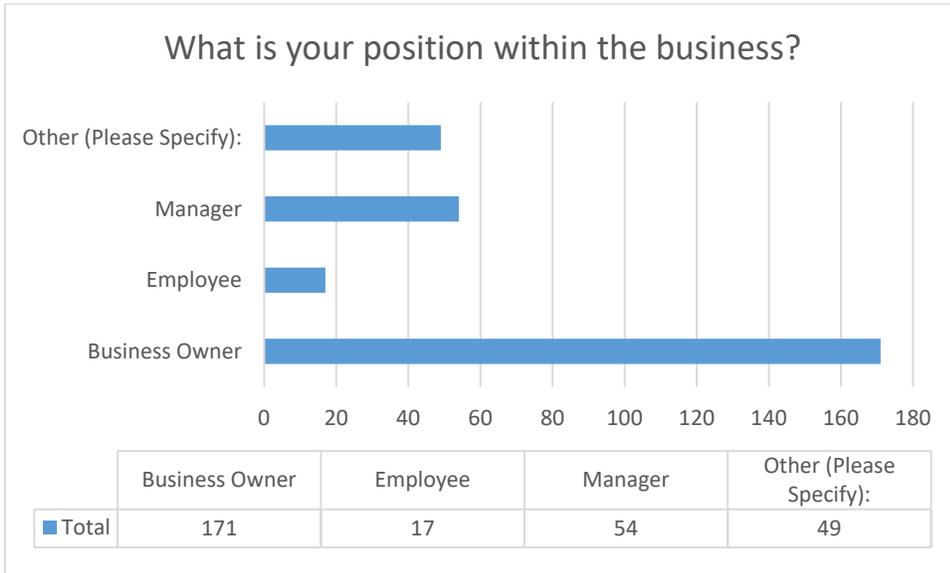
Establishment Type:



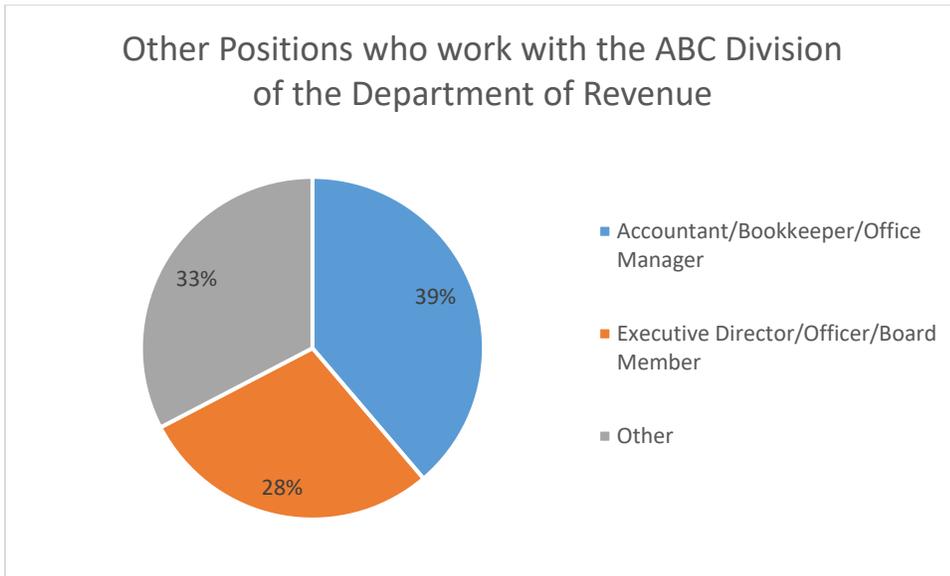
Establishment Type Other Responses:



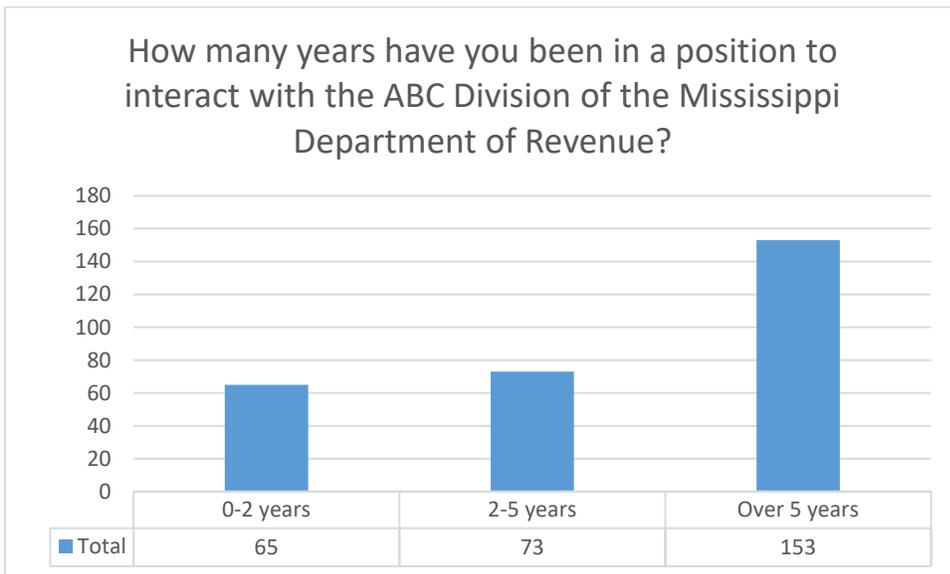
Position at business:



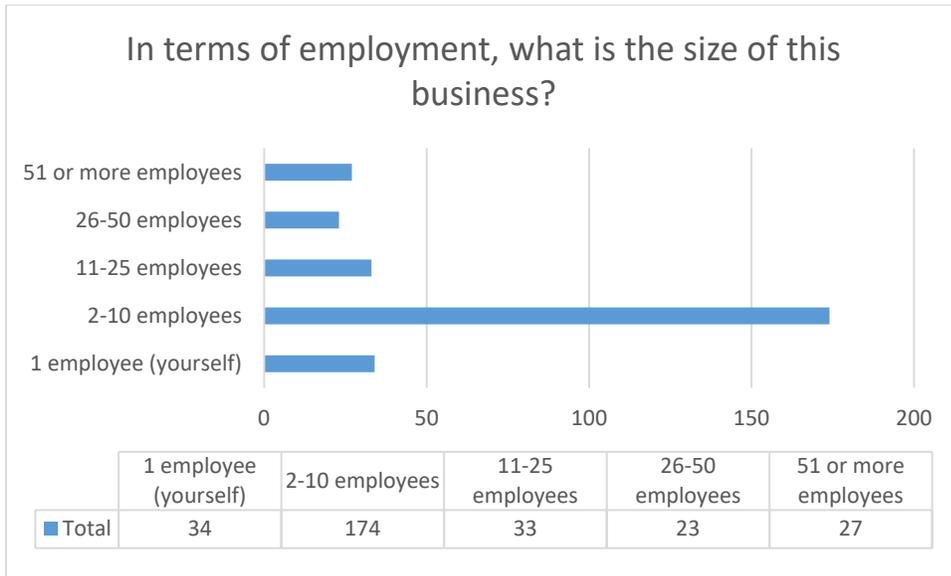
Position at Business:



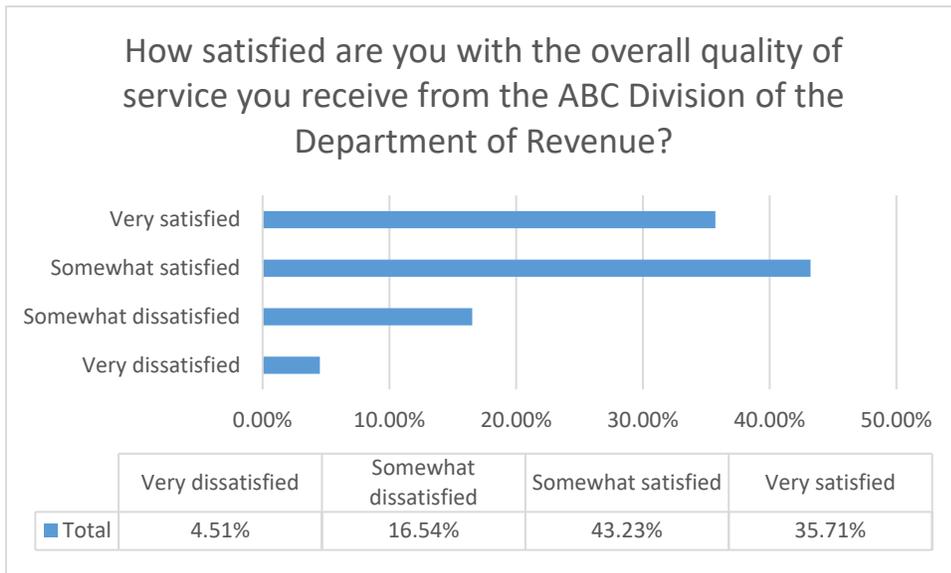
Years of Interaction:



**Business Size:**

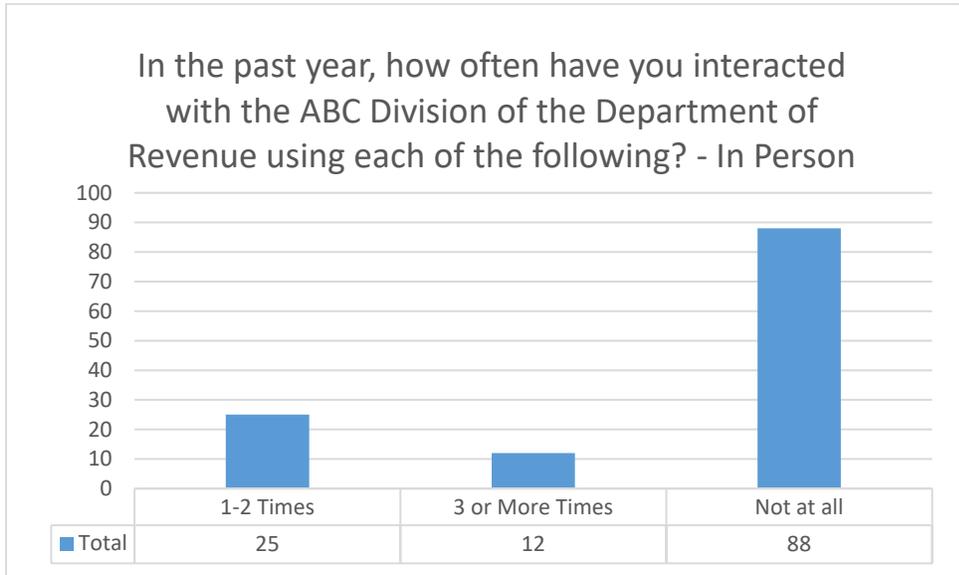


**Overall Satisfaction:**

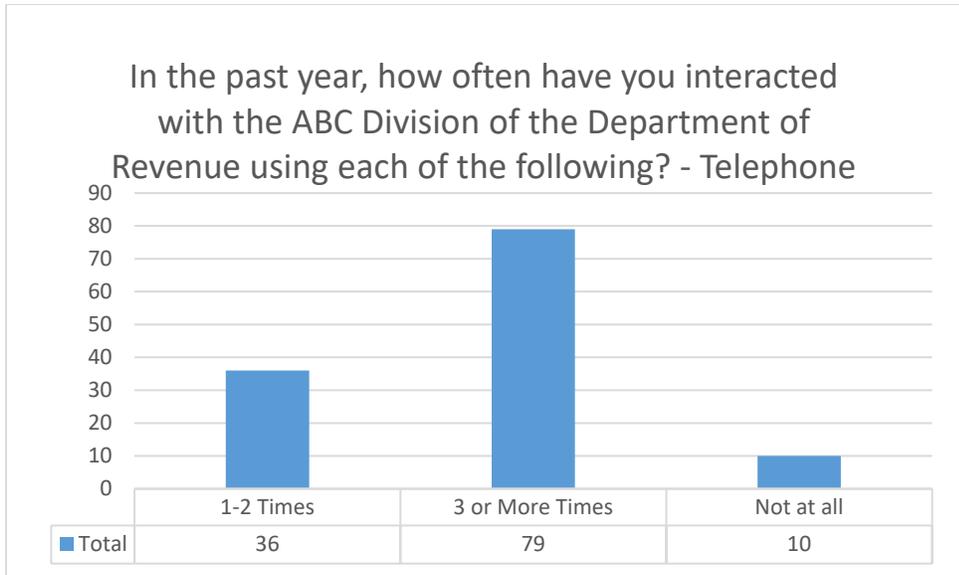


## Interaction

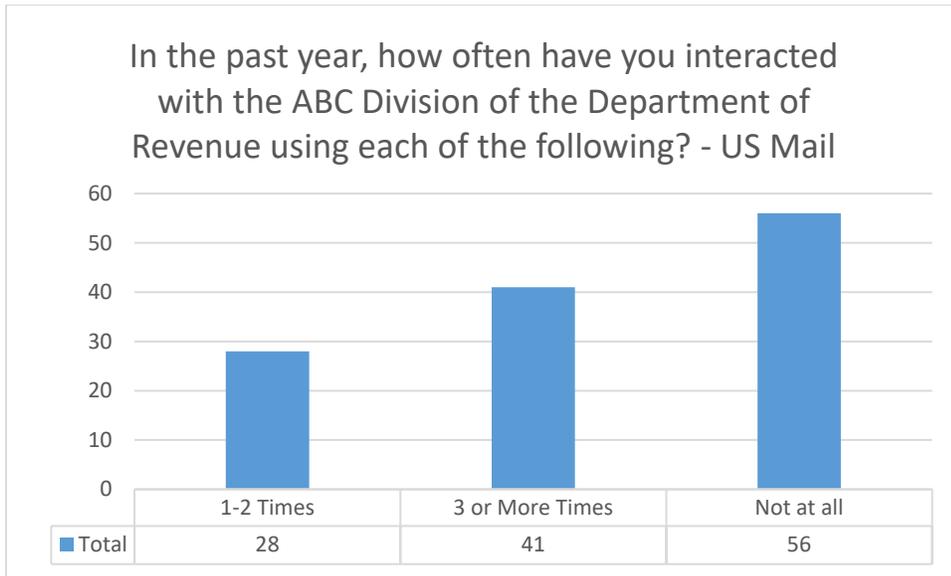
### In Person Interaction:



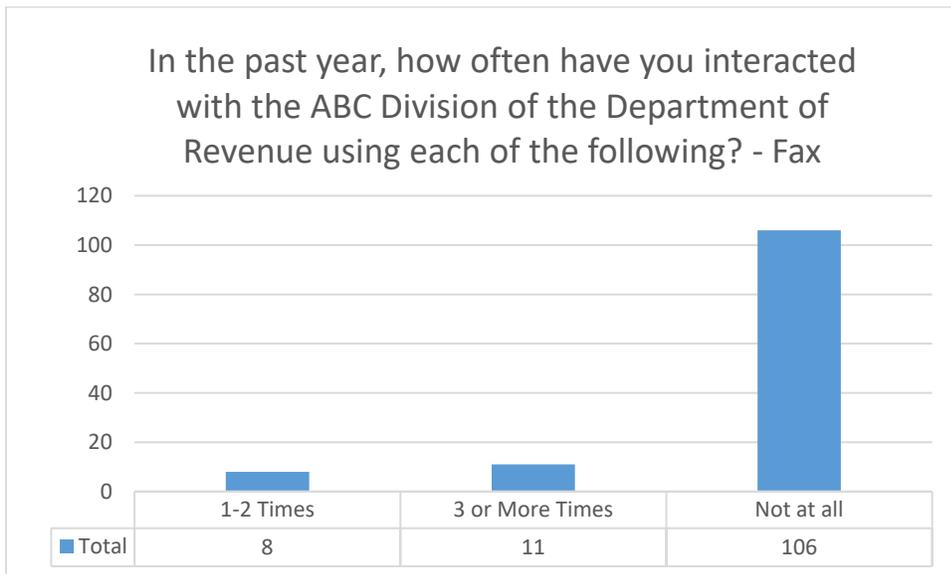
### Telephone Interaction:



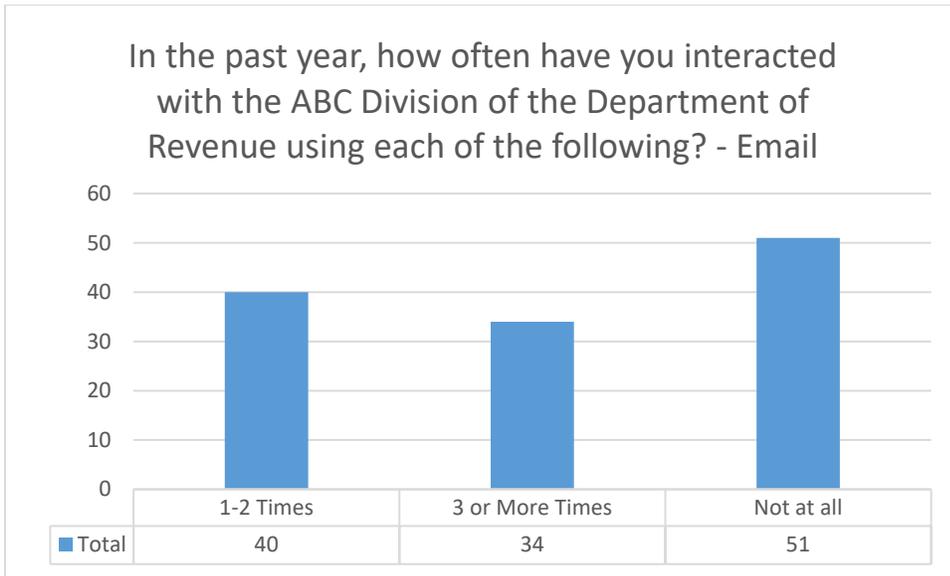
US Mail Interaction:



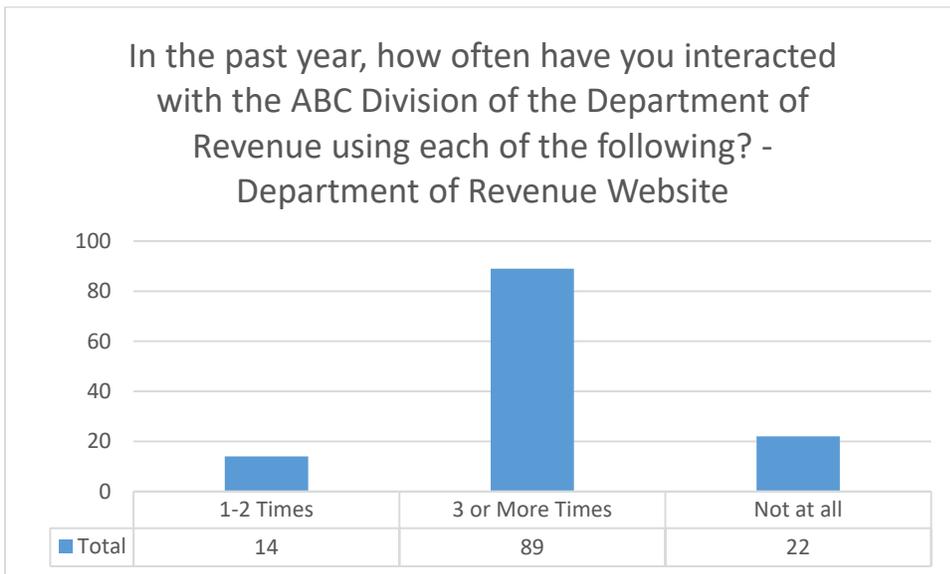
Interaction fax:



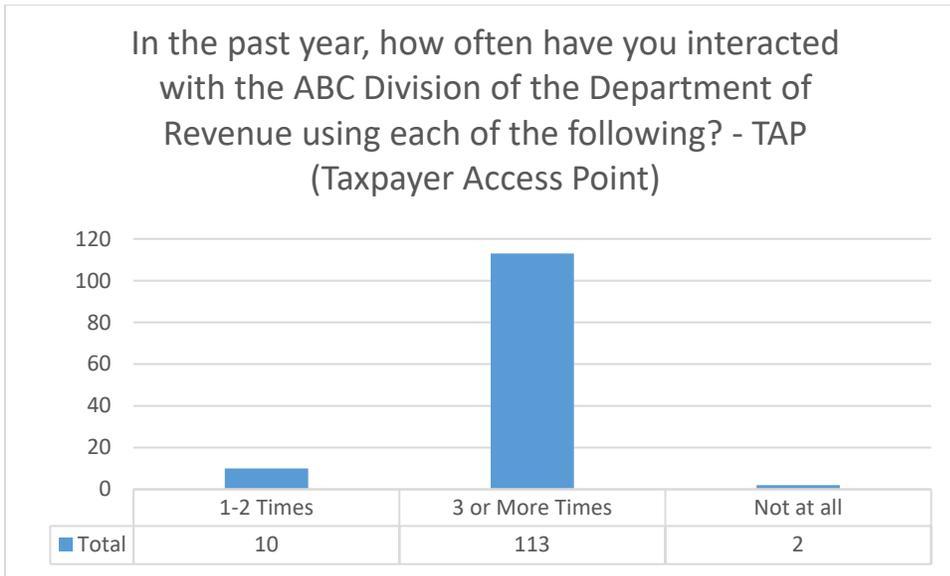
**Interaction Email:**



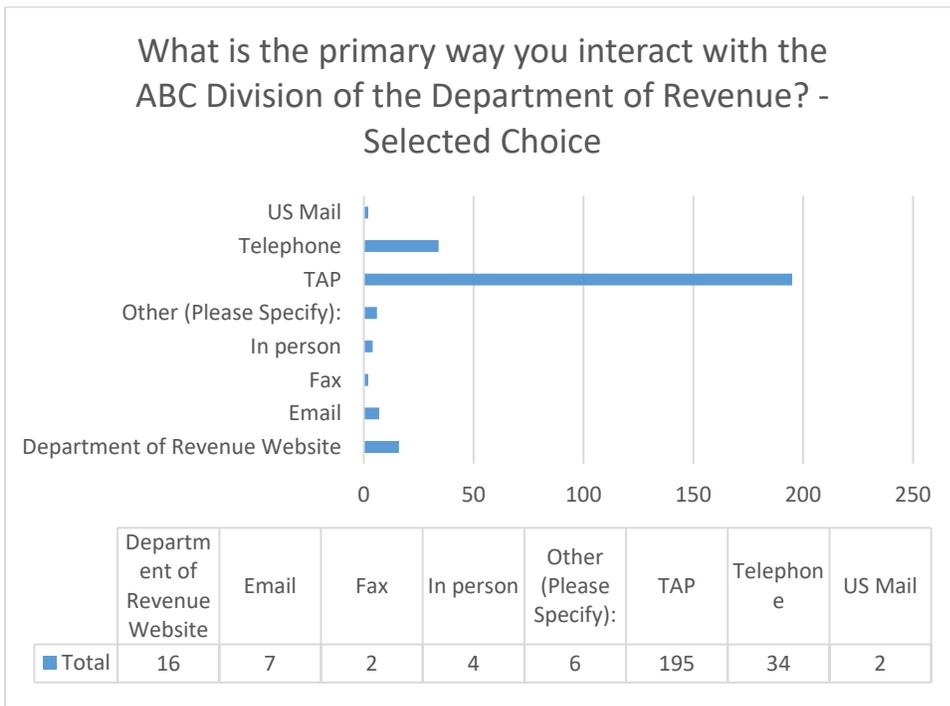
**Interaction Website:**



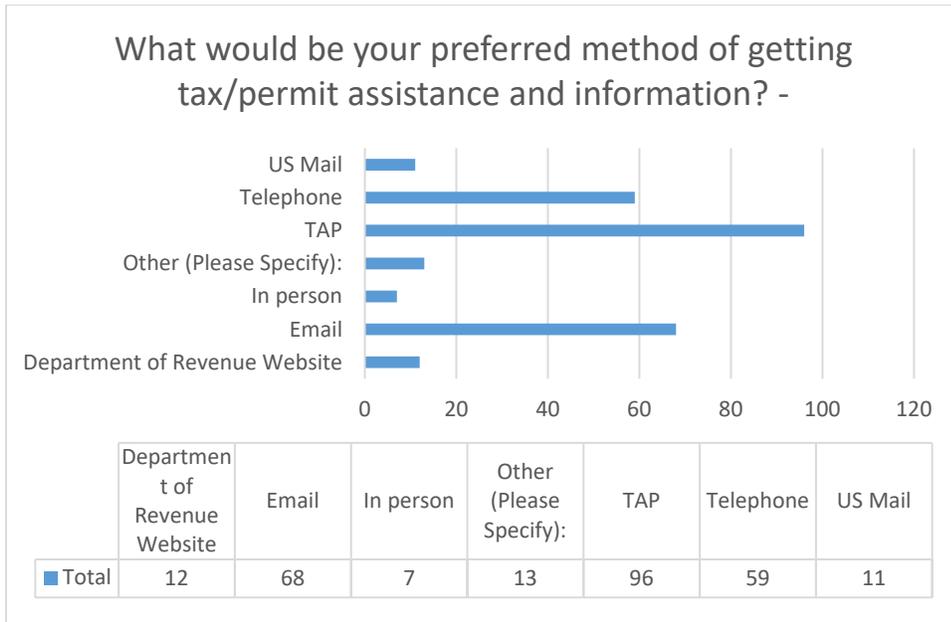
Interaction TAP:



Primary method of interaction:

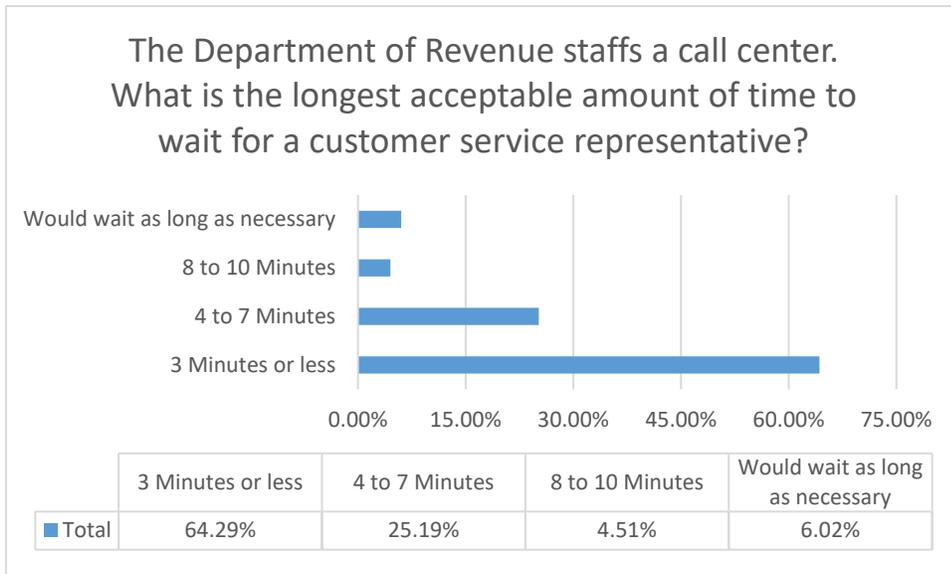


Preferred method of getting tax/permit assistance and information:

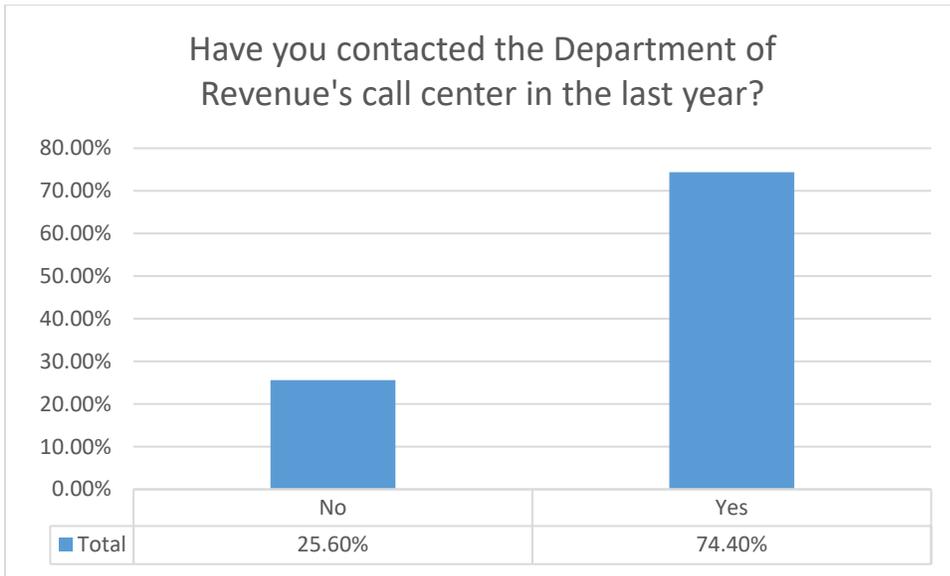


Call Center

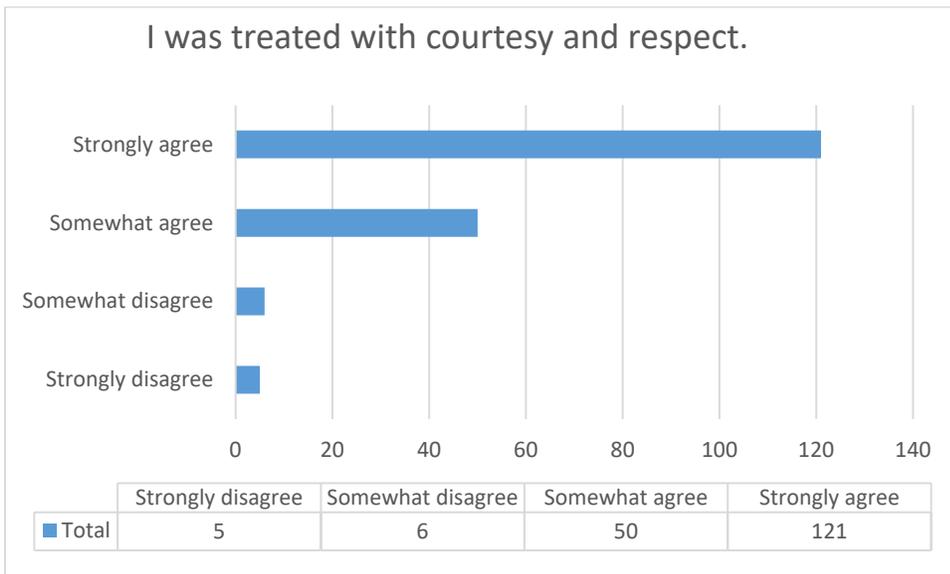
Call center wait acceptability:



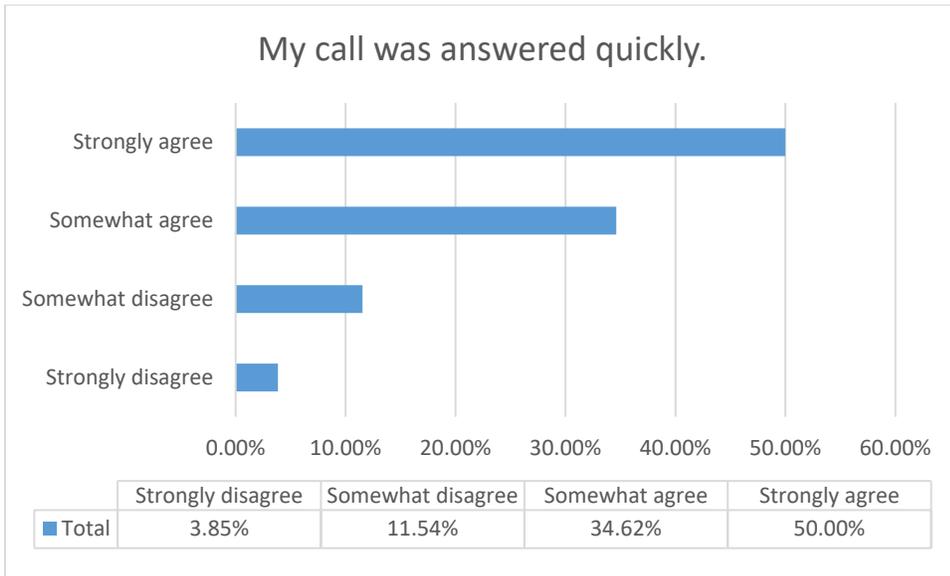
Contact with the DOR call center:



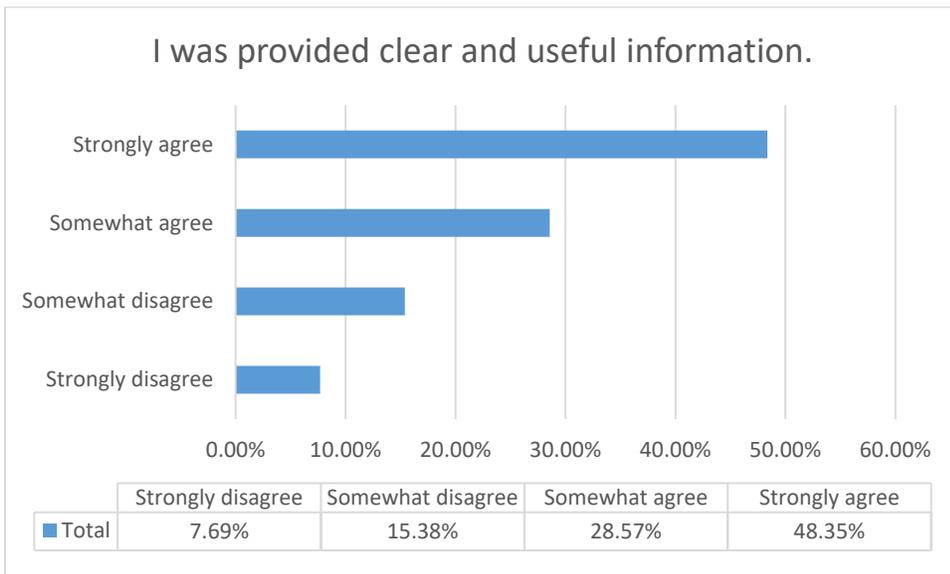
Treated with Courtesy and Respect:



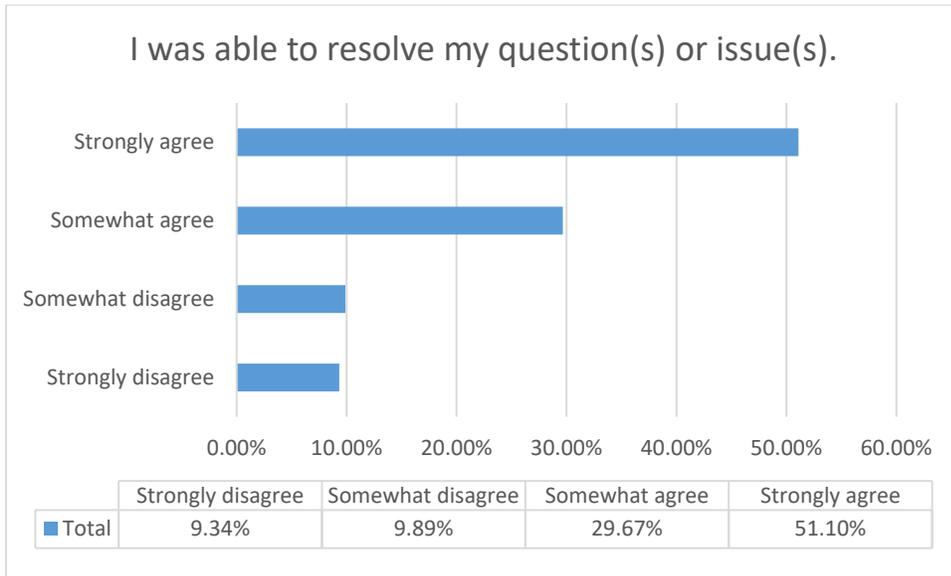
Call answered quickly:



Provided clear and useful information:

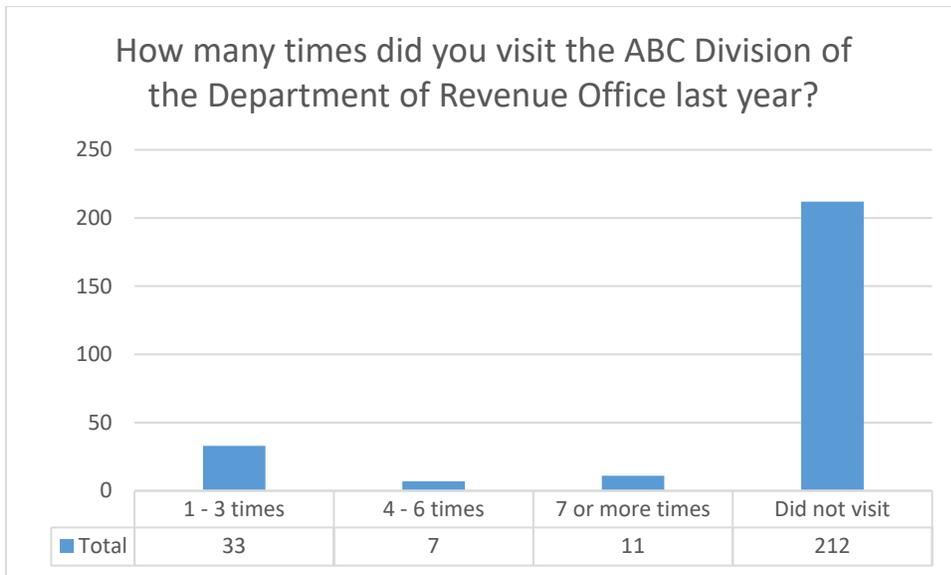


Able to resolve question(s) or issue (s):

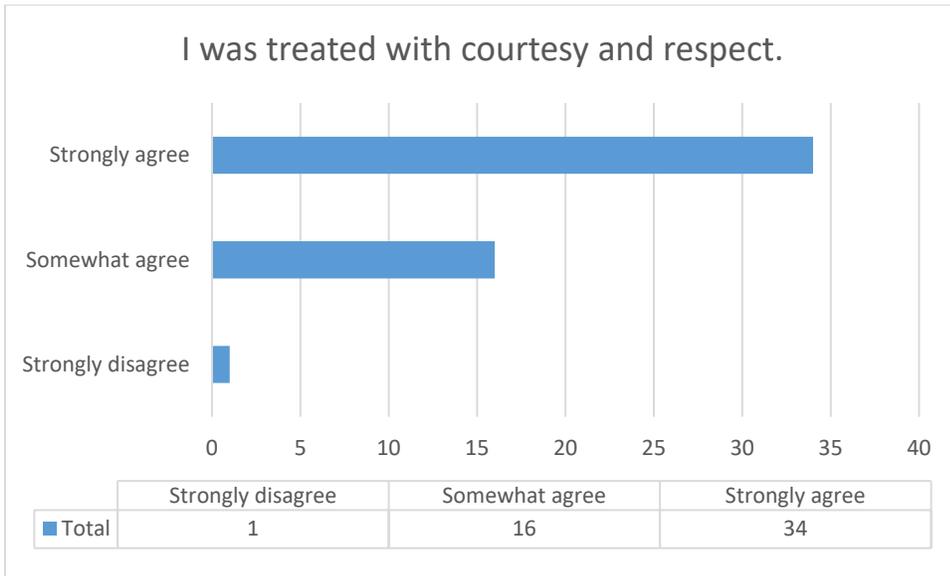


## DOR Office

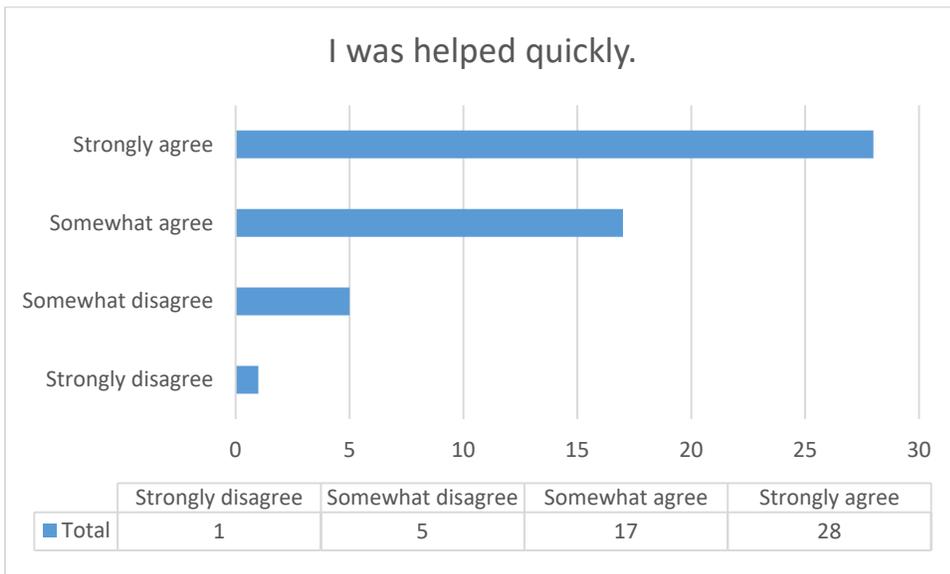
Visit DOR Office:



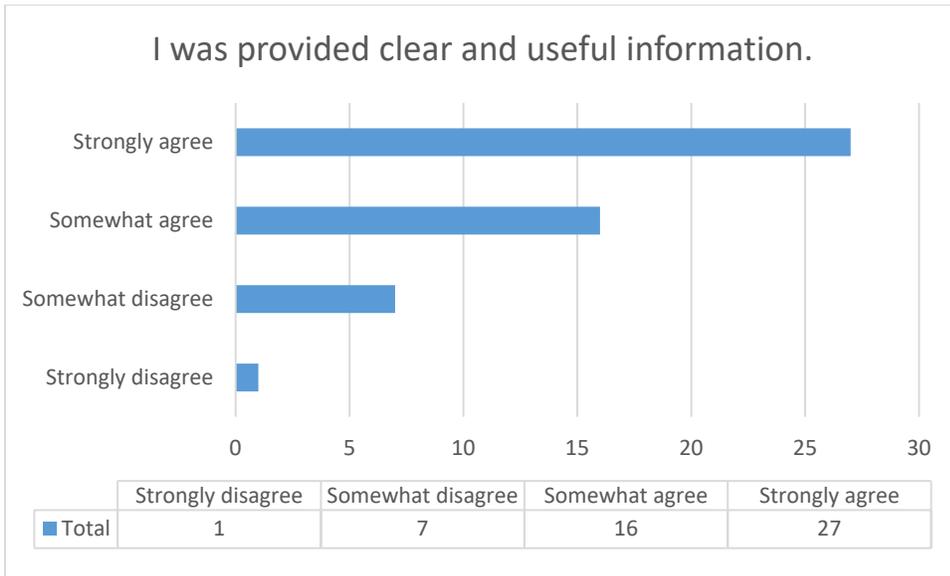
Treated with courtesy and respect:



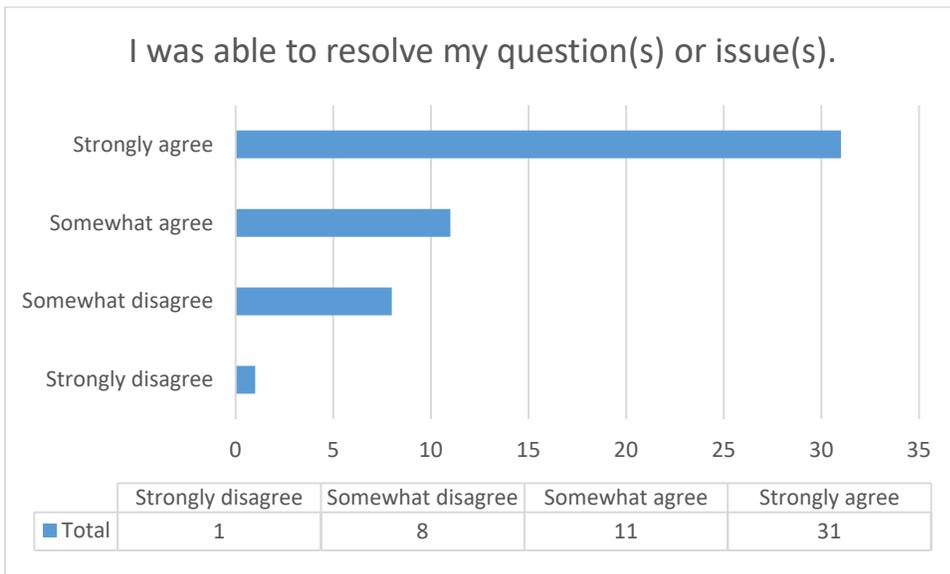
Helped quickly:



Provided clear and useful information:

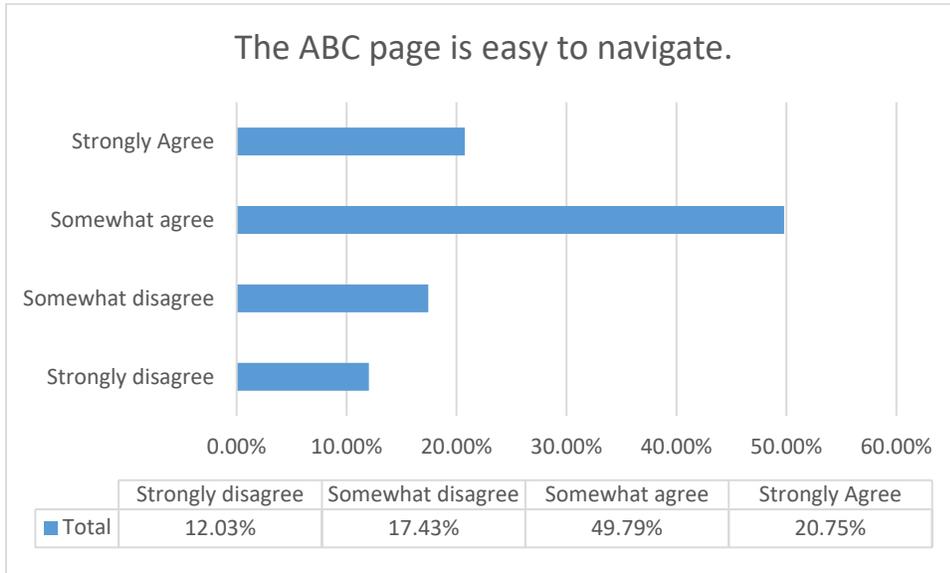


Able to resolve my question(s) or issue(s):

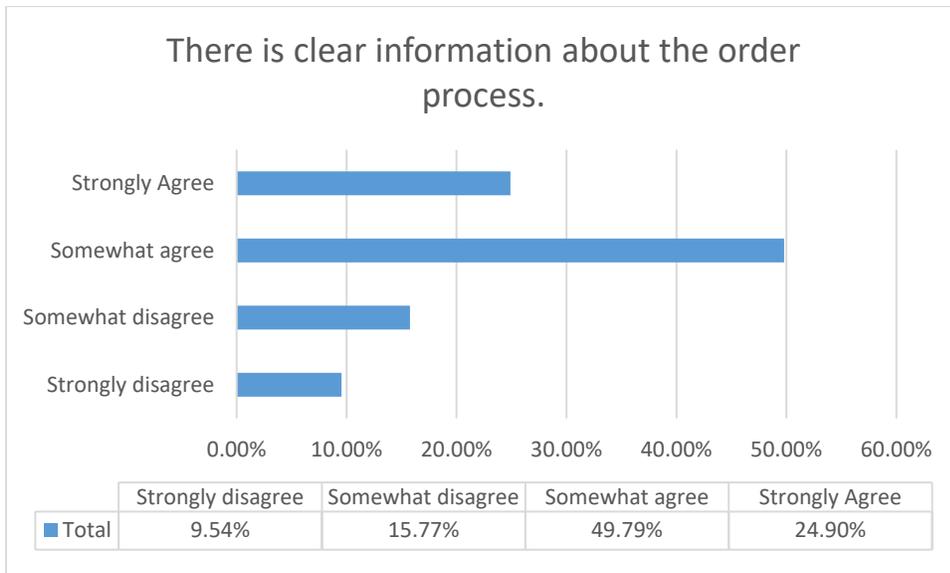


## Website

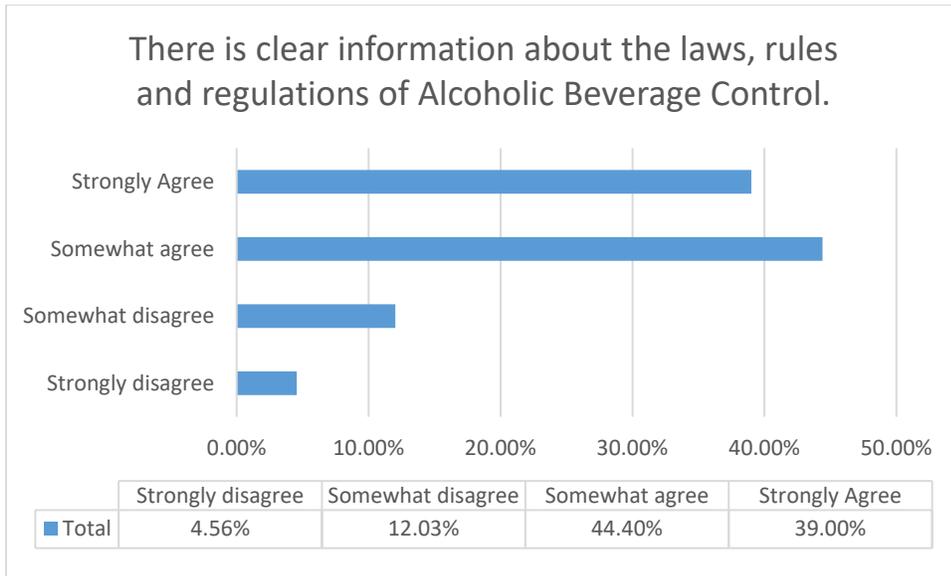
ABC page easy to navigate:



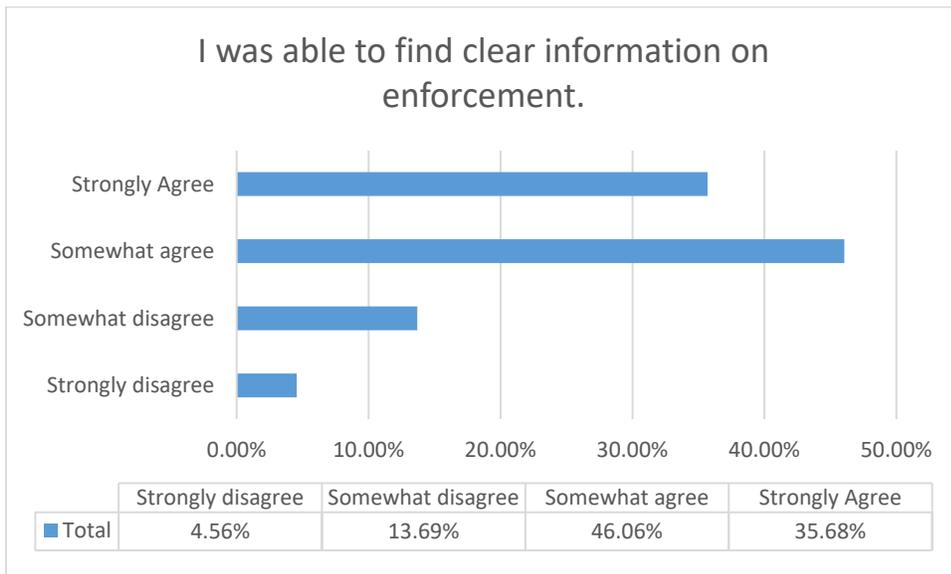
Clear information about the order process:



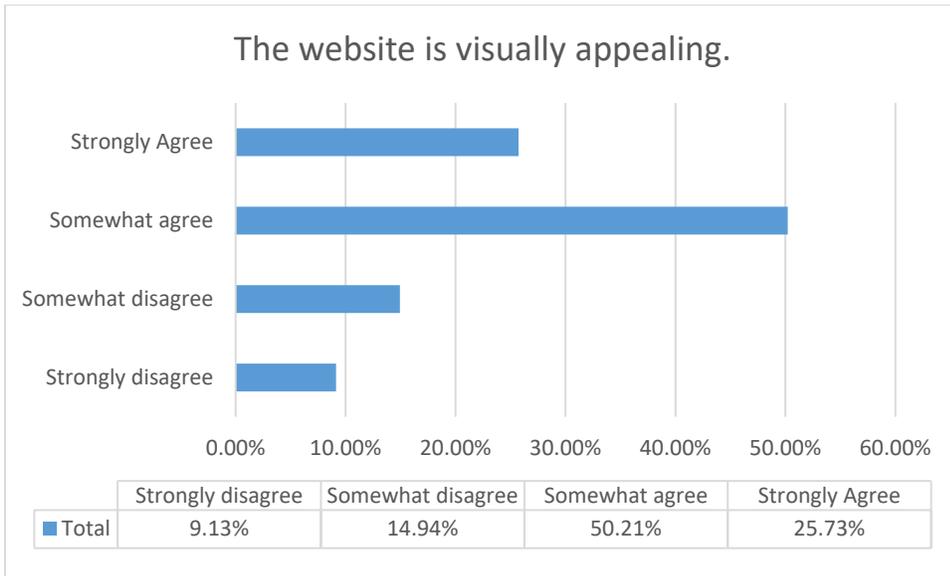
Clear information about laws, rules and regulations of ABC:



Able to find clear information on enforcement:

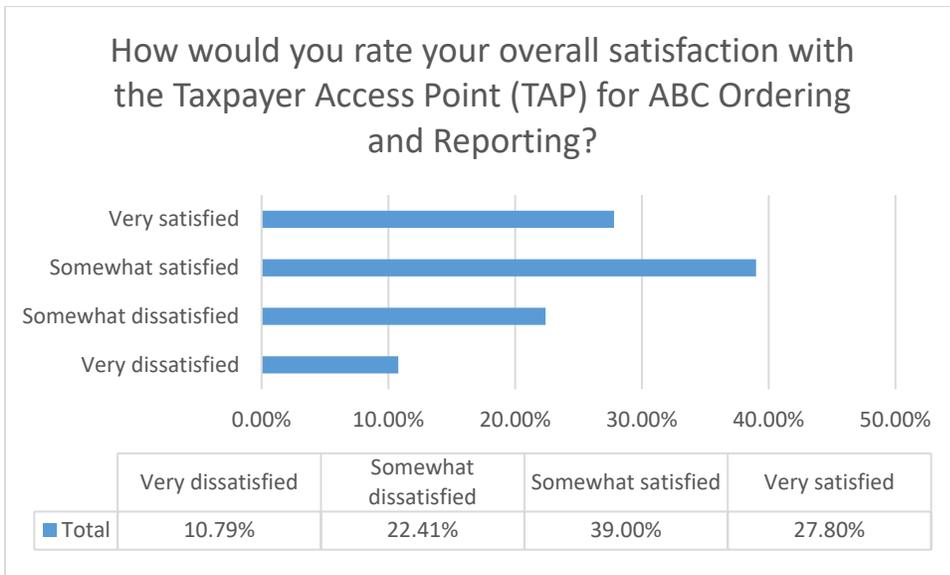


Website visual appeal:

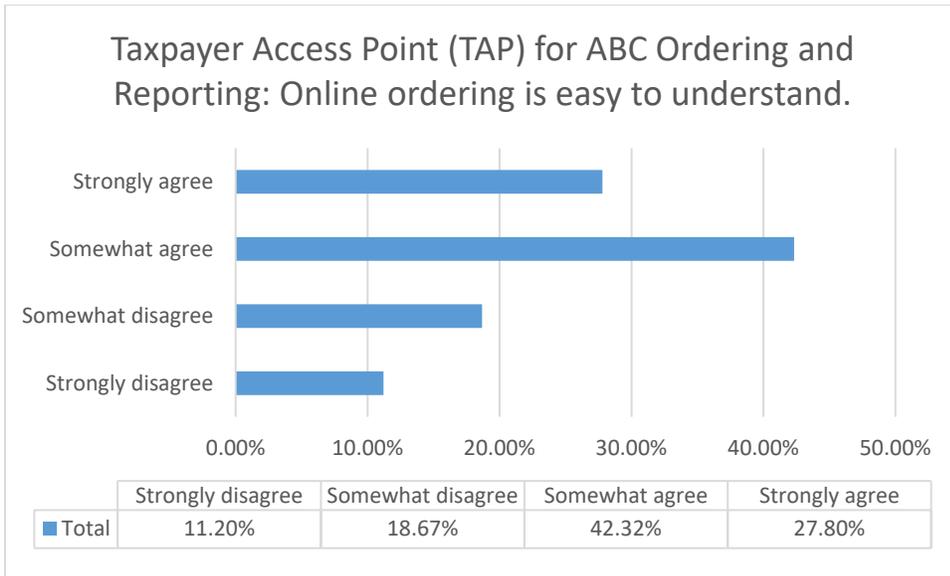


TAP

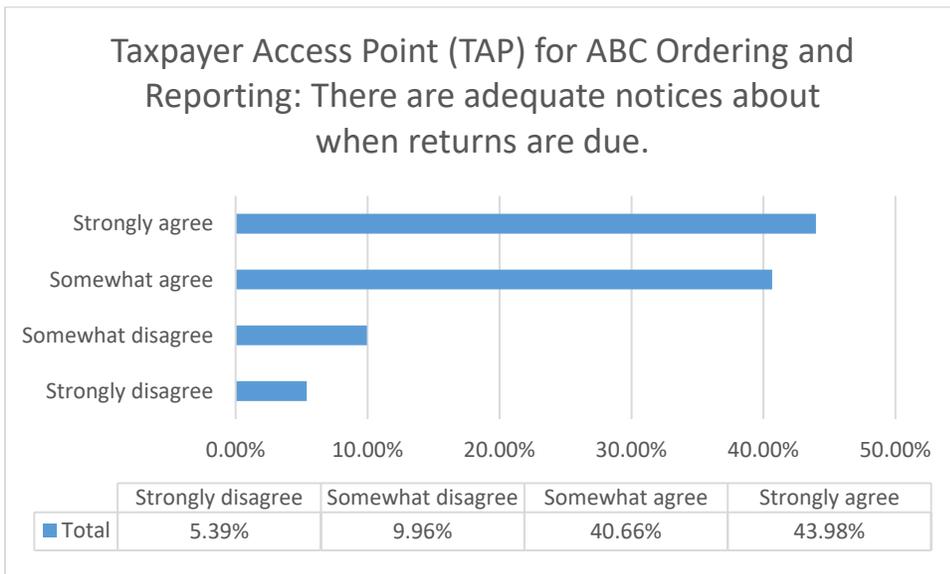
Overall satisfaction with TAP:



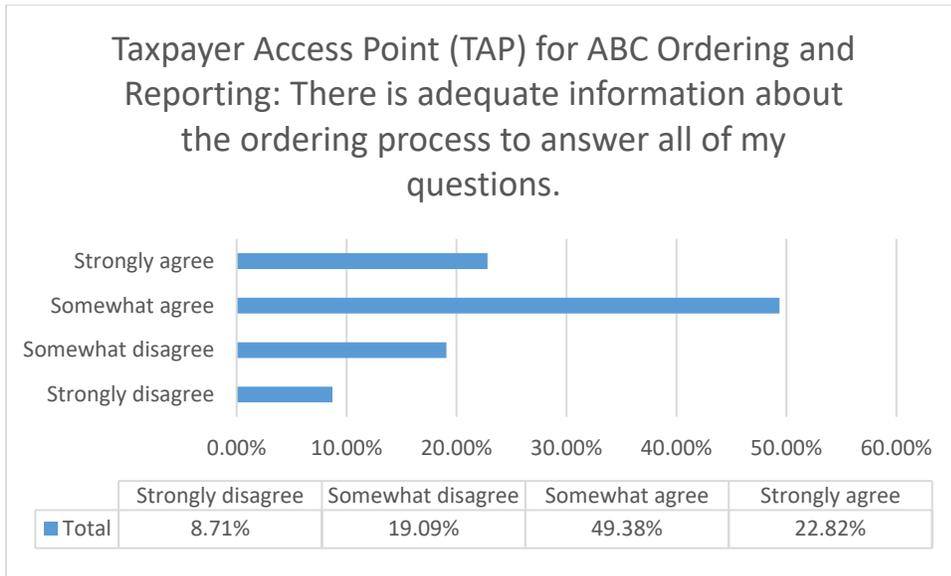
TAP online ordering is easy to understand:



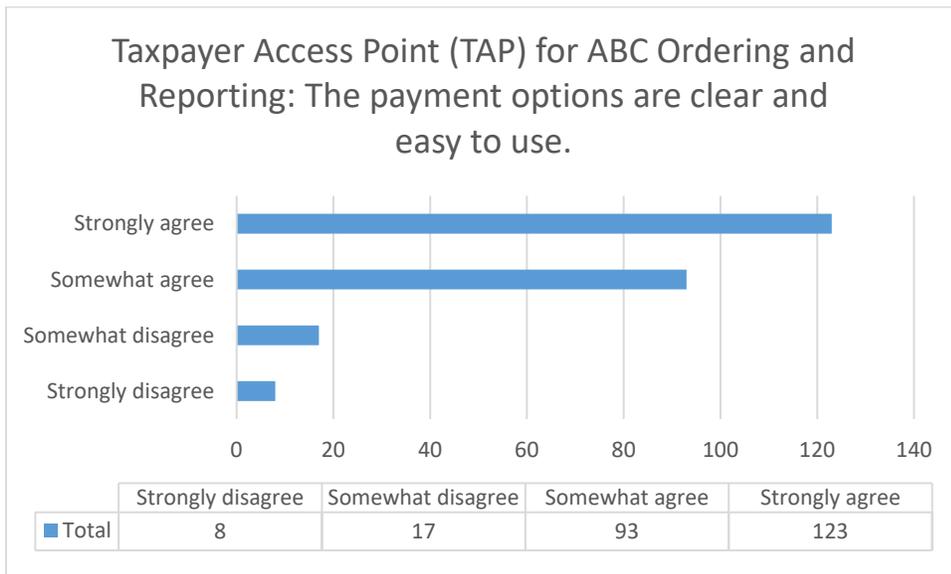
TAP notices when returns are due is adequate:



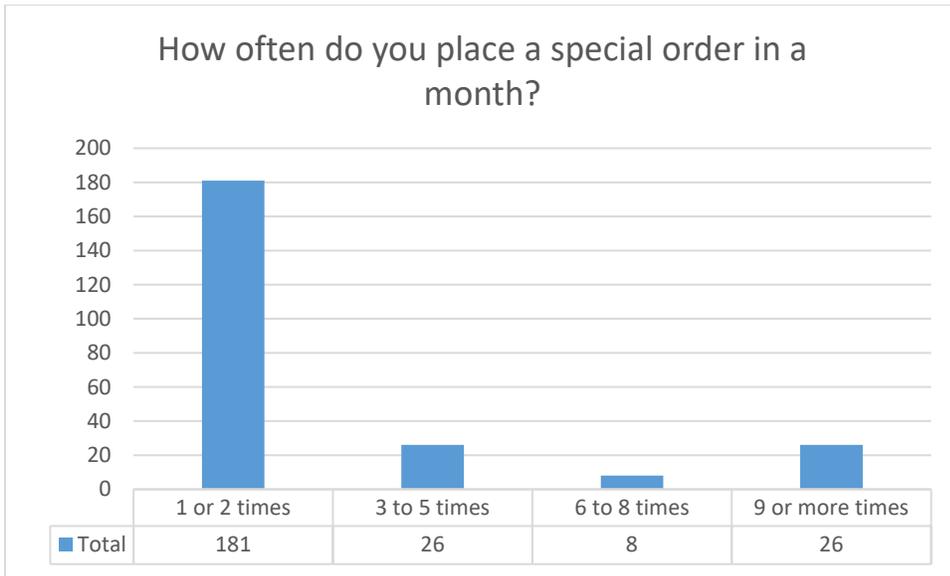
TAP provides adequate information about the order process:



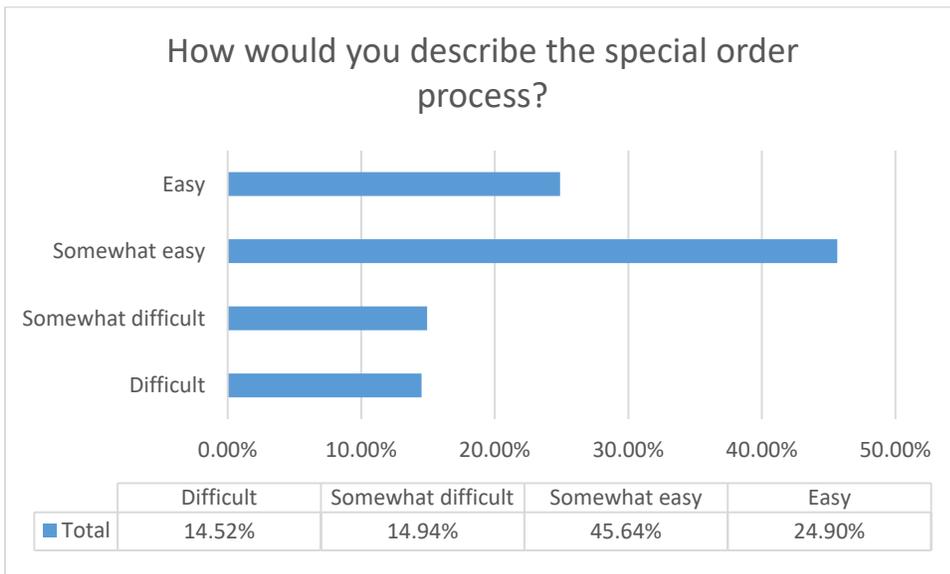
TAP payment options are clear and easy to use:



Special orders/month:



Ease of special order process:



## Tax Preparers Survey Responses

The following list of tables, charts and/or graphs represent the responses from Tax Preparers to the Stennis Institute’s survey for the Mississippi Department of Revenue. Included are the demographics to give DOR a better view of the businesses/Individuals they work with and the perceptions of service. Of all the surveys the Tax Preparers, perhaps not surprisingly, yielded some of the most comments which will be discussed with DOR upon presentation of the findings. Also, of note, many comments reported great praise of the Tax Assist Email address as a positive for resolution of tax issues. While many categories illustrate above 75% positive reporting, some charted areas for improvement (as dictated by more than 25% of respondents reporting in a combined negative fashion) include: the call center answering the phone quickly, providing clear and useful information, and resolving issue(s); DOR’s website being easy to use, providing clear and relevant information and its visual appeal; third-party access being helpful; and some tax preparers find chat functionality and YouTube training may not help them.

### Pivot Tables\*

\* Notice row totals for comparative analysis

#### Position/Satisfaction:

Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?  Position	Column Labels				Grand Total
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	
Attorney	28.57%	0.00%	28.57%	42.86%	100.00%
Certified Public Accountant (CPA)	20.36%	51.64%	20.00%	8.00%	100.00%
Enrolled Agent	28.38%	43.24%	22.97%	5.41%	100.00%
Other Tax Professional	34.57%	45.68%	13.33%	6.42%	100.00%
<b>Grand Total</b>	<b>28.78%</b>	<b>47.17%</b>	<b>16.82%</b>	<b>7.23%</b>	<b>100.00%</b>

#### Size/Satisfaction:

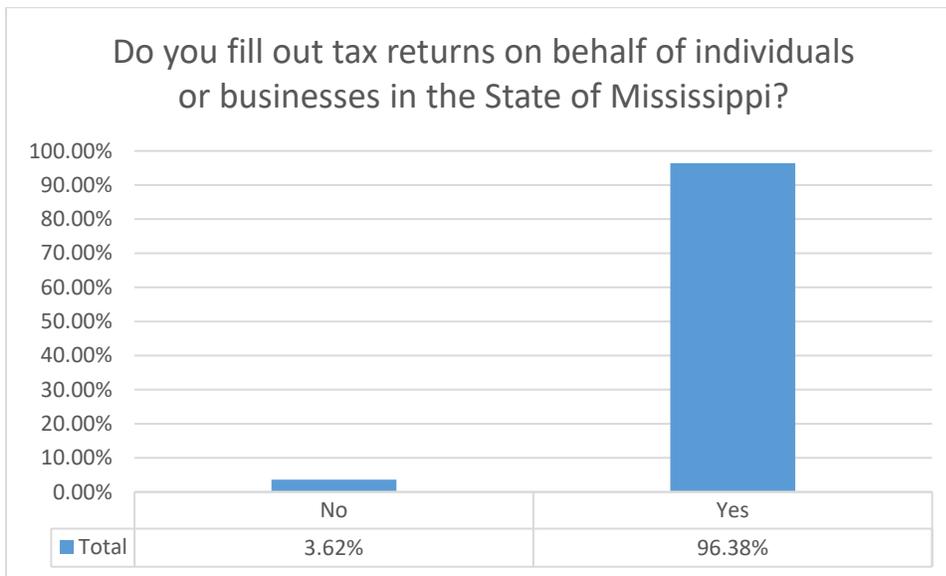
Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?  Size	Column Labels				Grand Total
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	
1 (yourself)	45.49%	35.66%	14.75%	4.10%	100.00%
2 to 10 employees	22.38%	50.54%	18.41%	8.66%	100.00%
11 to 25 employees	19.51%	50.00%	18.29%	12.20%	100.00%
26 or more employees	18.99%	57.59%	16.46%	6.96%	100.00%
<b>Grand Total</b>	<b>28.78%</b>	<b>47.17%</b>	<b>16.82%</b>	<b>7.23%</b>	<b>100.00%</b>

## Primary method of contact/Satisfaction:

Count of How satisfied are you with the overall quality of service you receive from the Department of Revenue?	Column Labels				Grand Total
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	
Department of Revenue Website	41.35%	48.08%	9.62%	0.96%	100.00%
Email	20.69%	56.90%	17.24%	5.17%	100.00%
Fax	16.67%	50.00%	16.67%	16.67%	100.00%
In person	42.86%	21.43%	21.43%	14.29%	100.00%
Taxpayer Access Point (TAP)	31.66%	47.49%	16.22%	4.63%	100.00%
Telephone	22.92%	47.04%	19.76%	10.28%	100.00%
US Mail	20.00%	42.00%	22.00%	16.00%	100.00%
<b>Grand Total</b>	<b>28.49%</b>	<b>47.31%</b>	<b>17.07%</b>	<b>7.12%</b>	<b>100.00%</b>

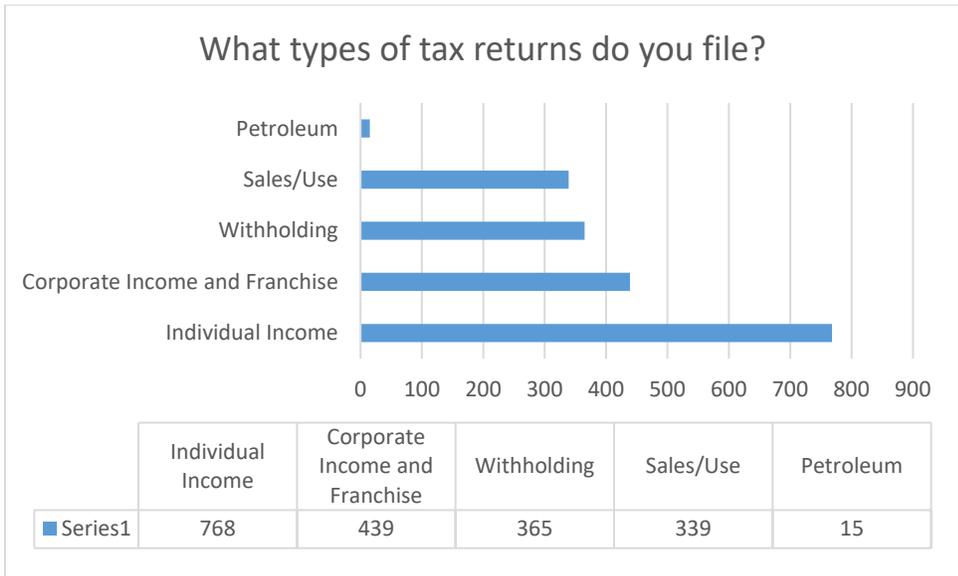
## Demographics

Fills out returns in Mississippi:

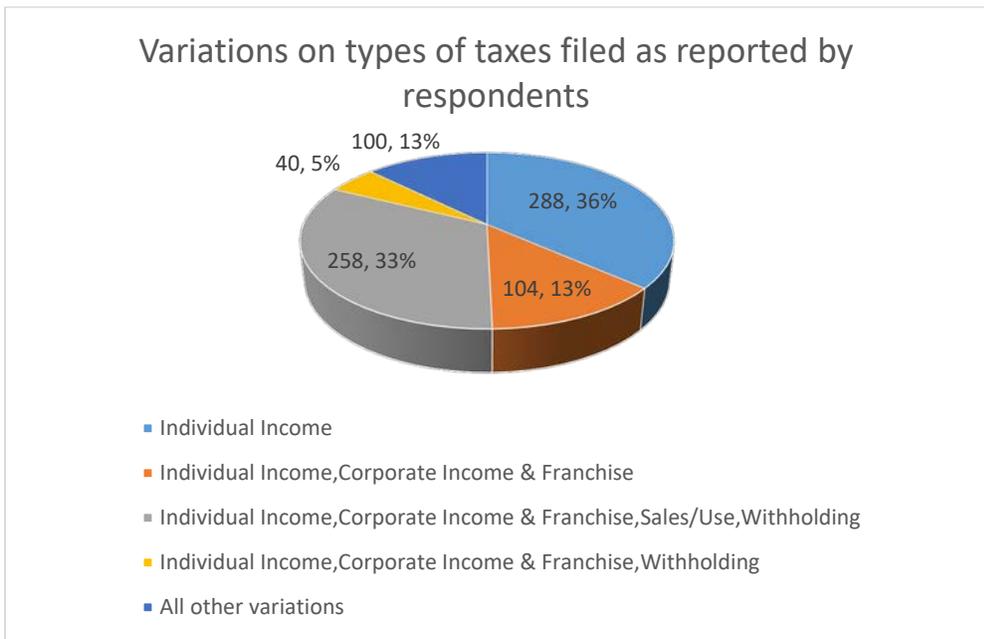


(Note – Tax Preparers for MS were provided by the Mississippi Board of Public Accountancy which obtains it from the IRS – This list is for federal filers hence the 3.62% responding No)

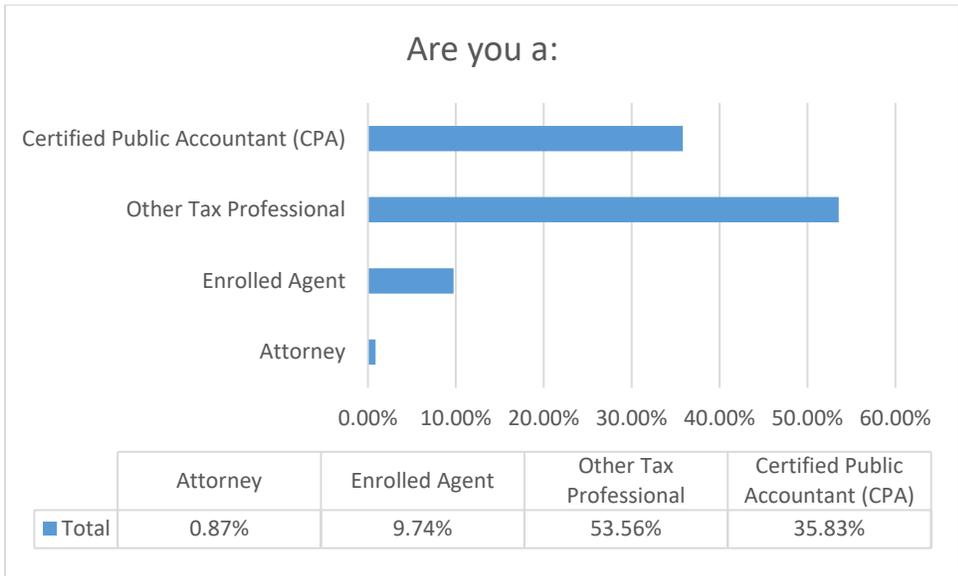
Types of Returns:



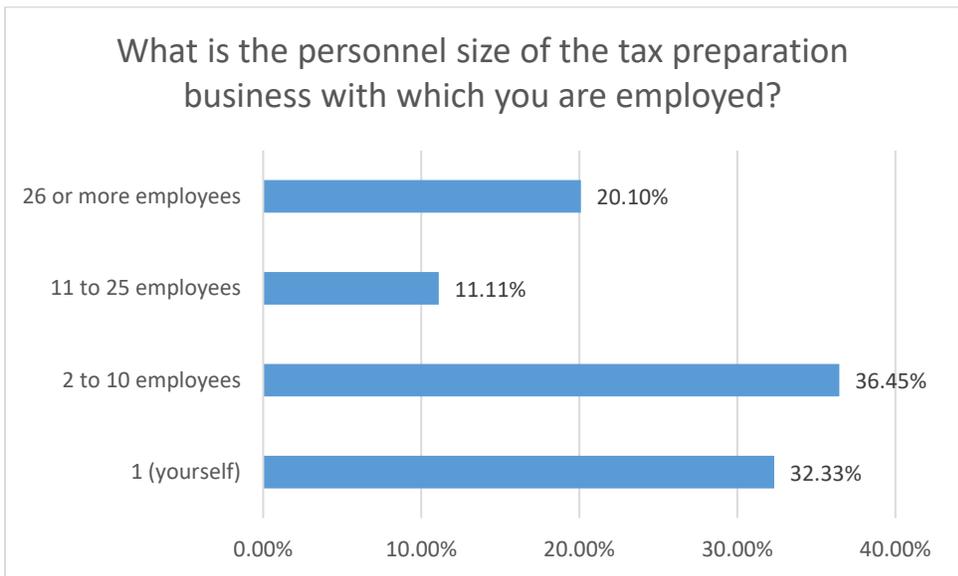
Variations on types of returns:



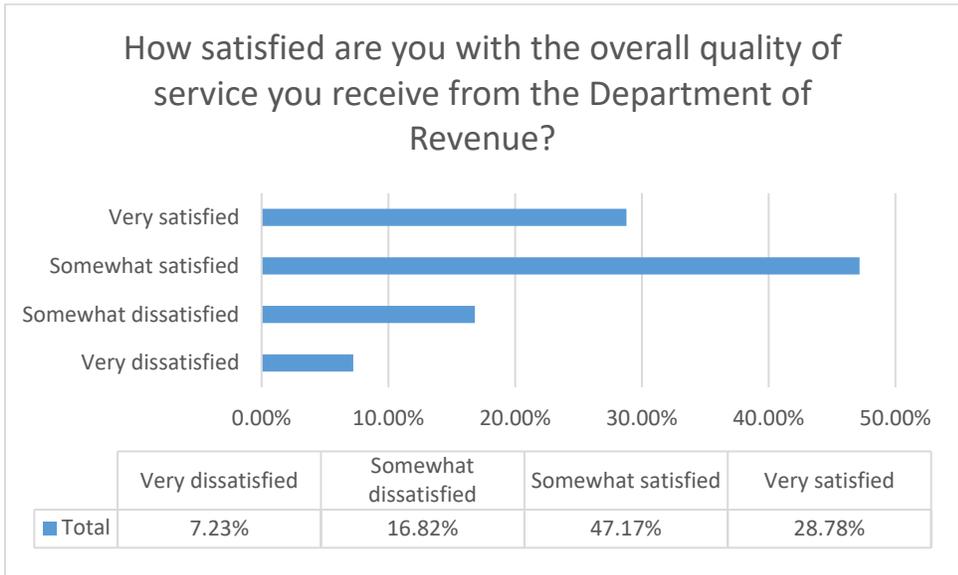
Individual's title:



Size of firm:

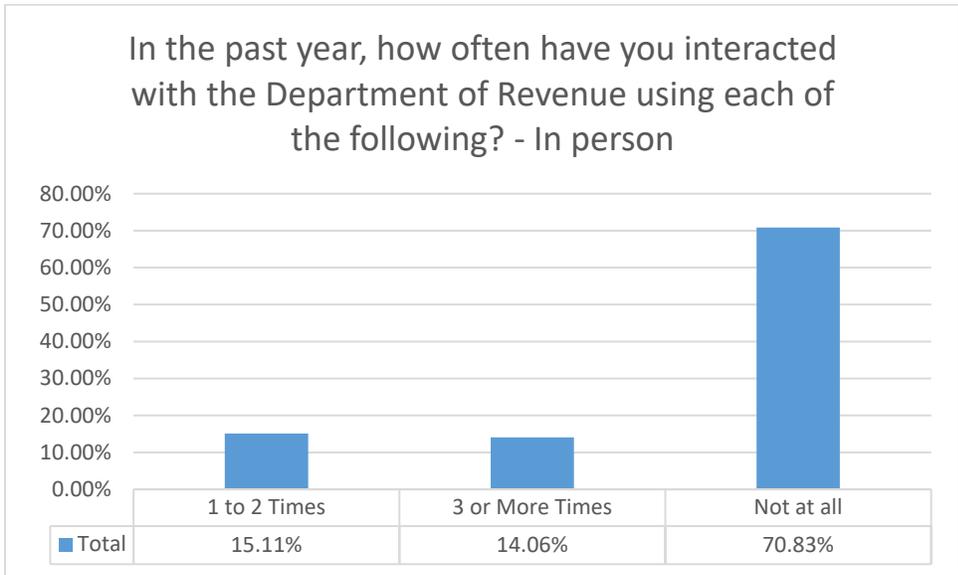


**Overall Satisfaction:**

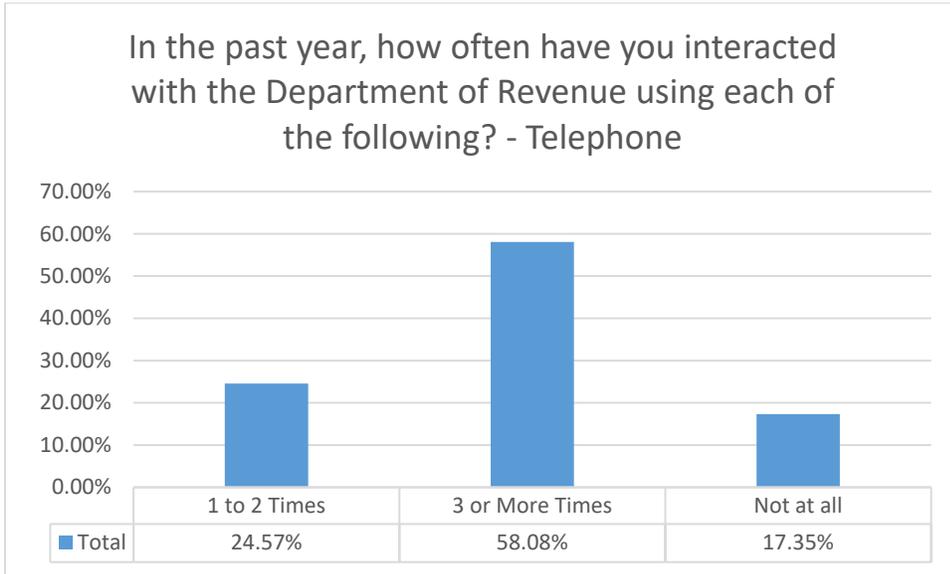


**Interaction**

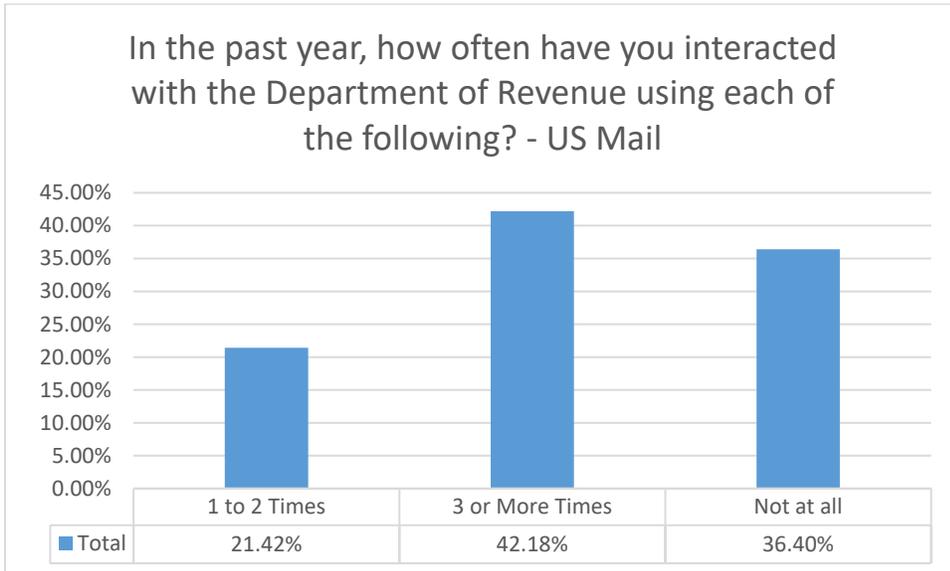
**In Person Interaction:**



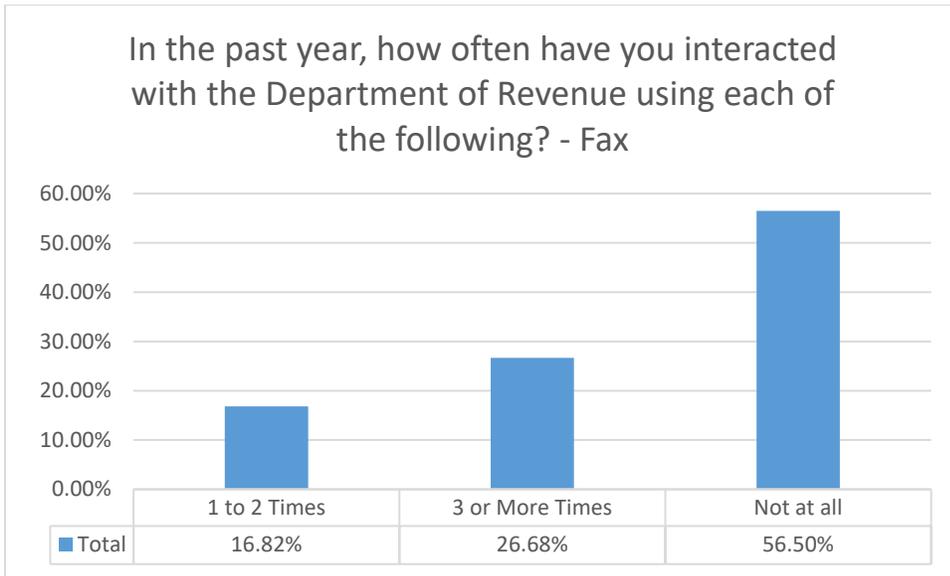
Telephone:



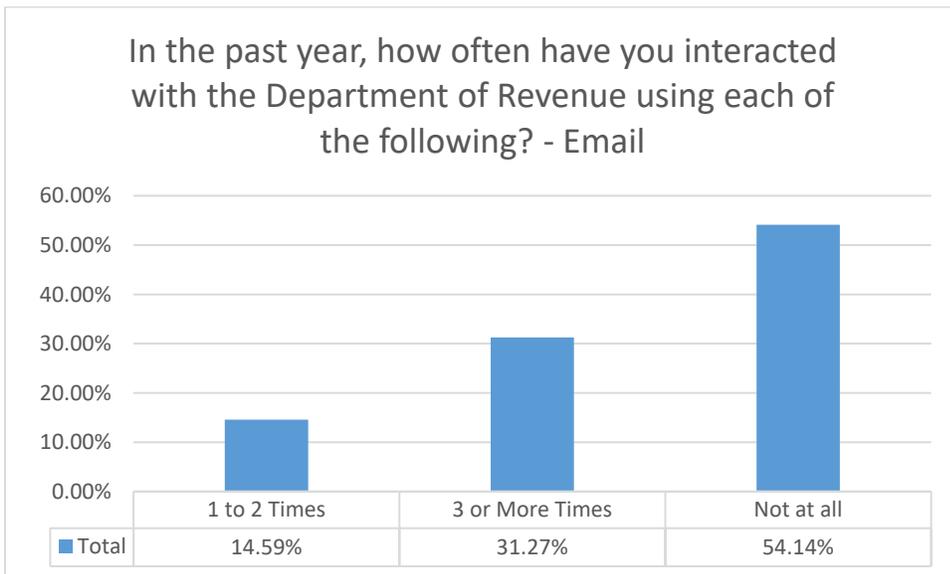
US Mail:



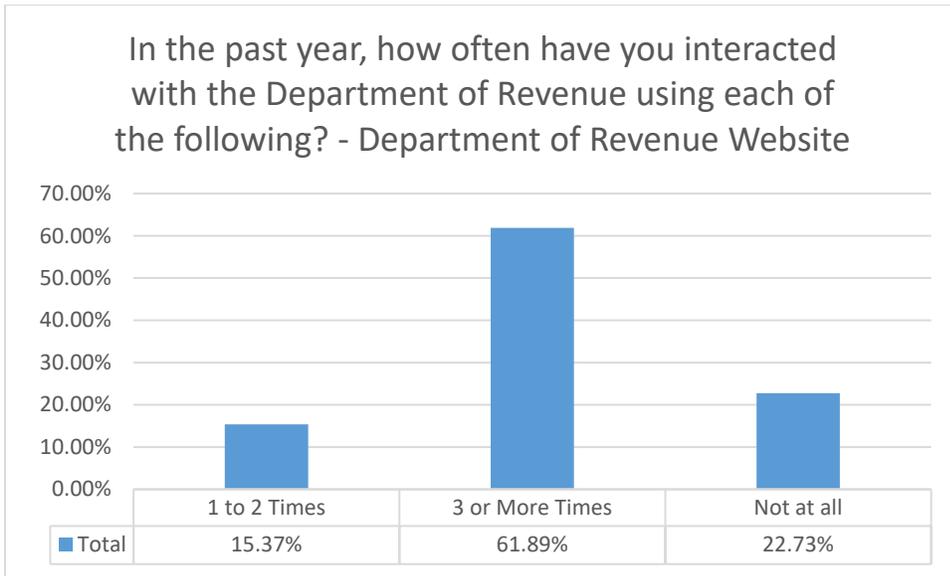
**Fax:**



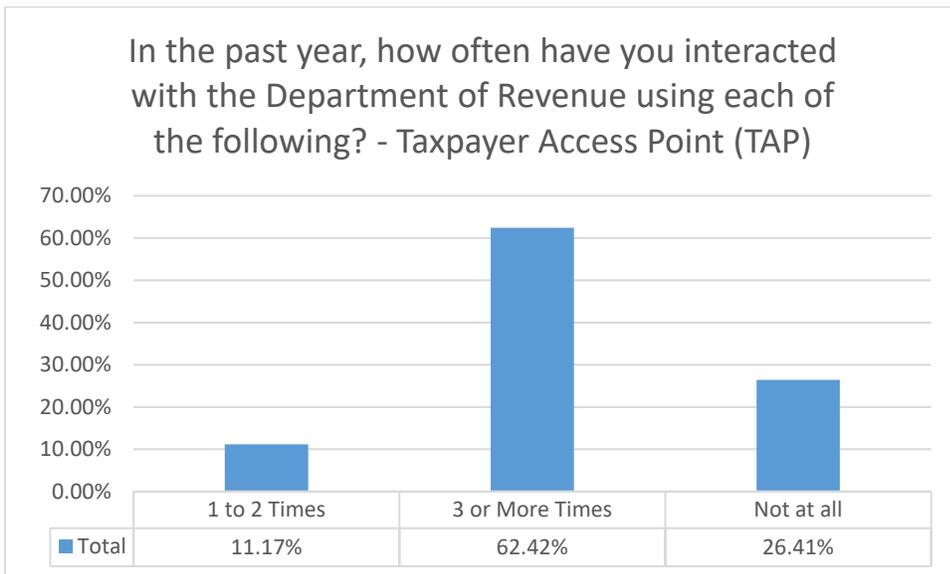
**Email:**



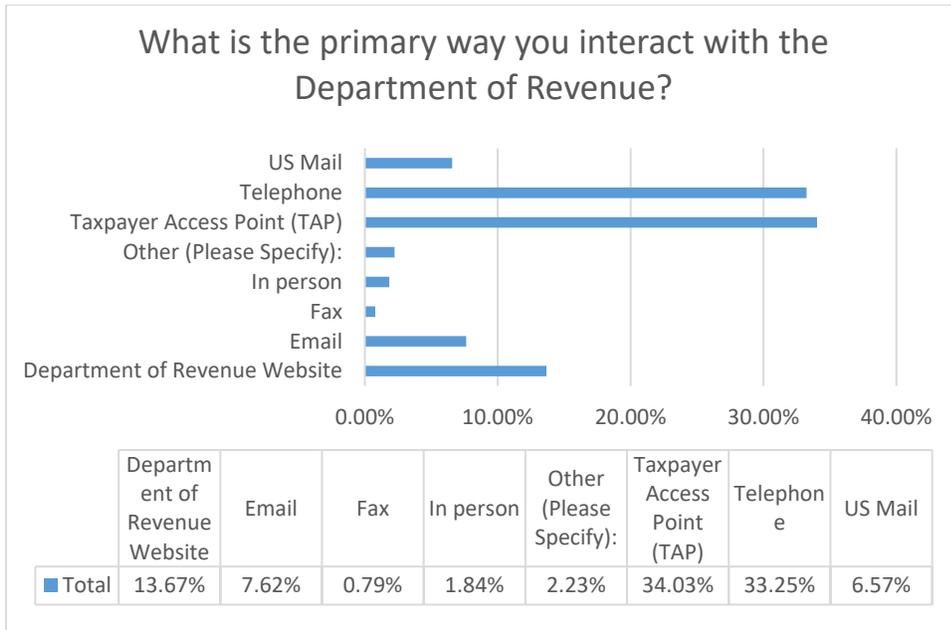
DOR Website:



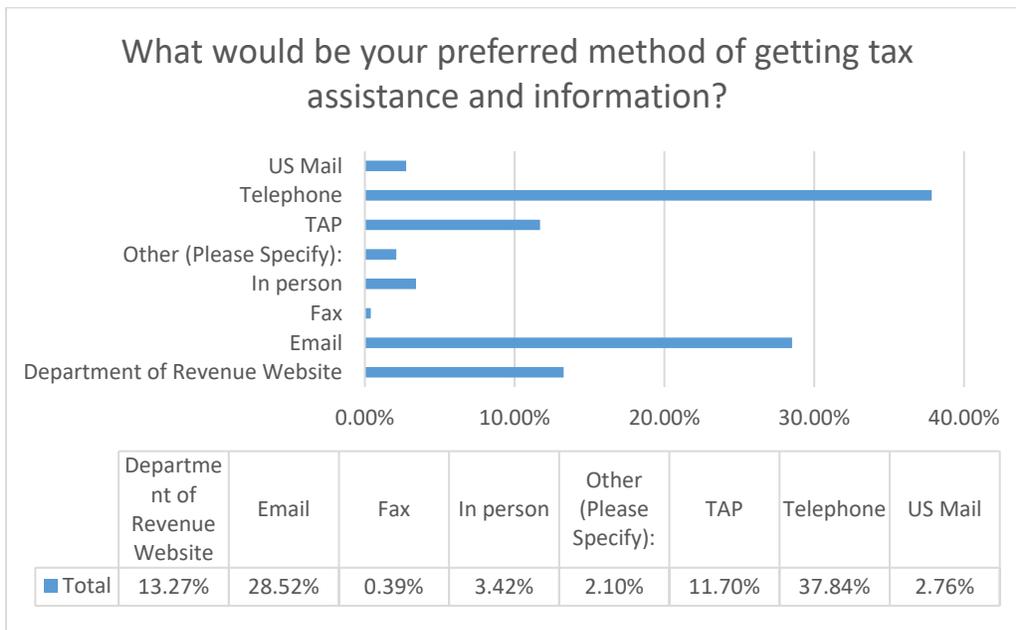
TAP:



Primary Interaction:



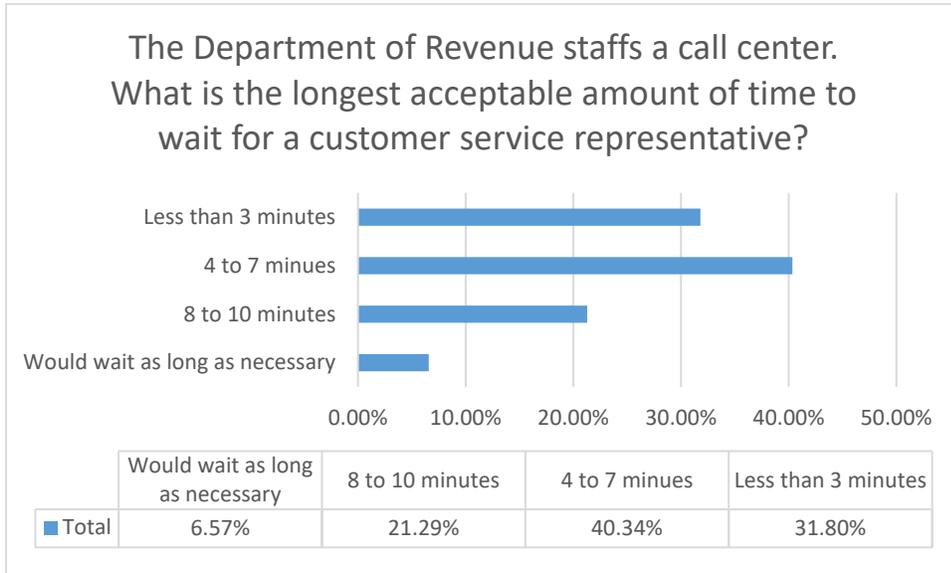
Preferred method of assistance and Interaction:



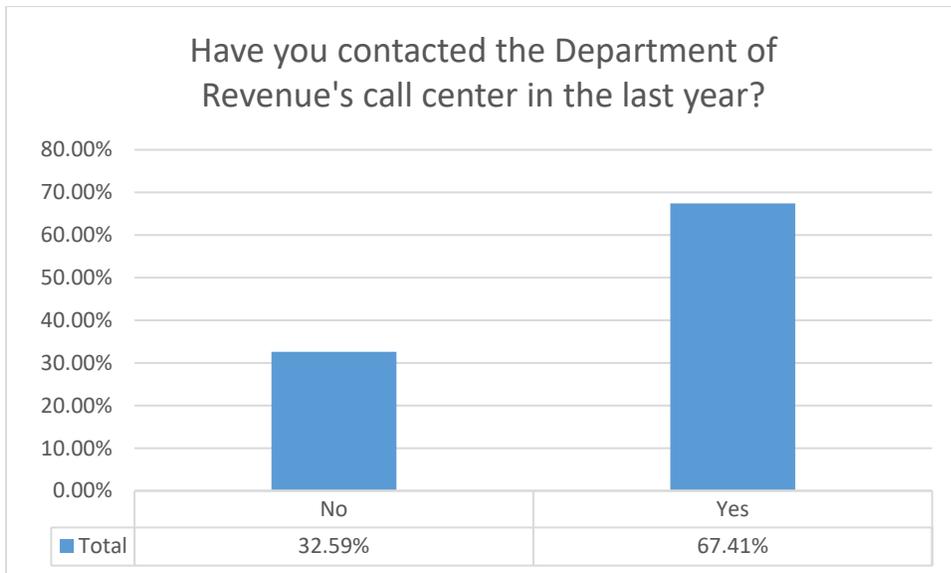
Note: Of the other specifications: Half mentioned online chat option which is not surveyed until later and half mentioned some form of mixed where information came digitally (email, website, TAP notification) and assistance came from Telephone and (prompt) email response.

## Call Center

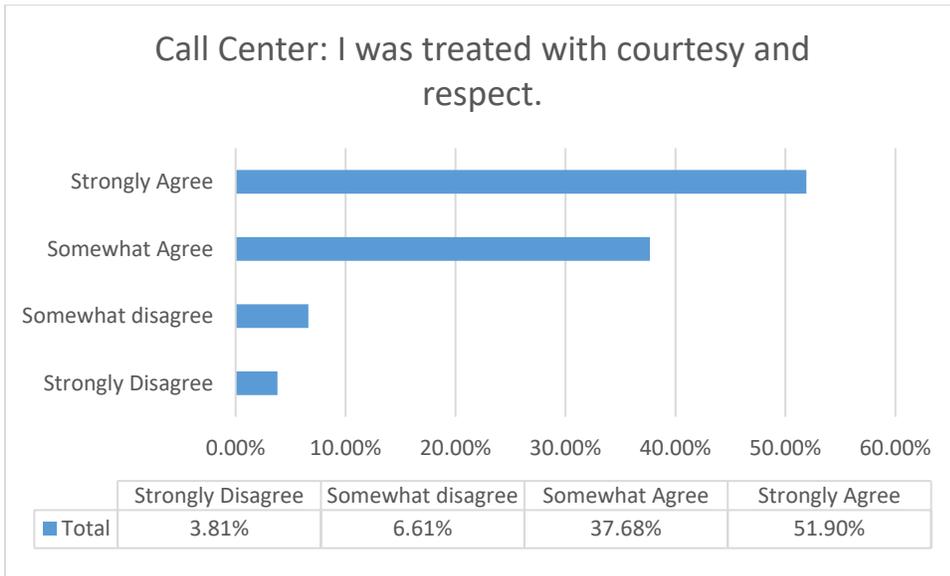
Acceptable Time:



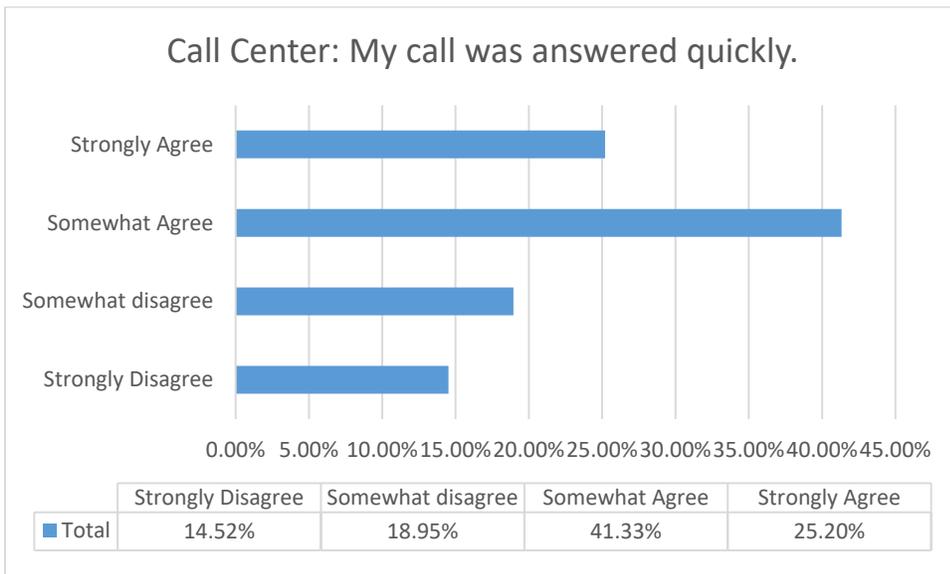
Contact with DOR Call Center:



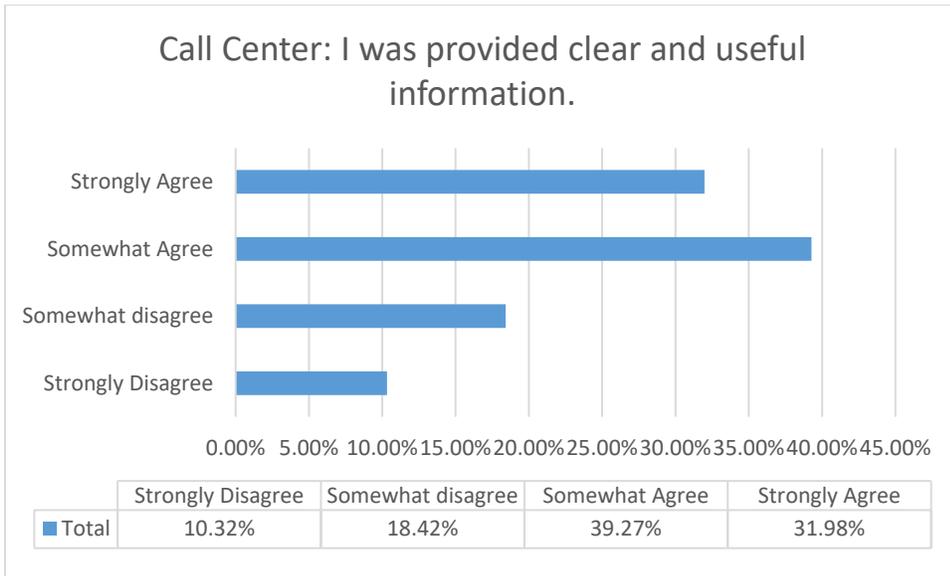
Treated with courtesy and respect:



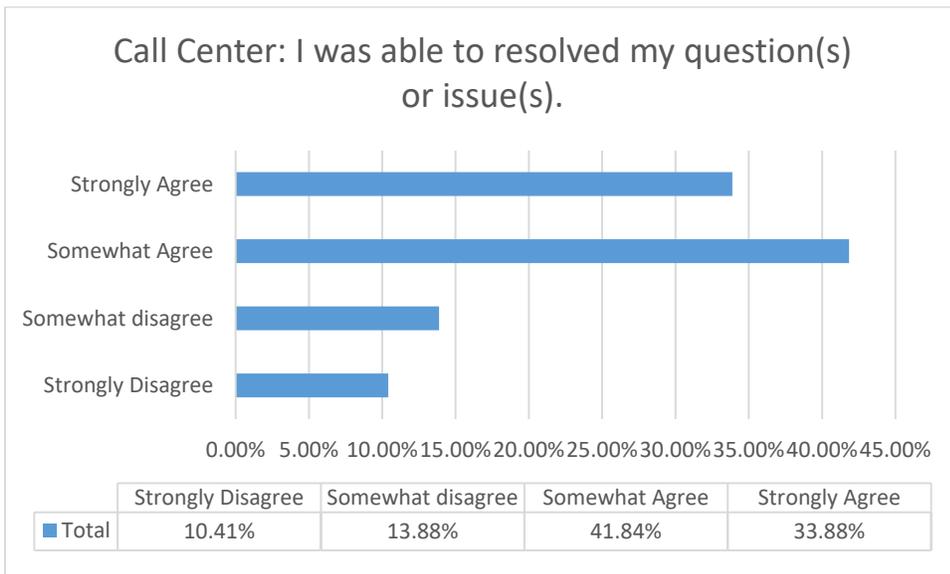
Call answered quickly:



Provided clear and useful information:

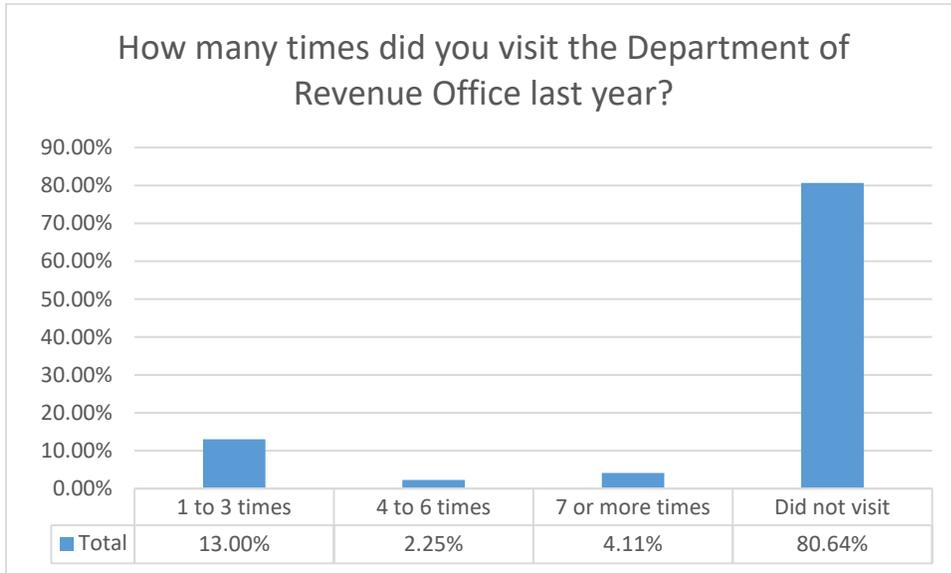


Able to resolve question(s) or issue(s):

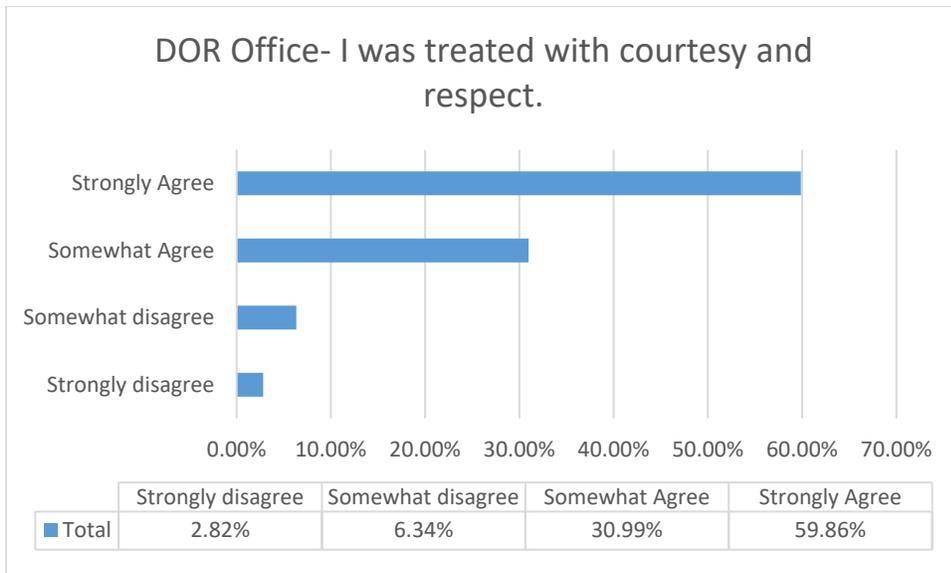


## DOR Office

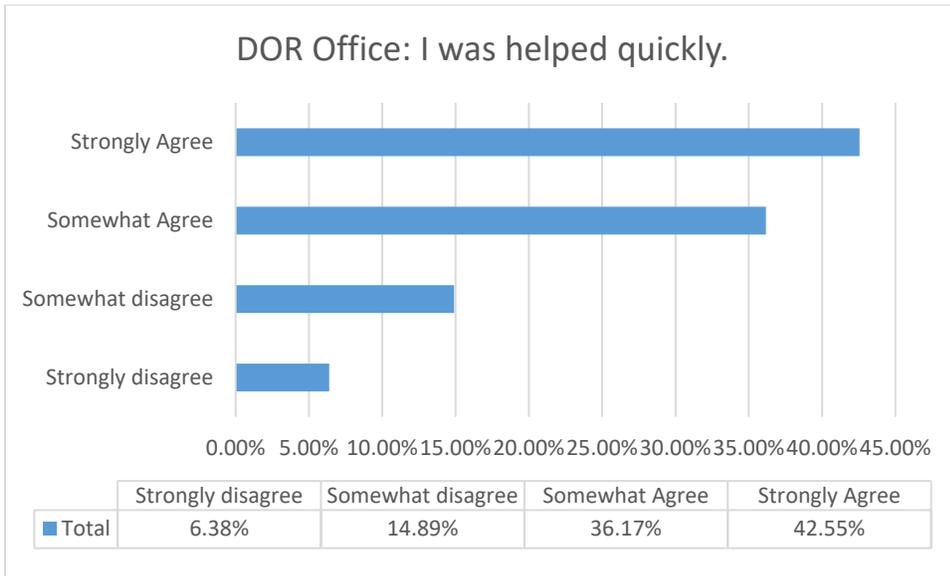
Visit DOR Office:



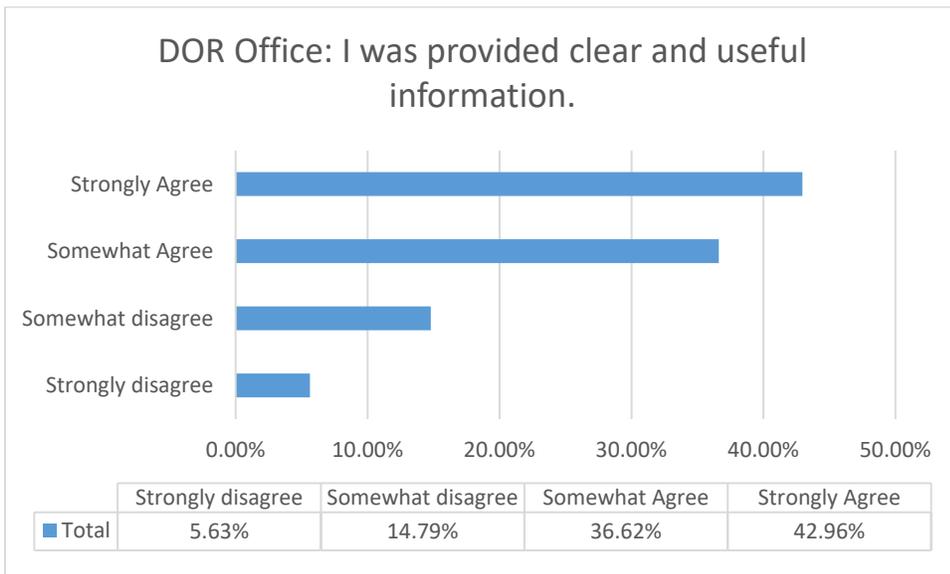
Treated with courtesy and respect:



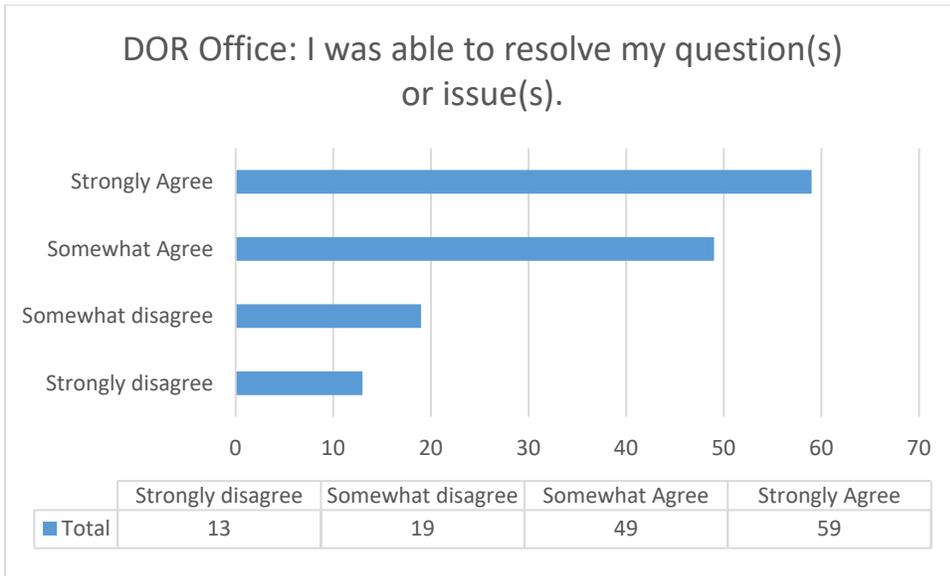
Helped quickly:



Provided clear and useful information:

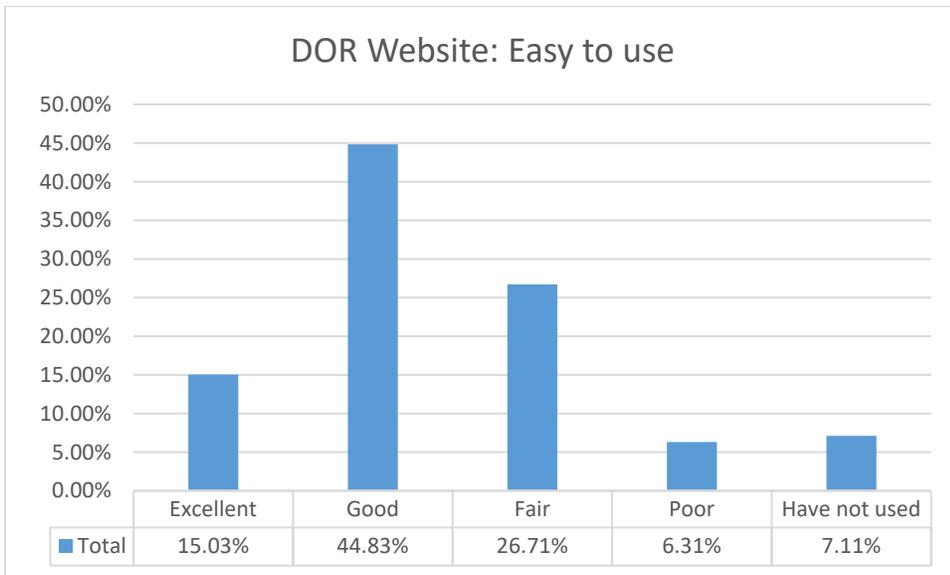


Able to resolve question(s) or issue(s):

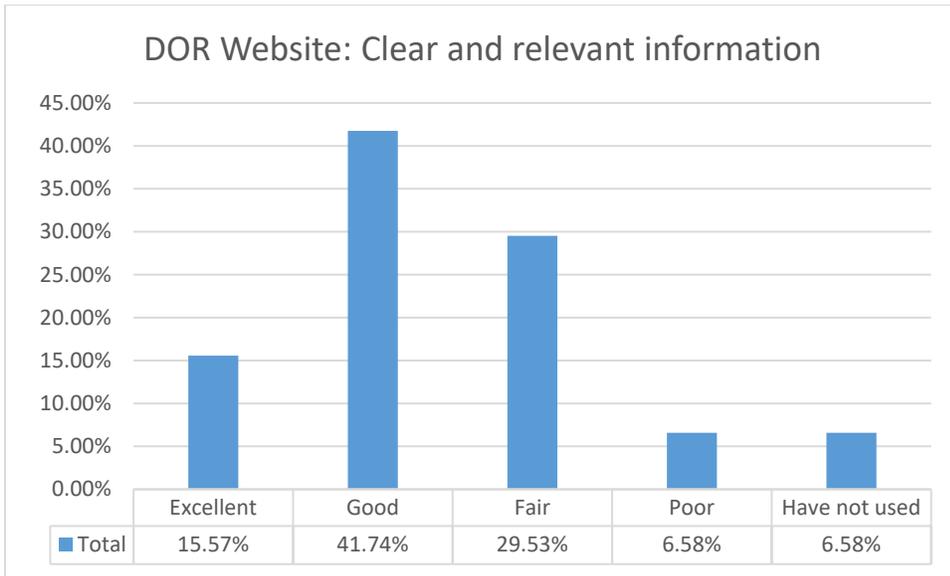


Website

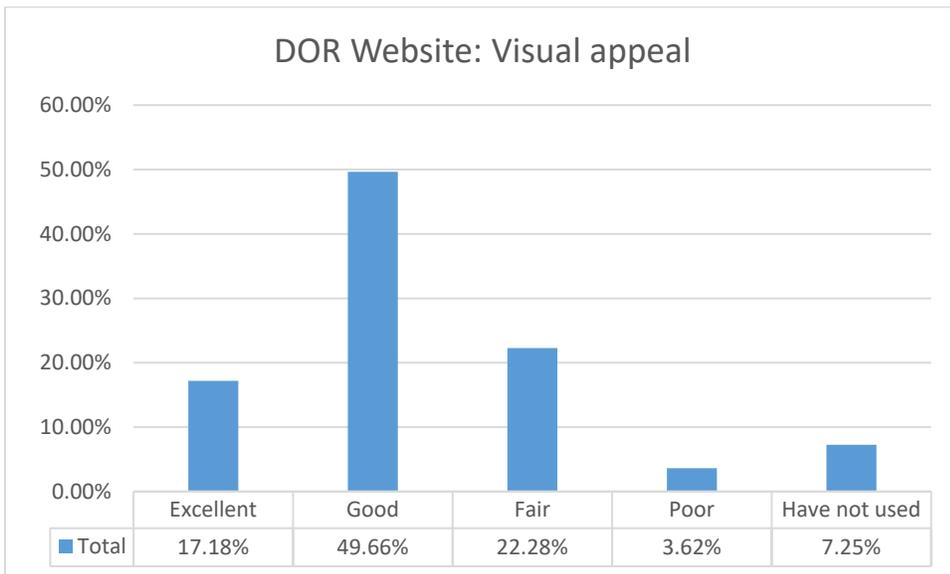
Easy to use:



Clear and relevant information:

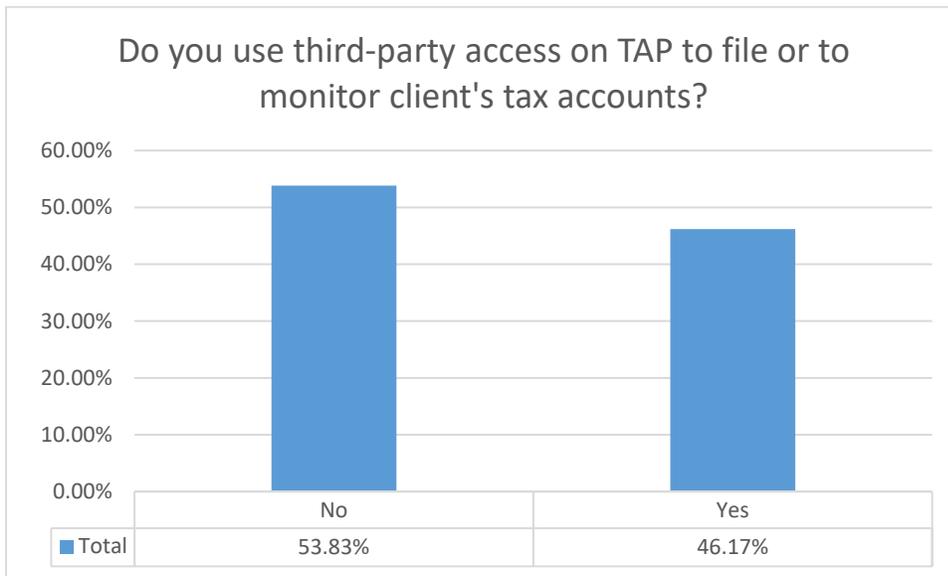


Visual appeal:

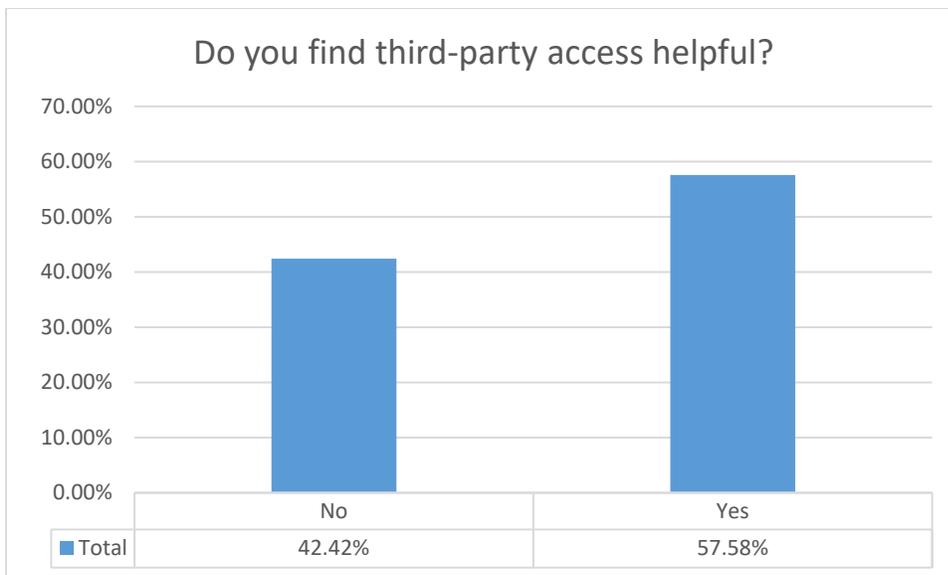


## TAP

Third-party access to monitor client's tax accounts:

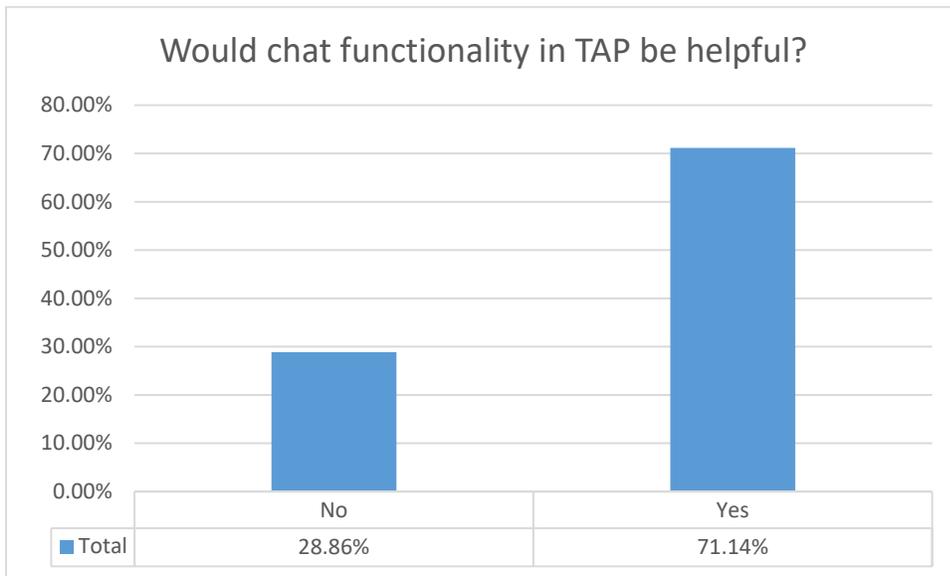


Third-party helpful:

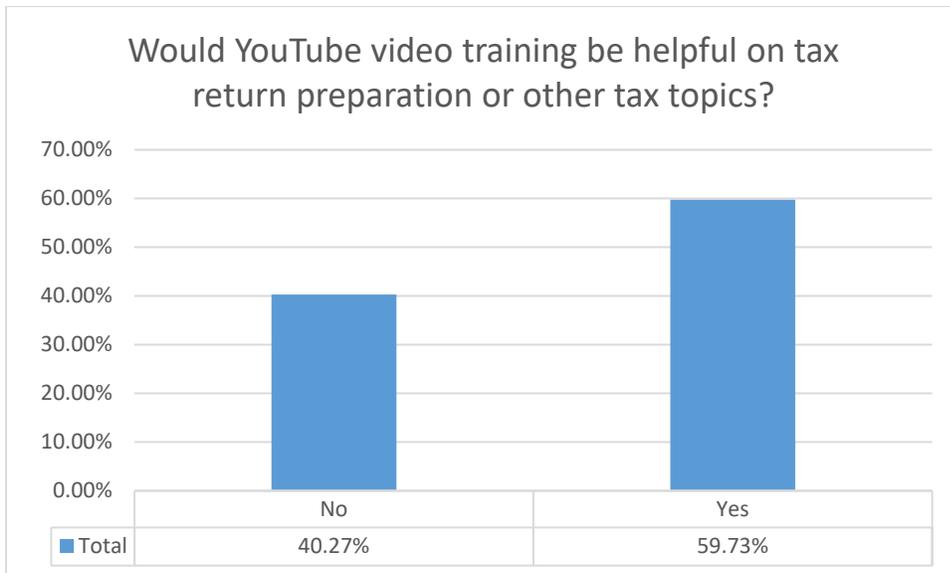


## Technology Feature Usefulness

Chat functionality helpful:



YouTube training helpful:



# County Tax Assessor/Collector/Clerk Survey Responses

The following list of tables, charts and/or graphs represent the responses from County Official to the Stennis Institute’s survey for the Mississippi Department of Revenue. Included are the demographics to give DOR a better view of the individuals in the counties reporting to the survey that they work with and the perceptions of service. While almost all categories illustrate above 75% positive reporting some charted areas for improvement (as dictated by more than a combined 25% of respondents reporting in a negative fashion) include: Tax Assessors/Collectors amount of support and information, Call center answer time, and over 25% question the helpfulness of Chat functionality and YouTube training.

## Pivot Tables\*

\* Notice row totals for comparative analysis

### Position/Satisfaction:

<b>How would you rate your overall satisfaction with the Mississippi Department of Revenue?</b>					
<b>Position</b>	<b>Satisfaction Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Grand Total</b>
Tax Assessor/Tax Collector	37.50%	52.50%	7.50%	2.50%	100.00%
Clerk	53.57%	46.43%	0.00%	0.00%	100.00%
Other ( Please Specify):	46.15%	53.85%	0.00%	0.00%	100.00%
<b>Grand Total</b>	<b>44.44%</b>	<b>50.62%</b>	<b>3.70%</b>	<b>1.23%</b>	<b>100.00%</b>

### Years working with DOR/Satisfaction:

<b>How would you rate your overall satisfaction with the Mississippi Department of Revenue?</b>					
<b>Length of employment</b>	<b>Satisfaction Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Grand Total</b>
1 to 4 years	55.00%	45.00%	0.00%	0.00%	100.00%
5 to 8 years	46.15%	53.85%	0.00%	0.00%	100.00%
9 or more years	39.13%	54.35%	4.35%	2.17%	100.00%
Less than 1 year	50.00%	0.00%	50.00%	0.00%	100.00%
<b>Grand Total</b>	<b>44.44%</b>	<b>50.62%</b>	<b>3.70%</b>	<b>1.23%</b>	<b>100.00%</b>

Position/Support:

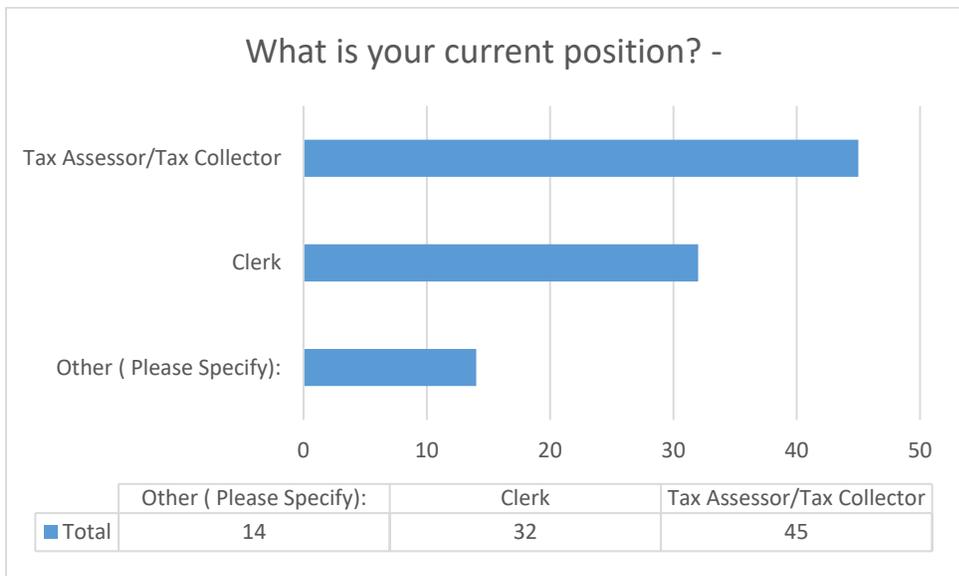
Are you satisfied with the amount of support and information	Satisfaction		Grand Total
	1. Yes	2. No	
Position	1. Yes	2. No	Grand Total
Tax Assessor/Tax Collector	37.33%	13.33%	50.67%
Clerk	32.00%	1.33%	33.33%
Other ( Please Specify):	16.00%	0.00%	16.00%
<b>Grand Total</b>	<b>85.33%</b>	<b>14.67%</b>	<b>100.00%</b>

Position/Support: (Row Total)

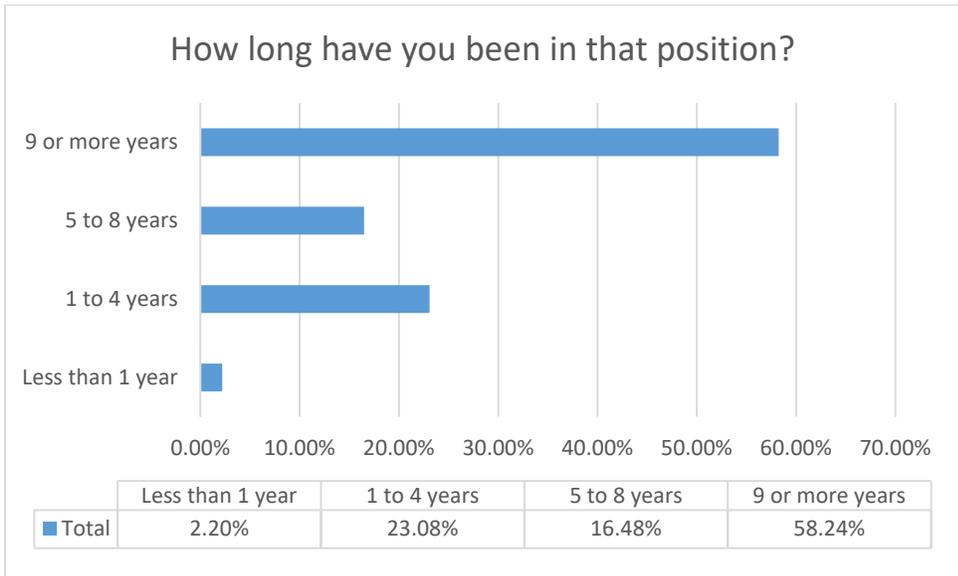
Are you satisfied with the amount of support and information?	Satisfaction		Grand Total
	1. Yes	2. No	
Position	1. Yes	2. No	Grand Total
Clerk	96.00%	4.00%	100.00%
Tax Assessor/Tax Collector	73.68%	26.32%	100.00%
Other ( Please Specify):	100.00%	0.00%	100.00%
<b>Grand Total</b>	<b>85.33%</b>	<b>14.67%</b>	<b>100.00%</b>

Demographics

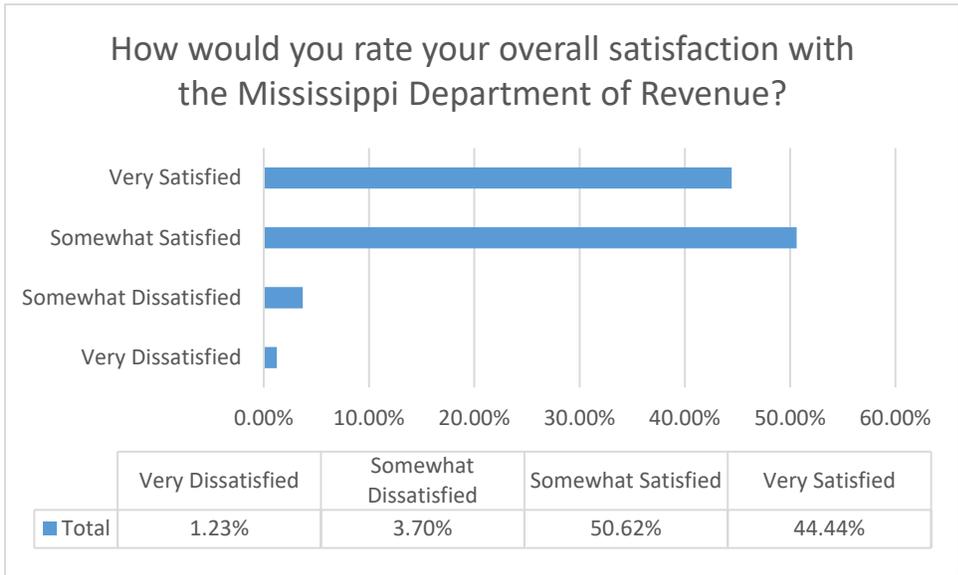
Current position:



Length in that position:

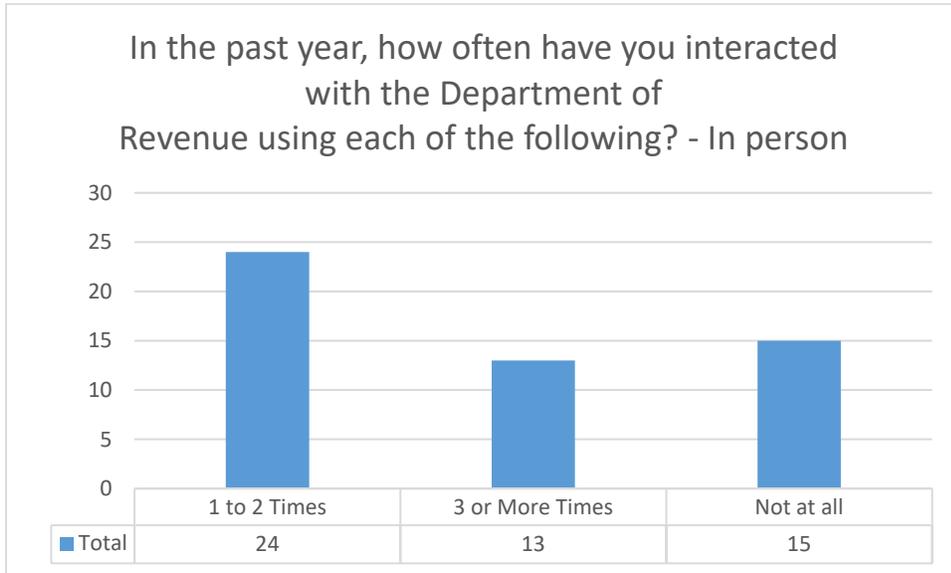


Overall Satisfaction

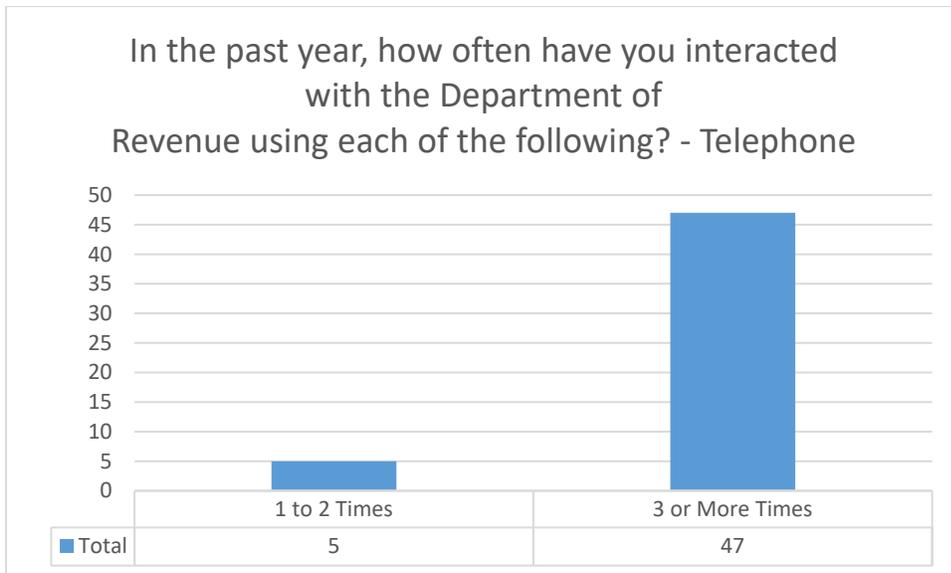


## Interaction

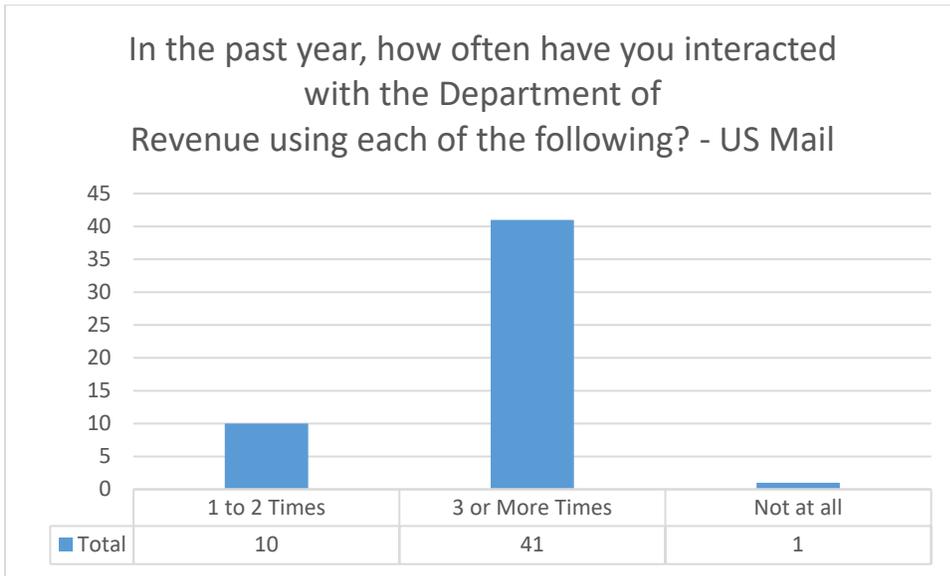
In Person:



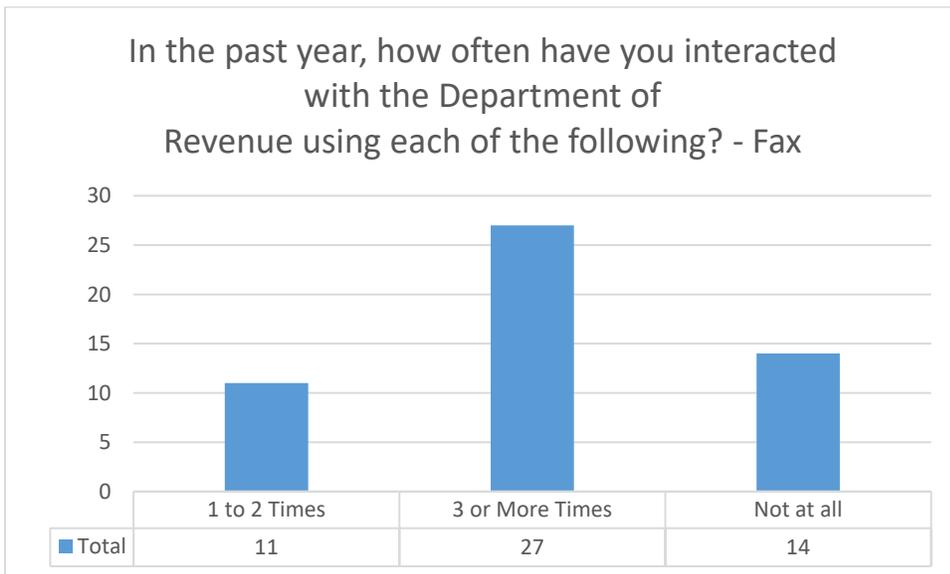
Telephone:



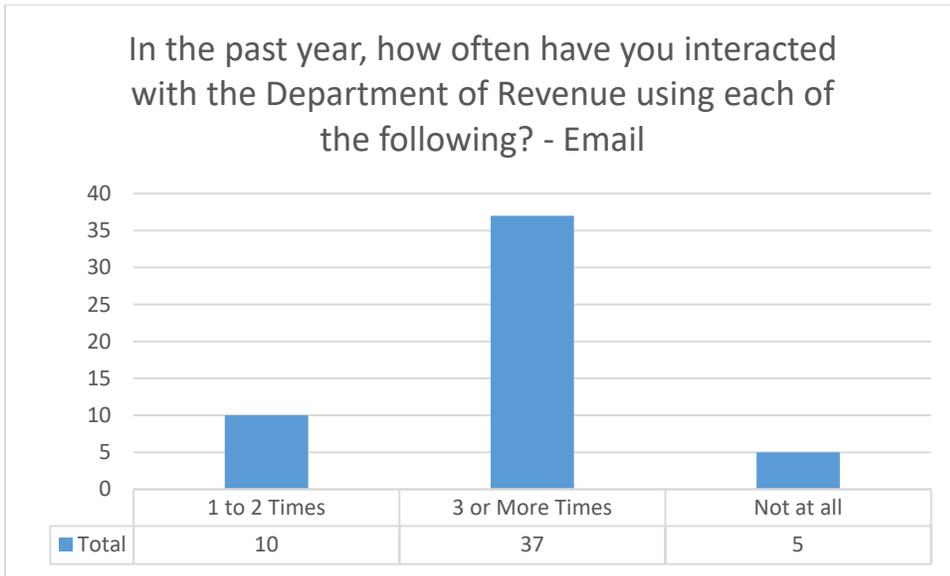
US Mail:



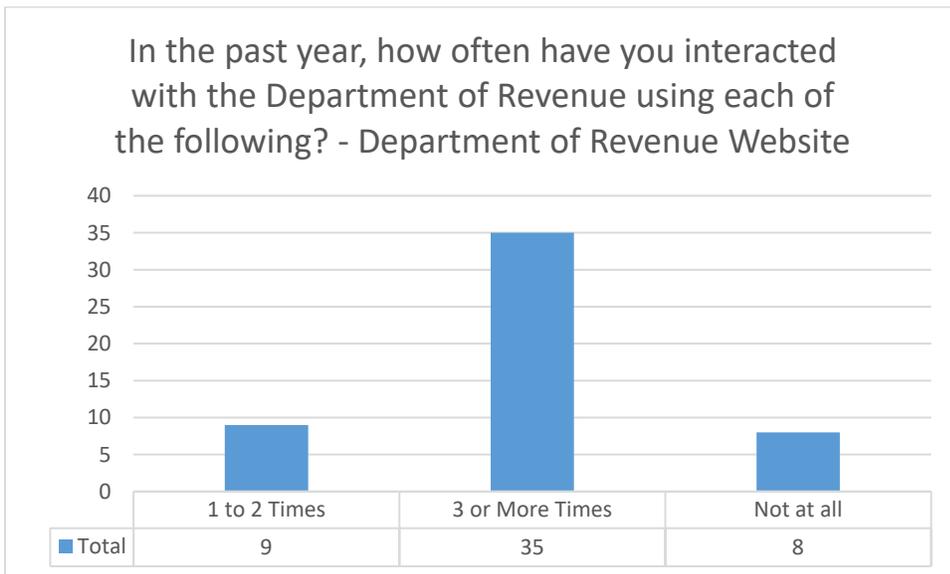
Fax:



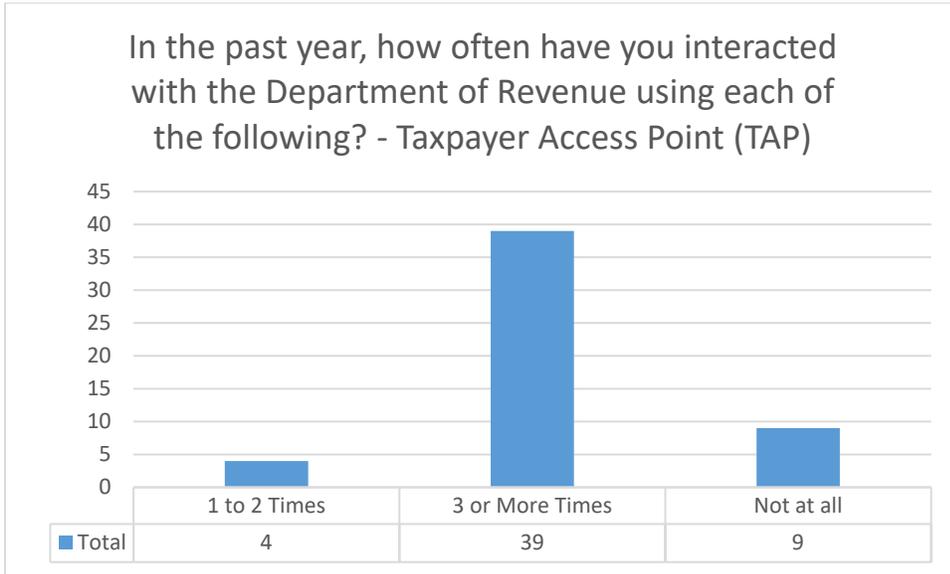
Email:



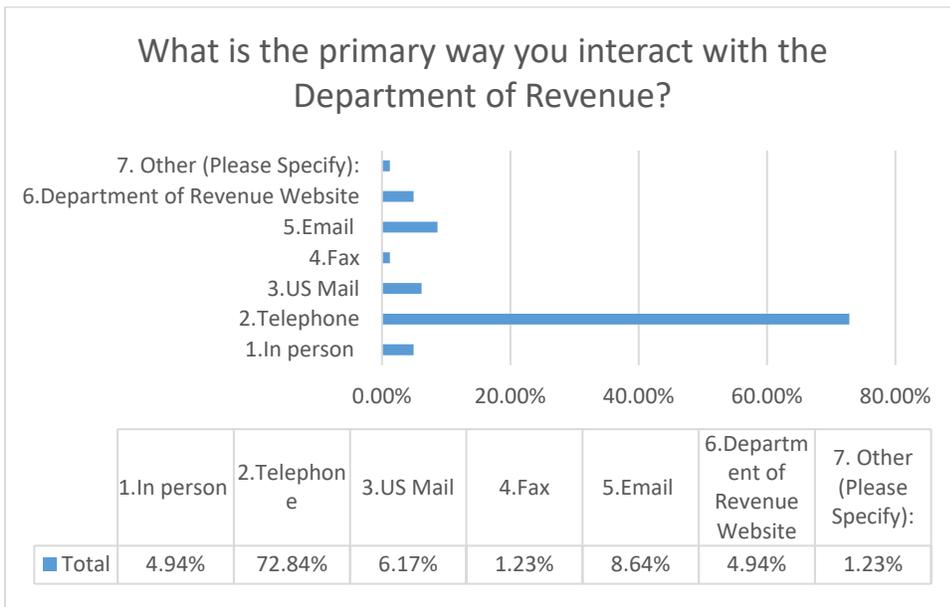
DOR Website:



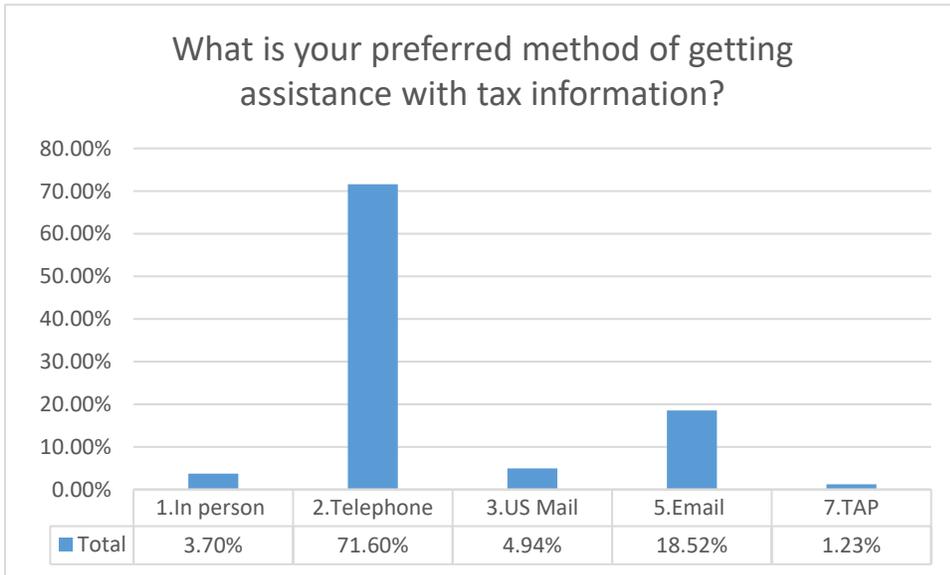
TAP:



Primary Interaction

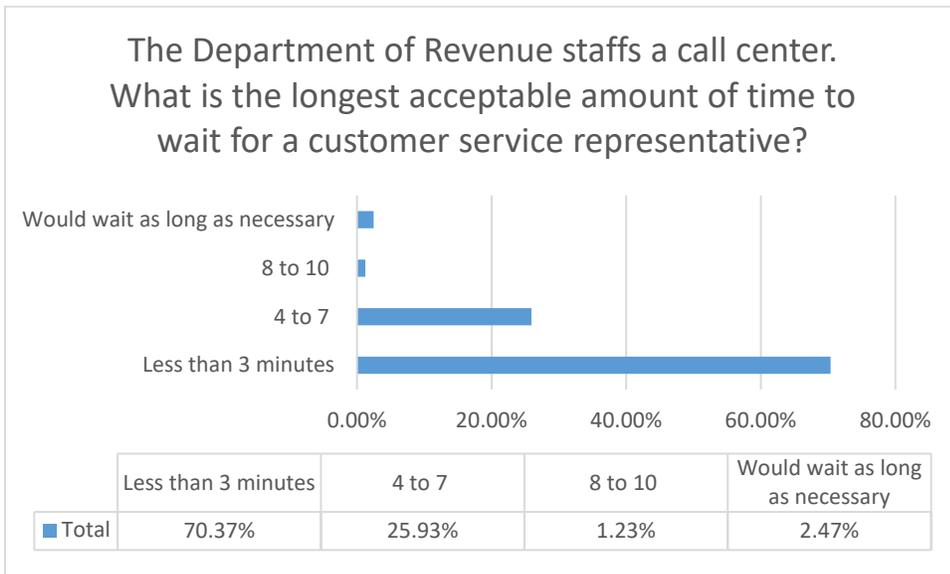


Preferred Interaction:

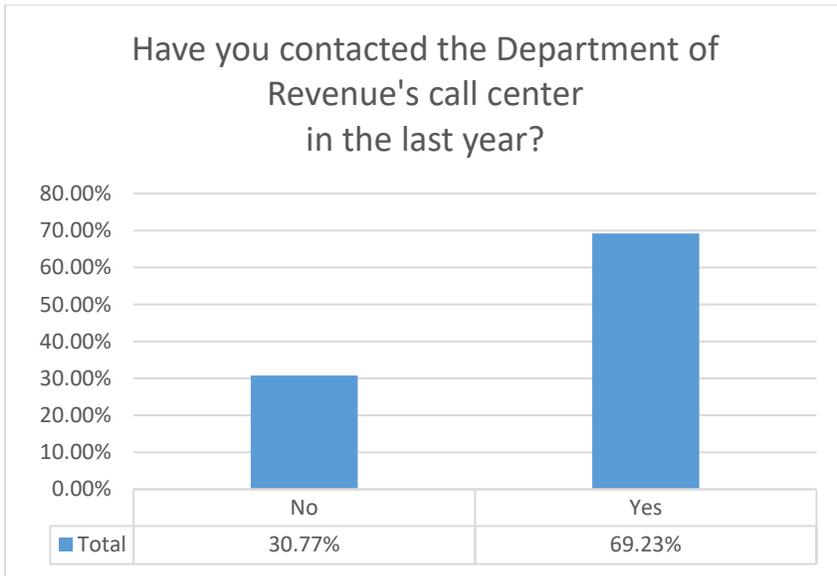


Call Center

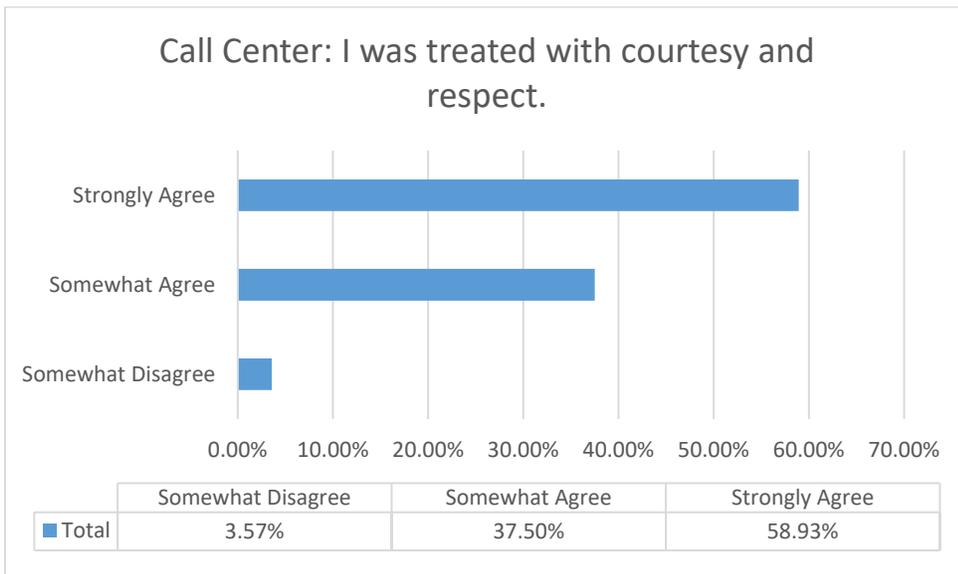
Acceptable wait time:



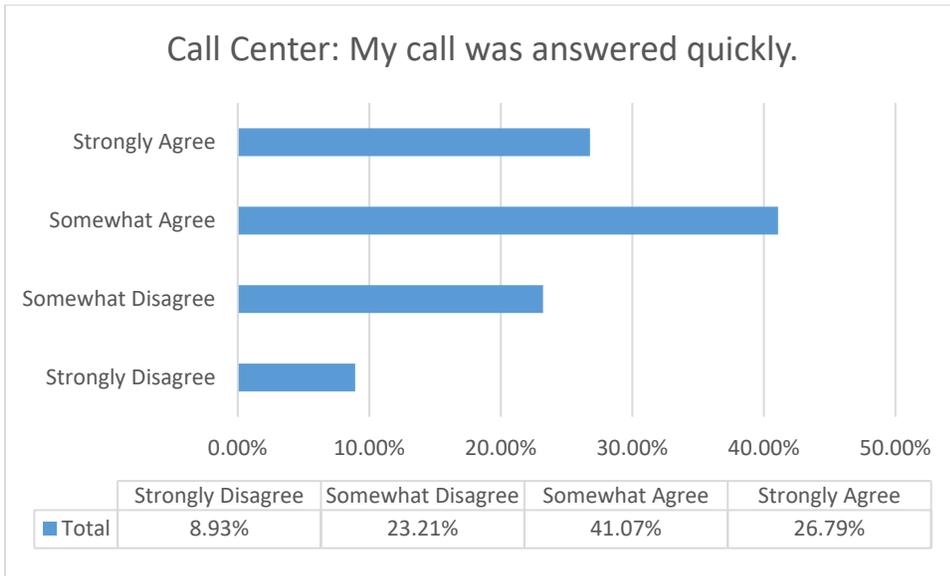
Contacted:



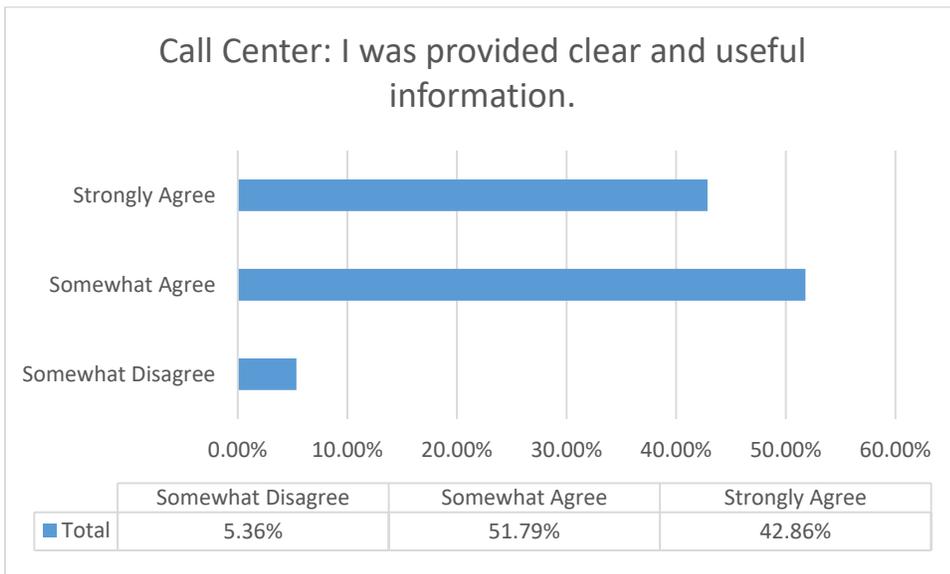
Treated with courtesy and respect:



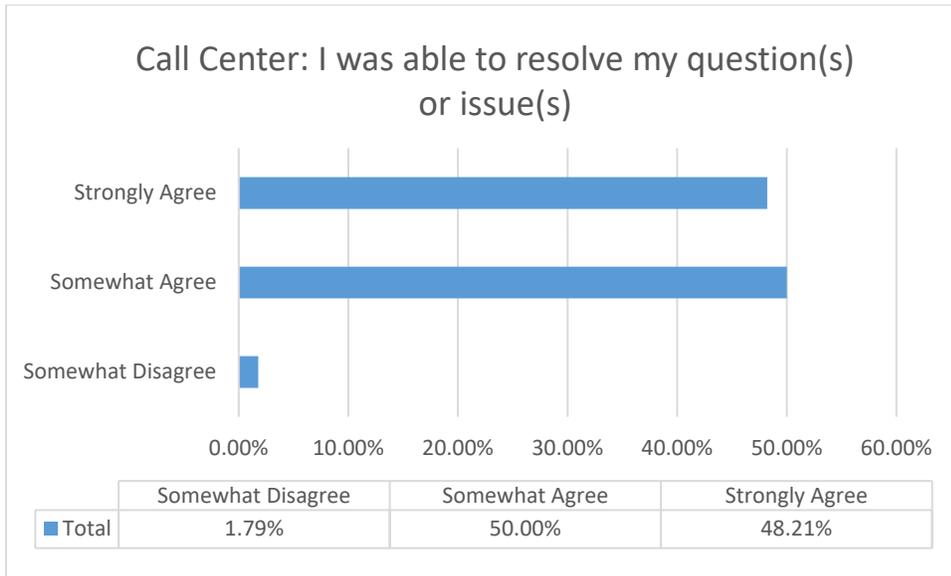
Call answered quickly:



Provided clear and useful information:

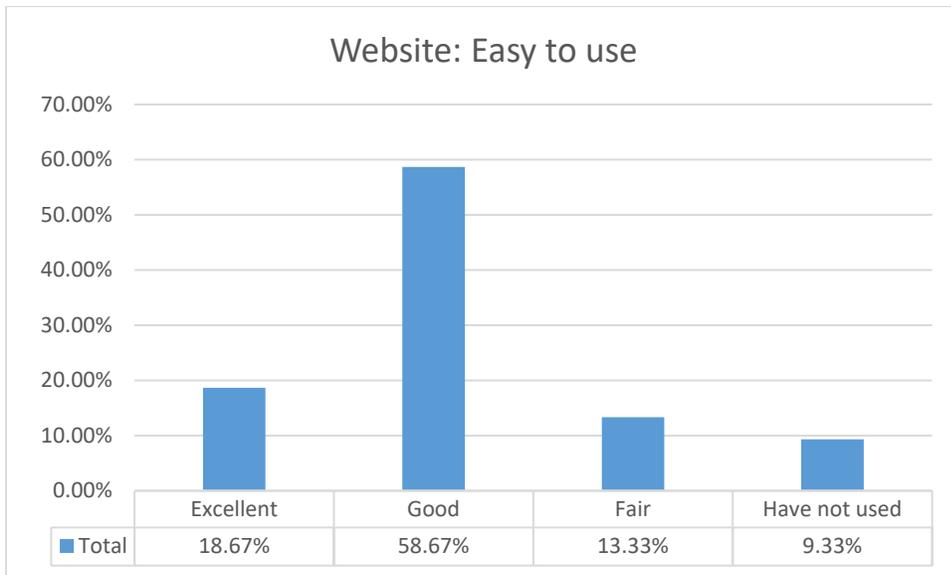


Able to resolve question(s) or issue(s):

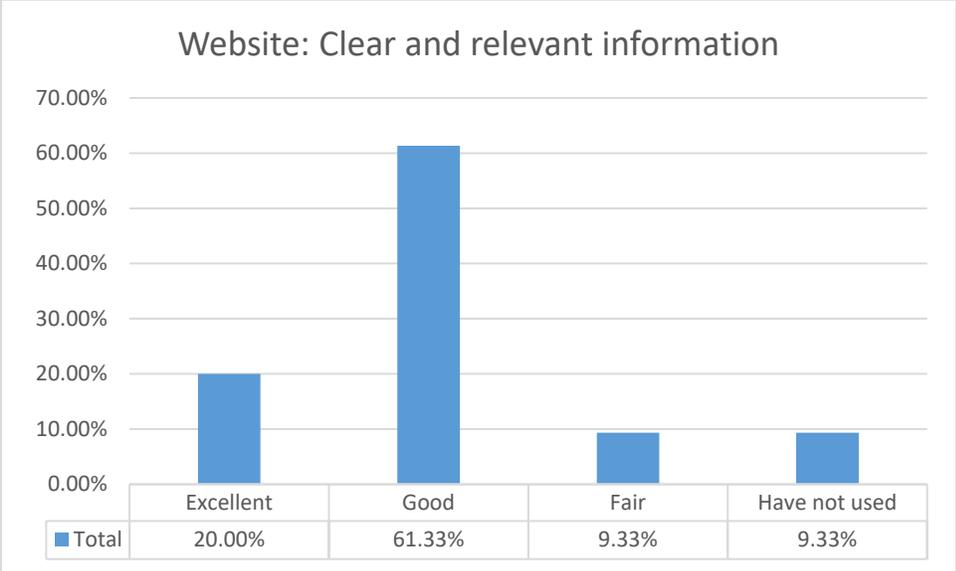


## Website

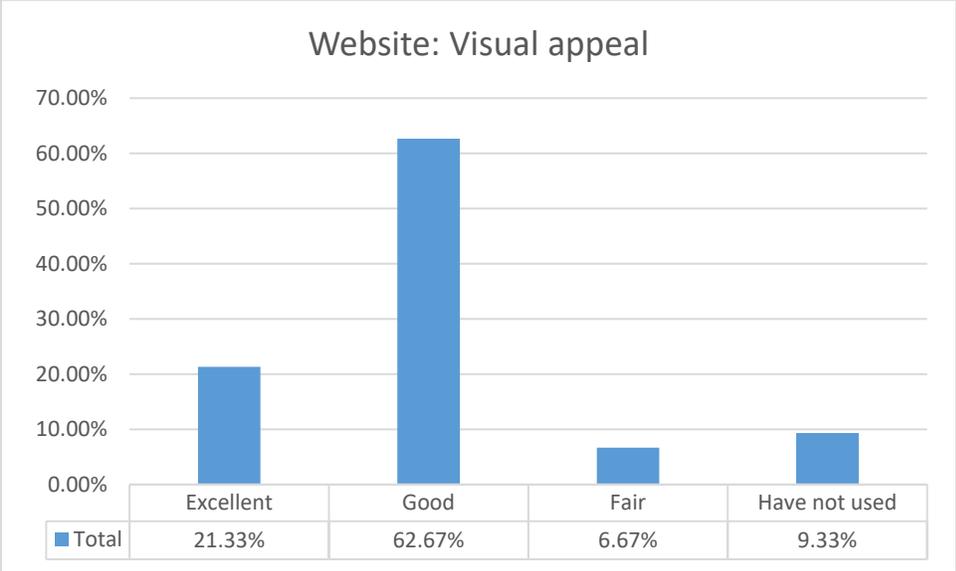
Easy to use:



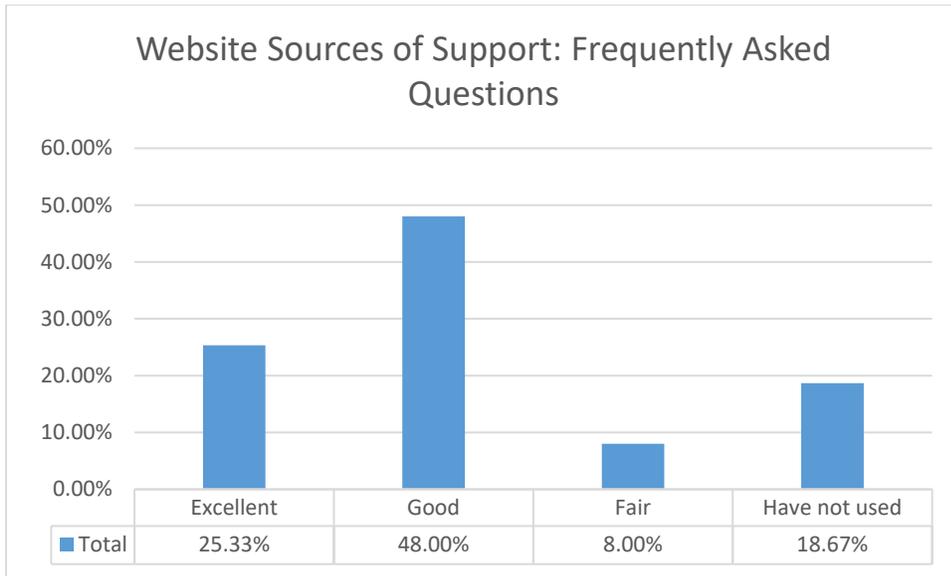
Clear and relevant information:



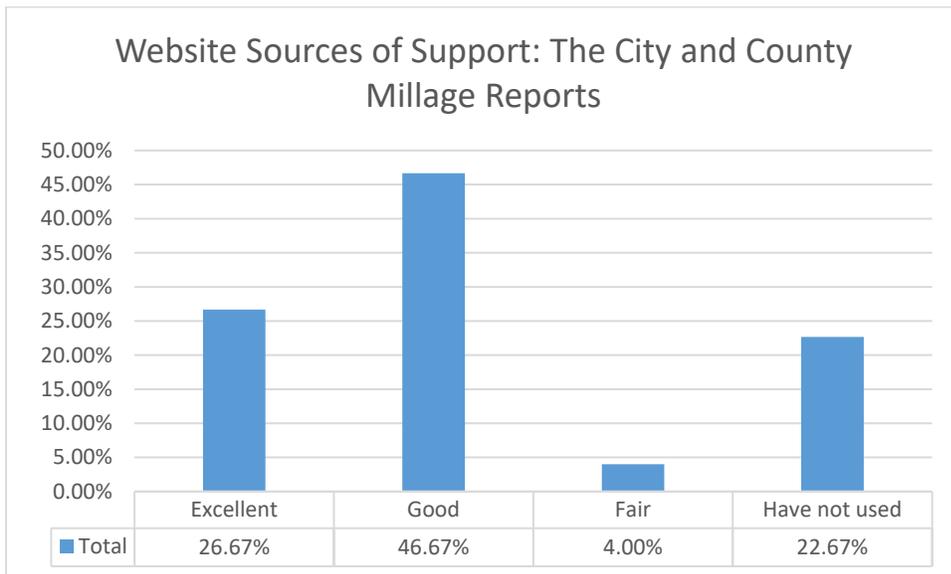
Visually appealing:



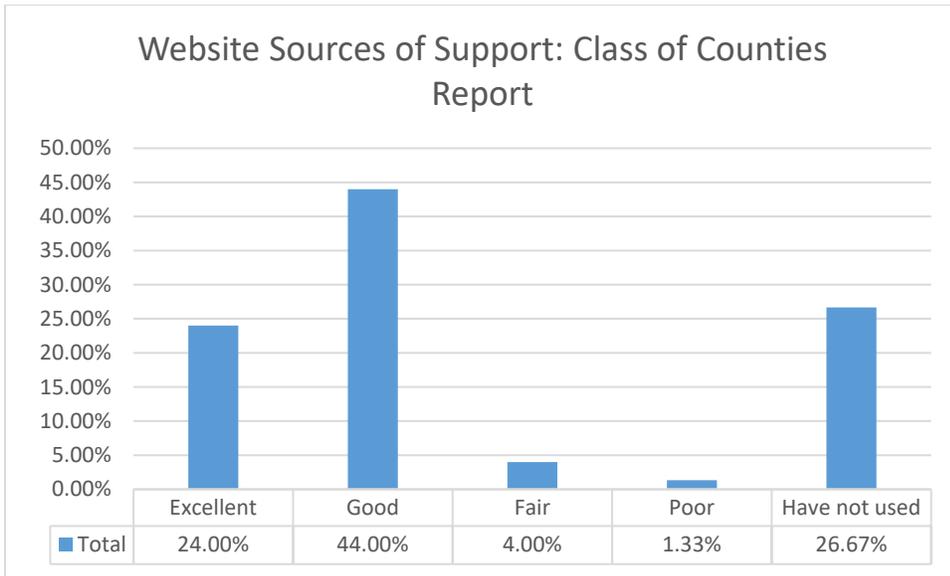
FAQ:



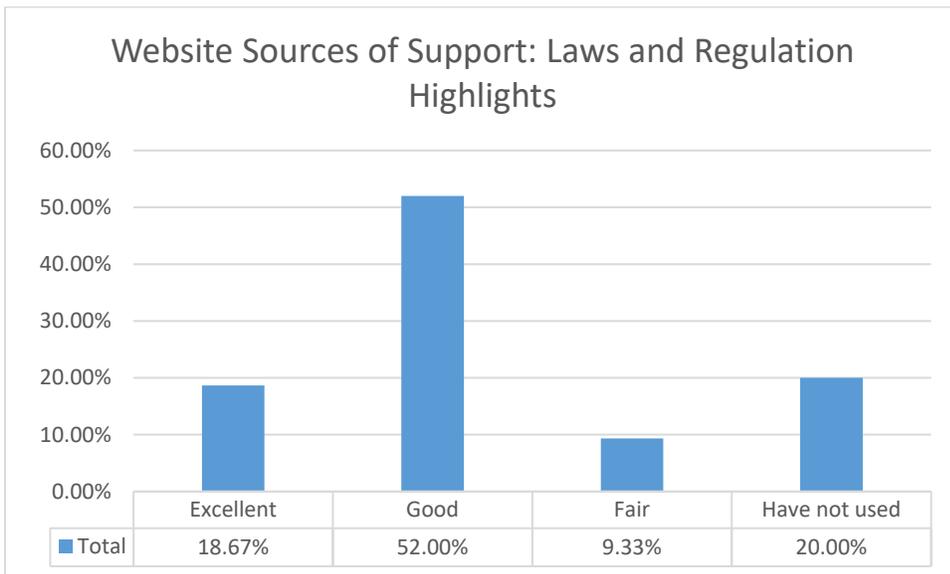
City and County Millage Reports:



**Class of Counties Report:**

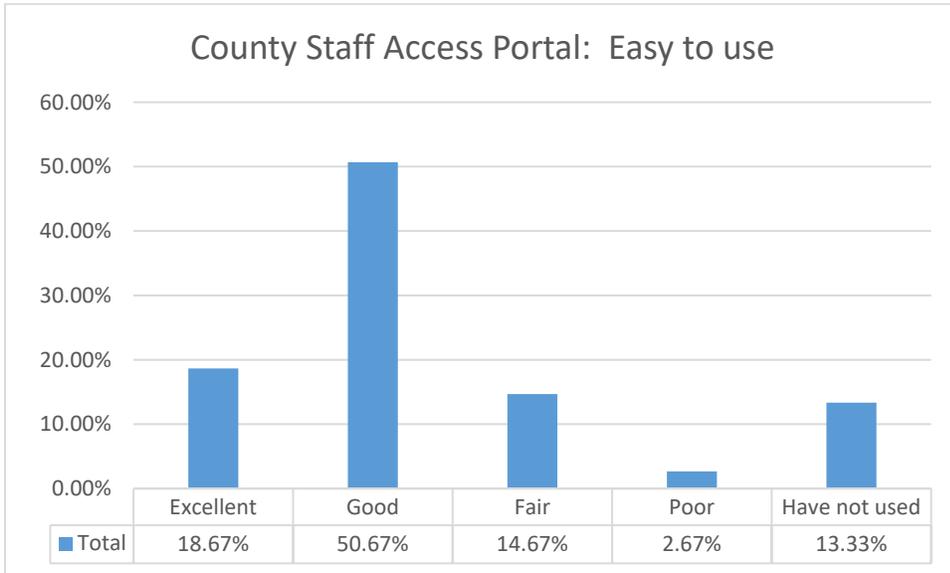


**Laws and Regulation:**

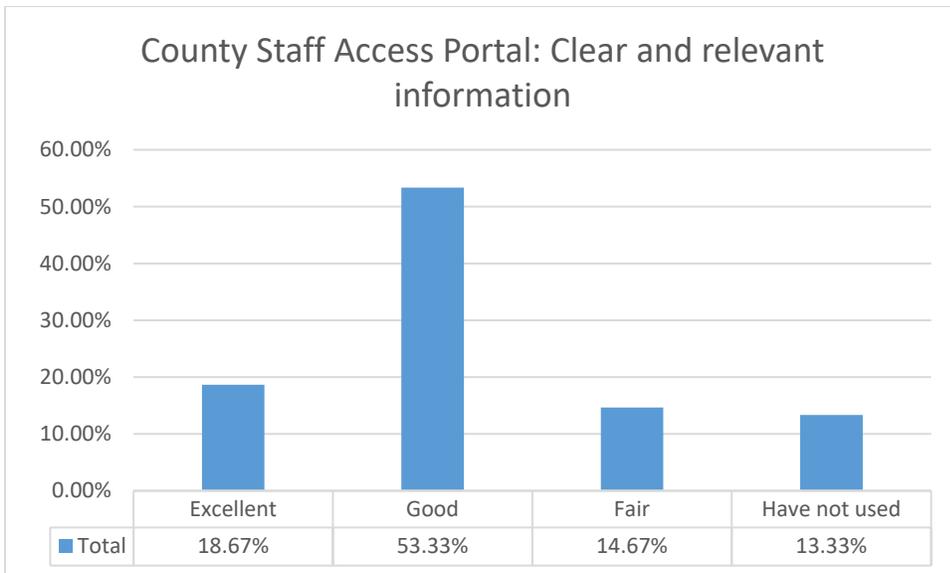


## County Staff Access Portal

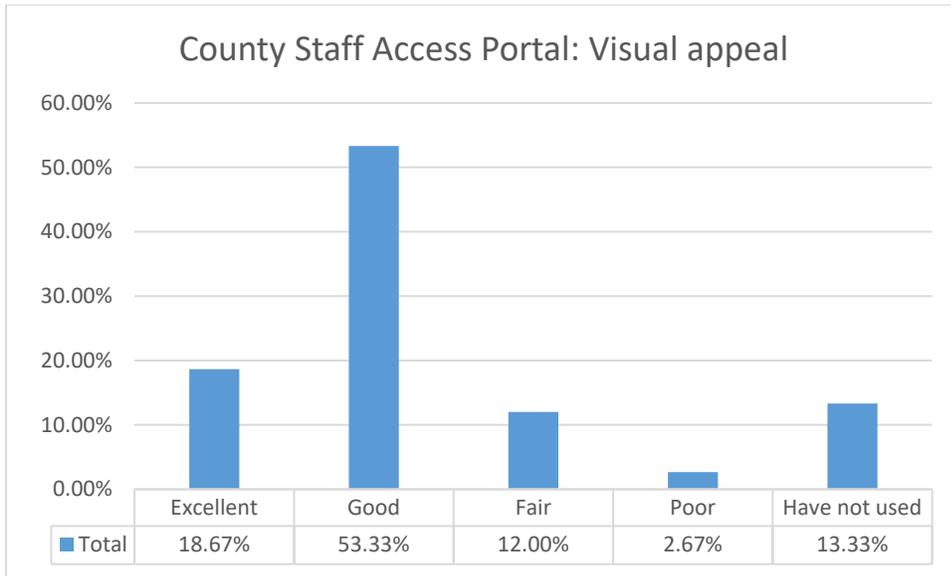
Easy to use:



Clear and relevant information:

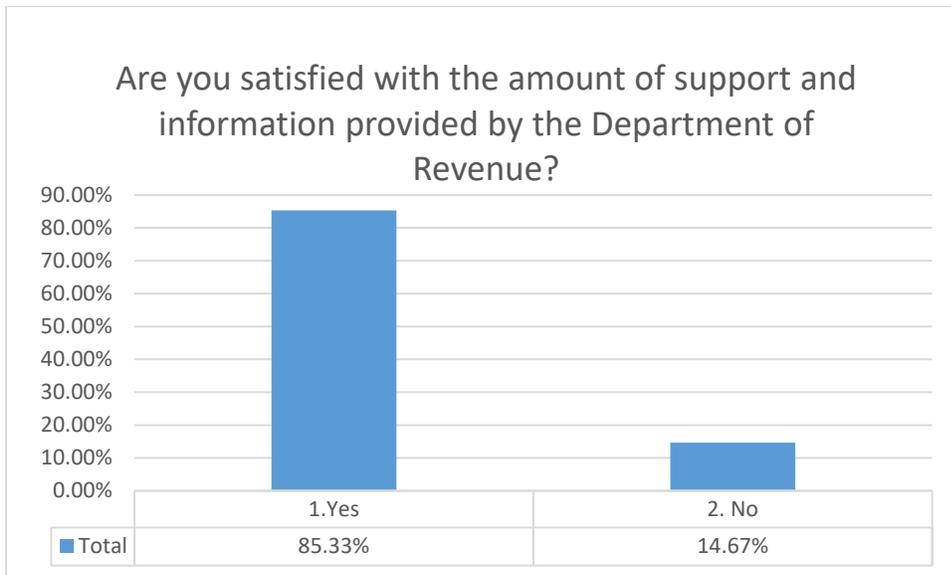


Visually appealing:

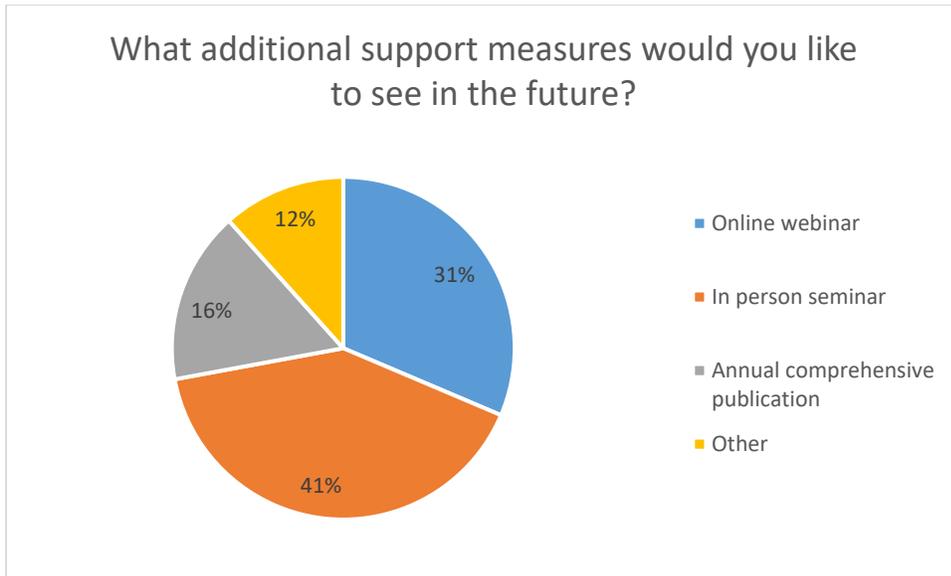


## Support

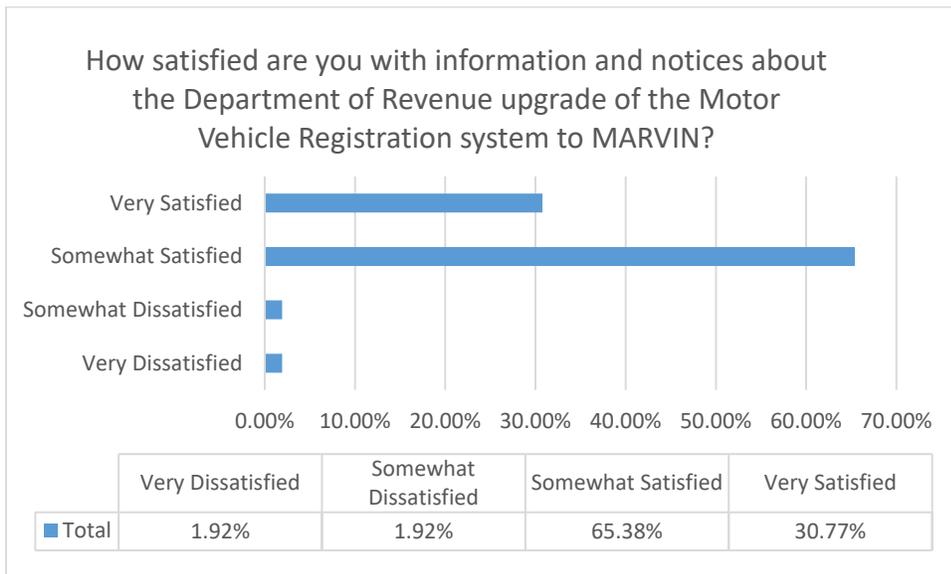
Satisfaction:



Additional measures:

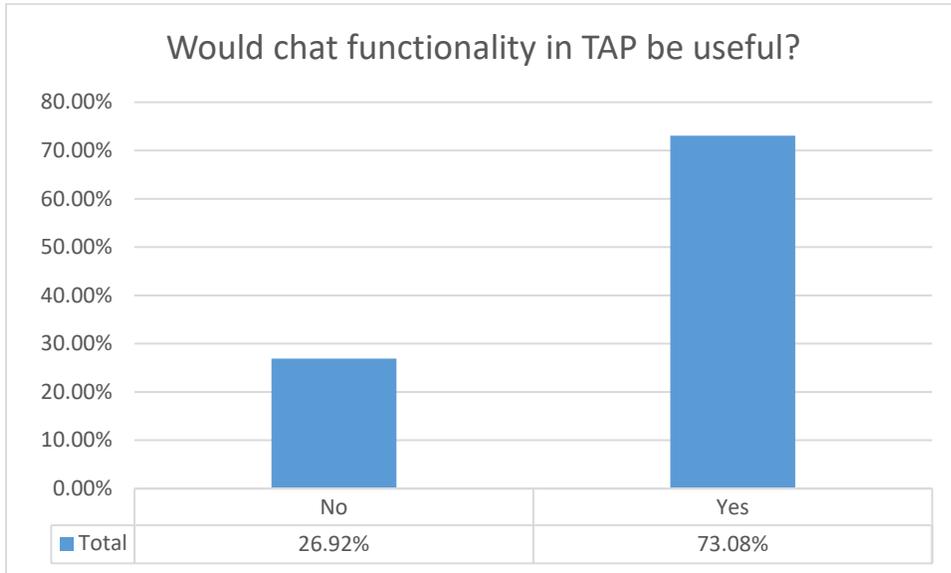


MARVIN:

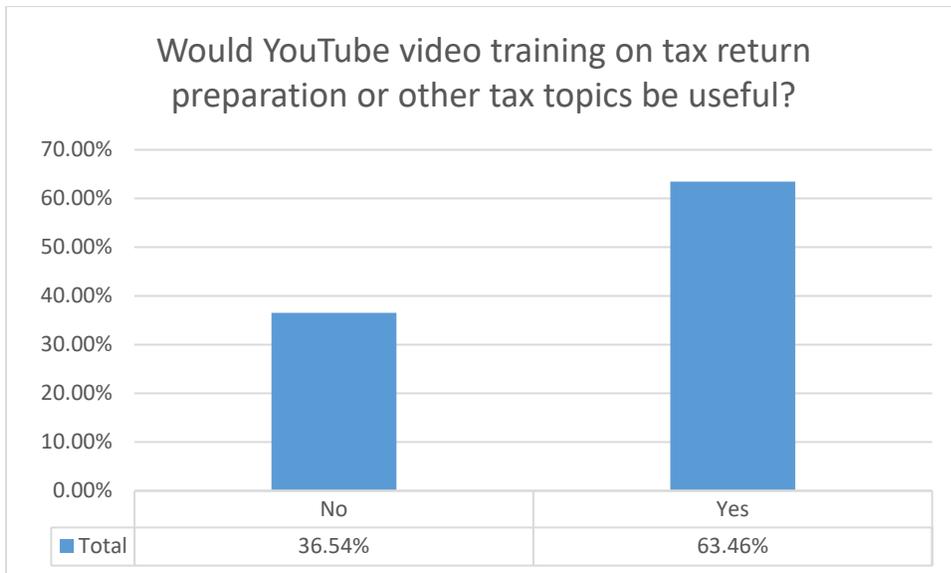


## Technology Feature Usefulness

Chat functionality in TAP:



YouTube Video Training:



# Legislature Survey Responses

The following list of tables, charts and/or graphs represent the responses from the Mississippi Legislature to the Stennis Institute’s survey for the Mississippi Department of Revenue. As discussed in the executive summary the legislature’s overall impression of constituent satisfaction fell below all surveyed categories. Additionally, the website’s ease of use, information clarity and relevancy, and visual appeal fell within the two later categories of fair and poor. 28% found DOR to be ineffective and inefficient in its mission, but only 14% felt DOR didn’t satisfactorily manage funds. Most were satisfied with statistical information and communication.

## Pivot Tables\*

\* Notice row totals for comparative analysis

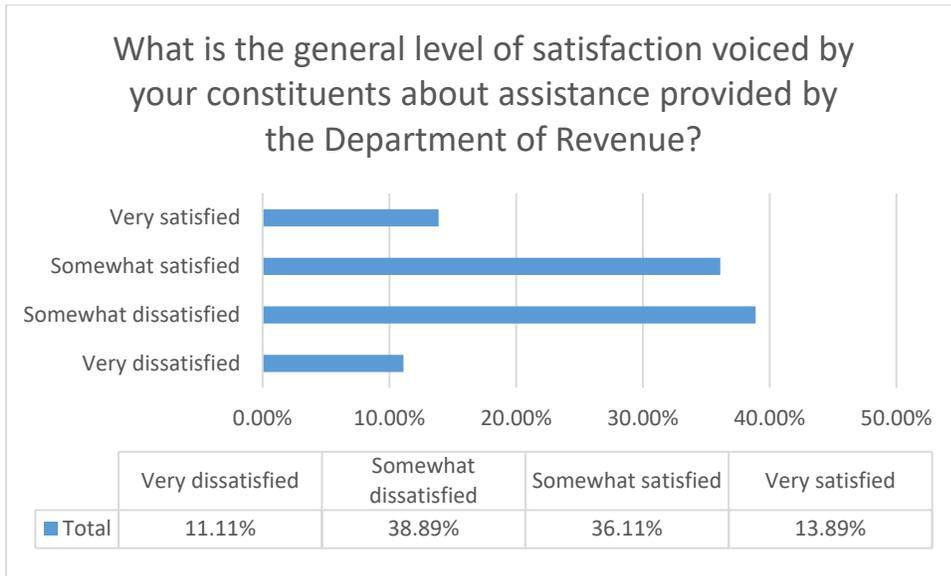
### Constituent Satisfaction/Communication Satisfaction:

How satisfied are you with the overall communication from the Department of Revenue administration? crossed with constituent satisfaction?	Communication Satisfaction				Grand Total
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	
Very satisfied	80.00%	20.00%	0.00%	0.00%	100.00%
Somewhat satisfied	46.15%	46.15%	7.69%	0.00%	100.00%
Somewhat dissatisfied	7.14%	64.29%	21.43%	7.14%	100.00%
Very dissatisfied	50.00%	25.00%	0.00%	25.00%	100.00%
<b>Grand Total</b>	<b>36.11%</b>	<b>47.22%</b>	<b>11.11%</b>	<b>5.56%</b>	<b>100.00%</b>

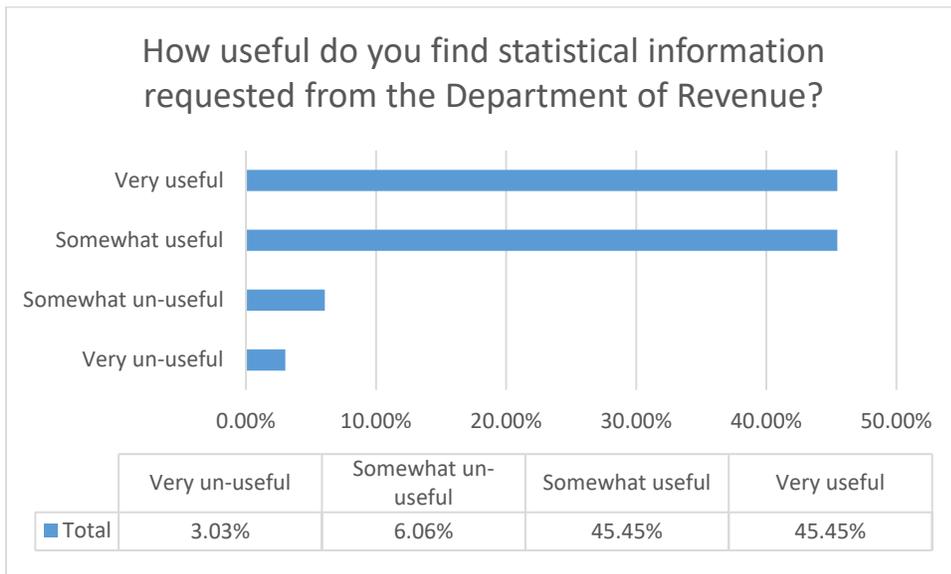
### Efficient and Effective/Statistical Information:

How useful do you find statistical information requested from the Department of Revenue? Efficient and Effective in Accomplishing its Mission	Statistical Information Provided				Grand Total
	Very useful	Somewhat useful	Somewhat un-useful	Very un-useful	
Strongly Agree	100.00%	0.00%	0.00%	0.00%	100.00%
Somewhat Agree	38.89%	55.56%	0.00%	5.56%	100.00%
Somewhat Disagree	28.57%	42.86%	28.57%	0.00%	100.00%
Strongly Disagree	33.33%	66.67%	0.00%	0.00%	100.00%
<b>Grand Total</b>	<b>45.45%</b>	<b>45.45%</b>	<b>6.06%</b>	<b>3.03%</b>	<b>100.00%</b>

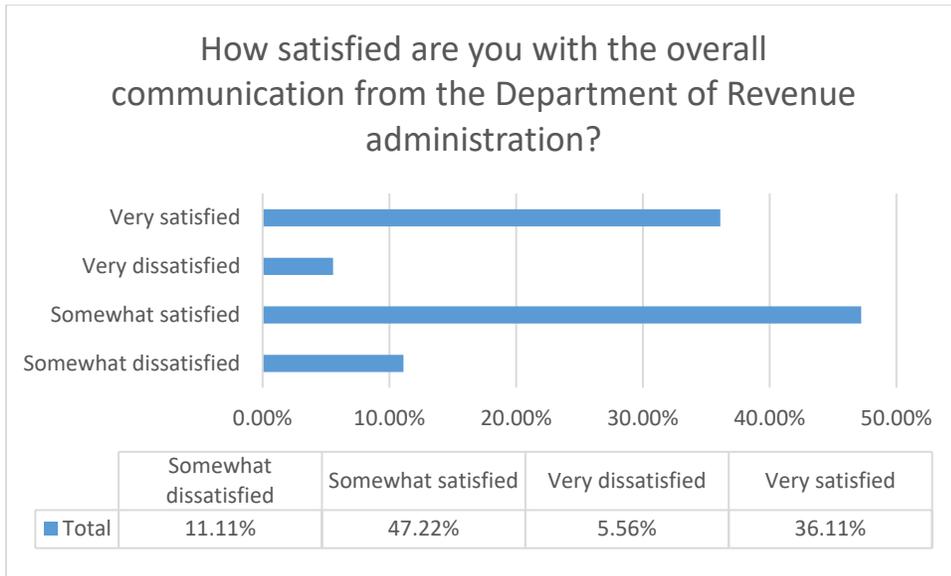
General level of satisfaction voiced by your constituents:



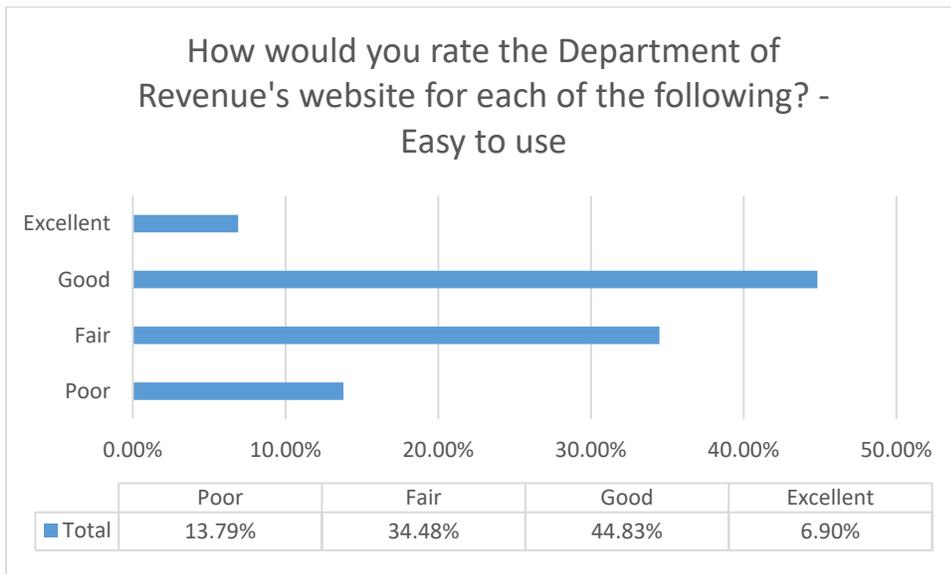
Usefulness of statistical information requested from DOR:



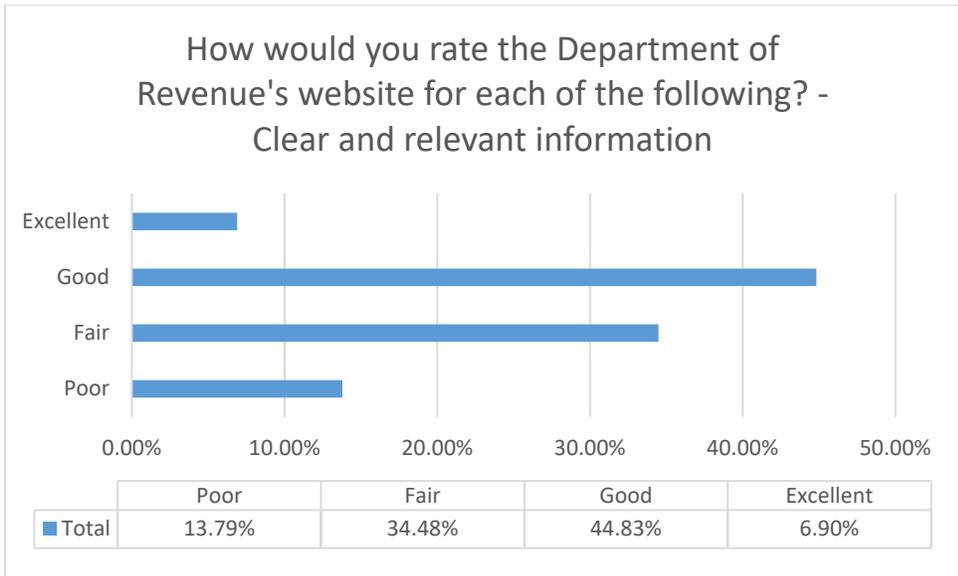
Satisfaction of DOR communication:



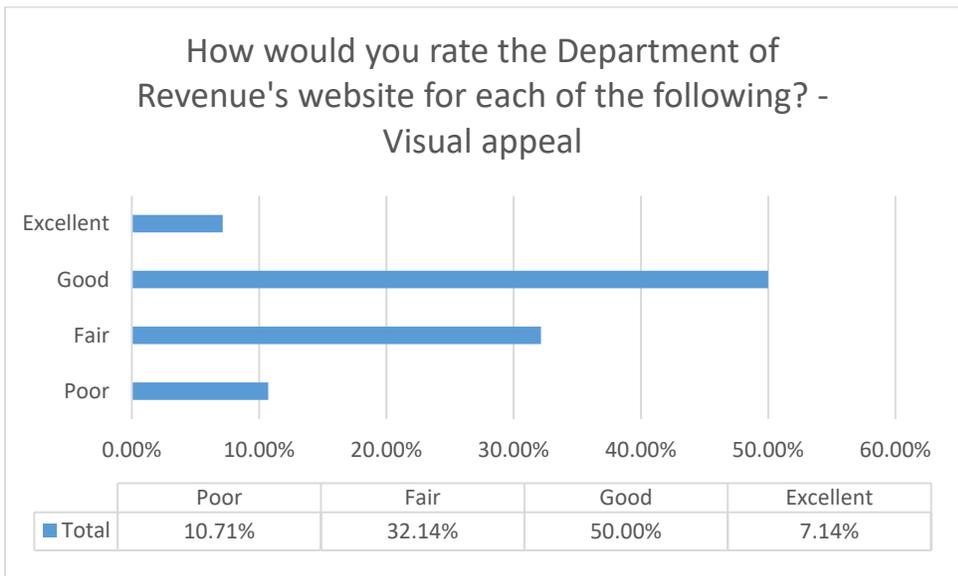
Website's ease of use:



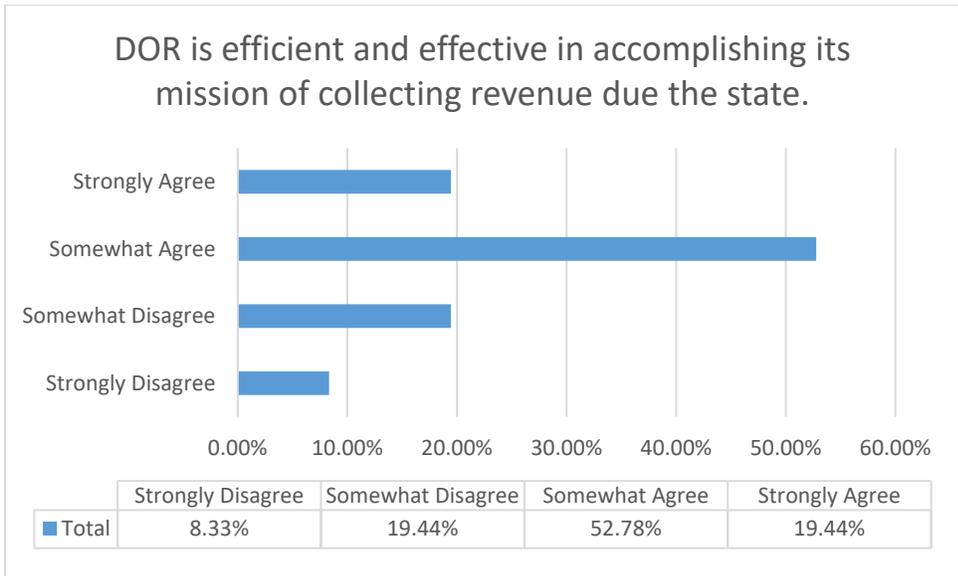
Website's clarity and relevancy of information:



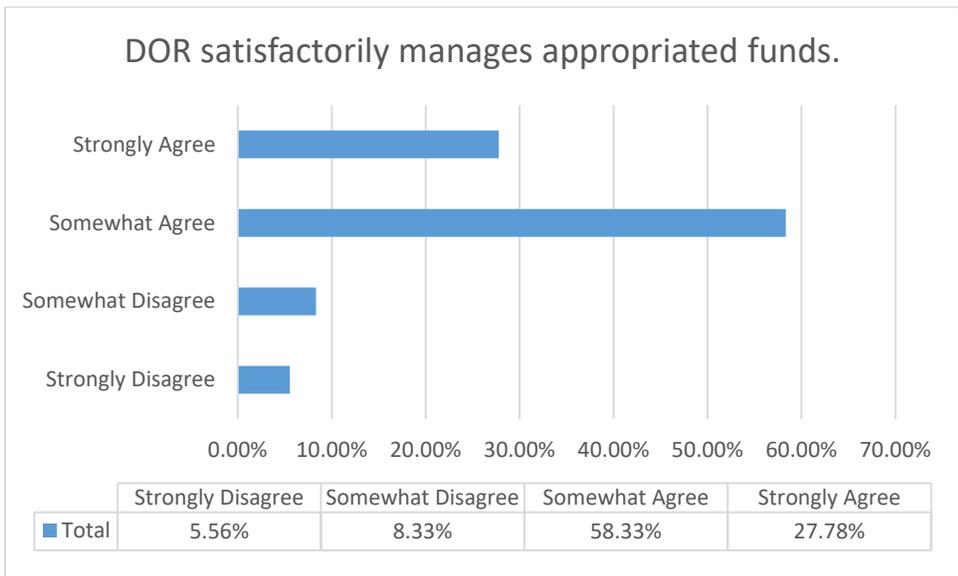
Website's visual appeal:



Efficiency and effectiveness of accomplishing its mission:



DOR's management of appropriated funding:



## Final Remarks

This survey was designed and implemented to garner insight into the activities and groups with which the Mississippi Department of Revenue engages. It has the potential to be repeated for the purpose of benchmarking successes as DOR progresses through the results and make changes they see fit based on responses and/or further analysis and recommendations made with discussions between DOR and Stennis Institute staff. The survey's design and methodology were implemented as to achieve maximum success in minimal time and utilize as few resources as necessary in order to attain reliable feedback. Utilizing Qualtrics as the main platform for 4 of the survey's helped cut down on paper and postage as well as human capital in data input.

The Stennis Institute would like to thank those individuals, companies and agencies which provided the results necessary to compile this report. The report represents only what was conveyed to the Stennis Institute and, while more analysis is possible by way of other statistical methods, the findings in this report act as a representation of the current satisfaction levels and interpretations of services offered by the Mississippi Department of Revenue.

The Stennis Institute is delighted to have been given the opportunity to participate and facilitate in this significant effort to provide reliable and actionable feedback to the Department of Revenue. We look forward to future partnership so that together we all can make Mississippi a more prosperous place to live and work.

## Appendix

### Includes:

- Surveys
- Letter from the Commissioner
- Email Correspondence
- Letter to the Mississippi Legislature

# Business Filer Survey



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## Demographics

Q1. Are you the person who fills out the tax return for this business?

- Yes
- No

Q2. Which of the following best describes your position at the business?

- Business Owner
- CPA or other tax professional
- In-house tax department employee
- Employee
- Other position (Please Describe):

Q3. How many years have you been in a position to interact with the Mississippi Department of Revenue?

- 0-2 years
- 2-5 years
-

Over 5 years

Q4. Which of the following taxes does this business pay? (Choose all that apply.)

- Sales and Use Tax
- Corporate Income and Franchise Tax
- Withholding Tax
- Petroleum Tax

**Service**

Q5. How satisfied are you with the overall quality of service you receive from the Department of Revenue?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Q6. In the past year, how often have you interacted with the Department of Revenue using each of the following?

	Not at all	1-2 Times	3 or More Times
In Person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department of Revenue Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TAP (Taxpayer Access Point)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. What is the primary way you interact with the Department of Revenue?

- In person
- Telephone
- US Mail
- Fax
- Email
- Department of Revenue Website
- TAP
- Other (Please Specify):

Q9. What would be your preferred method of getting tax assistance and information?

- In person
- Telephone
- US Mail
- Fax
- Email
- Department of Revenue Website
- TAP
- Other (Please Specify):

Q10. The Department of Revenue staffs a call center. What is the longest acceptable amount of time to wait for a customer service representative?

- 3 Minutes or less
- 4 to 7 Minutes
- 8 to 10 Minutes
- Would wait as long as necessary

Q11. Have you contacted the Department of Revenue's call center in the last year?

- Yes
- No

Q12. Based on your MOST RECENT contact with the Department of Revenue's call center, how much do you agree with each of the following statements?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I was treated with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My call was answered quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was provided clear and useful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to resolve my question(s) or issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13. How many times did you visit the Department of Revenue Office last year?

- Have not visited
- 1 - 3 times
- 4 - 6 times
- 7 or more times

Q14. How much would you agree with each of the following statements about your average visit to the Department of Revenue offices?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I was treated with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was helped quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was provided clear and useful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to resolve my question(s) or issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Block 3

Q15. How would you rate the Department of Revenue's website for each of the following?

	Excellent	Good	Fair	Poor	Have not used
Easy to use	<input type="radio"/>				
Clear and relevant information	<input type="radio"/>				

	Excellent	Good	Fair	Poor	Have not used
Visual appeal	<input type="radio"/>				

Q16. How useful would additional technology features be to you?

	Very Useful	Somewhat Useful	Somewhat Unuseful	Very Unuseful
Chat functionality in TAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YouTube video training (i.e. Tax Return preparation and other tax related topics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Sales Tax**

Q27. How would you rate your overall satisfaction with the Taxpayer Access Point for Sales Tax Reporting?

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Q26. How much would you agree with each of the following statements about the Taxpayer Access Point (TAP) for Sales Tax Reporting?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
There are adequate notices and reminders about when the return is due.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The penalties which may be assessed for failure to fully comply are clearly explained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are too many email notices sent from TAP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The form is easy to amend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate information to answer all of my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online site is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The payment options are clear and easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q28. Please provide any additional comments that you may have about the Taxpayer Access Point for Sales Tax Reporting.

## Use Tax

Q30. How would you rate your overall satisfaction with the Taxpayer Access Point for Use Tax Reporting?

- Very Satisfied  
 Somewhat Satisfied  
 Somewhat Dissatisfied  
 Very Dissatisfied

Q31. How much would you agree with each of the following statements about the Taxpayer Access Point (TAP) for Use Tax Reporting?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The form is easy to amend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The penalties which may be assessed for failure to fully comply are clearly explained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are adequate notices and reminders about when the return is due.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are too many email notices sent from TAP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The payment options are clear and easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online site is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate information to answer all of my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32. Please provide any additional comments that you may have about the Taxpayer Access Point for Use Tax Reporting.

### Corporate Income and Franchise Tax

Q33. How would you rate your overall satisfaction with the Taxpayer Access Point for Corporate Income and Franchise Tax Reporting?

- Very Satisfied  
 Somewhat Satisfied  
 Somewhat Dissatisfied  
 Very Dissatisfied

Q34. How much would you agree with each of the following statements about the Taxpayer Access Point (TAP) for Corporate Income and Franchise Tax Reporting?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
There are too many email notices sent from TAP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online site is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate information to answer all of my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The penalties which may be assessed for failure to fully comply are clearly explained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The payment options are clear and easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q35. Please provide any additional comments that you may have about the Taxpayer Access Point for Corporate Income and Franchise Tax Reporting.

## Withholding Tax

Q36. How would you rate your overall satisfaction with the Taxpayer Access Point for Withholding Tax Reporting?

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Q37. How much would you agree with each of the following statements about the Taxpayer Access Point (TAP) for Withholding Tax Reporting?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The online site is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The penalties which may be assessed for failure to fully comply are clearly explained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are too many email notices sent from TAP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate information to answer all of my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The payment options are clear and easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q38. Please provide any additional comments that you may have about the Taxpayer Access Point for Withholding Tax Reporting.

## Petroleum Tax

**Q39.** How would you rate your overall satisfaction with the Taxpayer Access Point for Gasoline and Special Fuel Tax Reporting?

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

**Q40.** How much would you agree with each of the following statements about the Taxpayer Access Point (TAP) for Gasoline and Special Fuel Reporting?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The online site is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are too many email notices sent from TAP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The payment options are clear and easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The penalties which may be assessed for failure to fully comply are clearly explained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate information to answer all of my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q41.** Please provide any additional comments that you may have about the Taxpayer Access Point for Gasoline and Special Fuel Tax Reporting.

**Block 8**

Q32. Please provide any additional comments you may have about any of the services provided by the Mississippi Department of Revenue.

This survey is being conducted by the John C. Stennis Institute of Government at Mississippi State University.

# ABC Permit Holder Survey



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## Demographics

Are you the person who places orders with the ABC Division of the Department of Revenue?

- Yes  
 No

What type of establishment is this?

- Package Store  
 Restaurant or Bar  
 Other (Please Specify):

What is your position within the business?

- Business Owner  
 Manager  
 Employee  
 Other (Please Specify):

How many years have you been in a position to interact with the ABC Division of the Mississippi Department of Revenue?

- 0-2 years
- 2-5 years
- Over 5 years

In terms of employment, what is the size of this business?

- 1 employee (yourself)
- 2-10 employees
- 11-25 employees
- 26-50 employees
- 51 or more employees

## Service

How satisfied are you with the overall quality of service you receive from the ABC Division of the Department of Revenue?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

In the past year, how often have you interacted with the ABC Division of the Department of Revenue using each of the following?

	Not at all	1-2 Times	3 or More Times
In Person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not at all	1-2 Times	3 or More Times
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department of Revenue Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TAP (Taxpayer Access Point)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is the primary way you interact with the ABC Division of the Department of Revenue?

- In person
- Telephone
- US Mail
- Fax
- Email
- Department of Revenue Website
- TAP
- Other (Please Specify):

What would be your preferred method of getting tax/permit assistance and information?

- In person
- Telephone
- US Mail
- Fax
- Email
- Department of Revenue Website
- TAP
- Other (Please Specify):

The Department of Revenue staffs a call center. What is the longest acceptable amount of time to wait for a customer service representative?

- 3 Minutes or less

- 4 to 7 Minutes
- 8 to 10 Minutes
- Would wait as long as necessary

Have you contacted the Department of Revenue's call center in the last year?

- Yes
- No

Based on your MOST RECENT contact with the Department of Revenue's call center, how much do you agree with each of the following statements?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I was treated with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My call was answered quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was provided clear and useful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to resolve my question(s) or issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many times did you visit the ABC Division of the Department of Revenue Office last year?

- Did not visit
- 1 - 3 times
- 4 - 6 times
- 7 or more times

How much would you agree with each of the following statements about your average visit to the ABC Division of the Department of Revenue offices?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I was treated with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was helped quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
I was provided clear and useful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to resolve my question(s) or issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Block 3

How much would you agree with the Department of Revenue's website for each of the following related to ABC activities?

	Strongly Agree	Somewhat agree	Somewhat disagree	Strongly disagree
The ABC page is easy to navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is clear information about the <b>order process</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is clear information about the <b>laws, rules and regulations of Alcoholic Beverage Control</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to find clear information on <b>enforcement</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The website is visually appealing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate your overall satisfaction with the Taxpayer Access Point (TAP) for ABC Ordering and Reporting?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

How much would you agree with each of the following statements about the Taxpayer Access Point (TAP) for ABC Ordering and Reporting?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Online ordering is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
There are adequate notices about when returns are due.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate information about the ordering process to answer all of my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The payment options are clear and easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you place a special order in a month?

- 1 or 2 times
- 3 to 5 times
- 6 to 8 times
- 9 or more times

How would you describe the special order process?

- Easy
- Somewhat easy
- Somewhat difficult
- Difficult

Please provide any additional comments that you may have about about the ABC Division of the Department of Revenue's Taxpayer Access Point for Ordering and Reporting.

#### Block 4

Please provide any additional comments you may have about any of the services provided by the Mississippi Department of Revenue.

This survey is being conducted by the John C. Stennis Institute of Government at Mississippi State University.

# Tax Preparer Survey



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## Default Question Block

Do you fill out tax returns on behalf of individuals or businesses in the State of Mississippi?

- Yes
- No

What types of tax returns do you file? (Select all that apply)

- Individual Income
- Corporate Income & Franchise
- Sales/Use
- Withholding
- Petroleum

Are you a:

- Certified Public Accountant (CPA)
- Attorney
- Enrolled Agent
-

Other Tax Professional

What is the personnel size of the tax preparation business with which you are employed?

- 1 (yourself)
- 2 to 10 employees
- 11 to 25 employees
- 26 or more employees

### Block 1

How satisfied are you with the overall quality of service you receive from the Department of Revenue?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

In the past year, how often have you interacted with the Department of Revenue using each of the following?

	Not at all	1 to 2 Times	3 or More Times
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department of Revenue Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxpayer Access Point (TAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is the primary way you interact with the Department of Revenue?

- In person

- Telephone
- US Mail
- Fax
- Email
- Department of Revenue Website
- Taxpayer Access Point (TAP)
- Other (Please Specify):

What would be your preferred method of getting tax assistance and information?

- In person
- Telephone
- US Mail
- Fax
- Email
- Department of Revenue Website
- TAP
- Other (Please Specify):

The Department of Revenue staffs a call center. What is the longest acceptable amount of time to wait for a customer service representative?

- Less than 3 minutes
- 4 to 7 minutes
- 8 to 10 minutes
- Would wait as long as necessary

Have you contacted the Department of Revenue's call center in the last year?

- Yes
- No

Based on your MOST RECENT contact with the Department of Revenue's call center, how much do you agree with each of the following statements?

	Strongly Agree	Somewhat Agree	Somewhat disagree	Strongly Disagree	None at all
I was treated with courtesy and respect.	<input type="radio"/>				
My call was answered quickly.	<input type="radio"/>				
I was provided clear and useful information.	<input type="radio"/>				
I was able to resolved my question(s) or issue(s).	<input type="radio"/>				

How many times did you visit the Department of Revenue Office last year?

- Did not visit
- 1 to 3 times
- 4 to 6 times
- 7 or more times

How much would you agree with each of the following statements about your average visit to the Department of Revenue offices?

	Strongly Agree	Somewhat Agree	Somewhat disagree	Strongly disagree	None at all
I was treated with courtesy and respect.	<input type="radio"/>				
I was helped quickly.	<input type="radio"/>				
I was provided clear and useful information.	<input type="radio"/>				
I was able to resolve my question(s) or issue(s).	<input type="radio"/>				

## Block 2

How would you rate the Department of Revenue's website for each of the following?

	Excellent	Good	Fair	Poor	Have not used
Easy to use	<input type="radio"/>				
Clear and relevant information	<input type="radio"/>				

	Excellent	Good	Fair	Poor	Have not used
Visual appeal	<input type="radio"/>				

Please provide a **Yes** or **No** answer to the following questions.

	Yes	No
Do you use third-party access on TAP to file or to monitor client's tax accounts?	<input type="radio"/>	<input type="radio"/>
Do you find third-party access helpful?	<input type="radio"/>	<input type="radio"/>
Would chat functionality in TAP be helpful?	<input type="radio"/>	<input type="radio"/>
Would YouTube video training be helpful on tax return preparation or other tax topics?	<input type="radio"/>	<input type="radio"/>

### Block 3

Please provide any additional comments you may have about any of the services provided by the Mississippi Department of Revenue.

This survey is being conducted by the John C. Stennis Institute of Government at Mississippi State University.

# County Tax Assessor/Collector/Clerk Survey



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## Default Question Block

What is your current position?

- Tax Assessor/Tax Collector
- Clerk
- Other ( Please Specify):

How long have you been in that position?

- Less than 1 year
- 1 to 4 years
- 5 to 8 years
- 9 or more years

In what county are you employed?

**Block 1**

How would you rate your overall satisfaction with the Mississippi Department of Revenue?

- Very Satisfied  
 Somewhat Satisfied  
 Somewhat Dissatisfied  
 Very Dissatisfied

In the past year, how often have you interacted with the Department of Revenue using each of the following?

	Not at all	1 to 2 Times	3 or More Times
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
US Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Department of Revenue Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxpayer Access Point (TAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is the primary way you interact with the Department of Revenue?

1. In person  
 2. Telephone  
 3. US Mail  
 4. Fax  
 5. Email  
 6. Department of Revenue Website  
 7. Other (Please Specify):

What is your preferred method of getting assistance with tax information?

- 1. In person
- 2. Telephone
- 3. US Mail
- 4. Fax
- 5. Email
- 6. Department of Revenue Website
- 7. TAP
- 8. Other (Please Specify):

The Department of Revenue staffs a call center. What is the longest acceptable amount of time to wait for a customer service representative?

- 1. Less than 3 minutes
- 2. 4 to 7
- 3. 8 to 10
- 4. Would wait as long as necessary

Have you contacted the Department of Revenue’s call center in the last year?

- Yes
- No

Based on your MOST RECENT contact with the Department of Revenue’s call center, how much do you agree with each of the following statements?

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
I was treated with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My call was answered quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was provided clear and useful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to resolve my question(s) or issue(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Block 2**

How would you rate the Department of Revenue's website for each of the following?

	Excellent	Good	Fair	Poor	Have not used
Easy to use	<input type="radio"/>				
Clear and relevant information	<input type="radio"/>				
Visual appeal	<input type="radio"/>				

How would you rate the County Staff Access portal on the Department of Revenue's website for each of the following?

	Excellent	Good	Fair	Poor	Have not used
Easy to use	<input type="radio"/>				
Clear and relevant information	<input type="radio"/>				
Visual appeal	<input type="radio"/>				

How would you rate the following sources of support from the Department of Revenue's website?

	Excellent	Good	Fair	Poor	Have not used
Frequently Asked Questions	<input type="radio"/>				
The City and County Millage Reports	<input type="radio"/>				
Class of Counties Report	<input type="radio"/>				
Laws and Regulation Highlights	<input type="radio"/>				

Are you satisfied with the amount of support and information provided by the Department of Revenue?

1. Yes
2. No

What additional support measures would you like to see in the future?

1. Online webinar.
2. In person seminar.



3. Annual comprehensive publication.

4. Other (Please Specify):

How satisfied are you with information and notices about the Department of Revenue upgrade of the Motor Vehicle Registration system to MARVIN?

1. Very Satisfied
2. Somewhat Satisfied
3. Somewhat Dissatisfied
4. Very Dissatisfied

Would technology updates be useful to you?

	Yes	No
Chat functionality in TAP?	<input type="radio"/>	<input type="radio"/>
You Tube video training on tax return preparation or other tax topics?	<input type="radio"/>	<input type="radio"/>

### Block 3

Please provide any additional comments you may have about any of the services or support provided by the Mississippi Department of Revenue.

This survey is being conducted by the John C. Stennis Institute of Government at Mississippi State University.

## Legislature Survey (Email)



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### Respondent Validation

Please enter the Reference ID number included in your letter.

Reference ID #

### Block 1

What is the general level of satisfaction voiced by your constituents about assistance provided by the Department of Revenue?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

How useful do you find statistical information requested from the Department of Revenue?

- Very useful
- Somewhat useful
-

Somewhat un-useful

Very un-useful

How satisfied are you with the overall communication from the Department of Revenue administration?

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

## Block 2

How would you rate the Department of Revenue's website for each of the following?

	Excellent	Good	Fair	Poor	N/A
Easy to use	<input type="radio"/>				
Clear and relevant information	<input type="radio"/>				
Visual appeal	<input type="radio"/>				

How much would you agree with the following statements about the Department of Revenue?

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
DOR is efficient and effective in accomplishing its mission of collecting revenue due the state.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DOR satisfactorily manages appropriated funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Block 3

Please list any other comments about the Department of Revenue's operations that you may have below.



This survey is being conducted by the John C. Stennis Institute of Government at Mississippi State University.

Subject: Responsible Service

The Mississippi Department of Revenue is very interested in garnering feedback so that we can improve our service to you. Upon acceptance of this position I wanted the Department of Revenue to put its best foot forward and that means actively engaging with the citizens we serve. We have asked that the John C. Stennis Institute of Government and Community Development at Mississippi State University aid in our mission to provide the best service we possibly can to the state of Mississippi. The staff at the Stennis Institute have created a survey for the Department of Revenue.

I ask that you take some time to fill out this survey. It is imperative that we know the perspectives of those we serve so that we can work on improving our services. We are committed to those who call Mississippi their home and will work hard to make the Mississippi Department of Revenue an agency accountable to its citizens.

So again I ask that you take some time out of your day and provide vital feedback to help us work better for you.



Herb Frierson  
Commissioner of Revenue

MSDOR Survey Emails:

**I. Notifications:**

(Email is standard; varied greetings illustrated as sent)

Greetings Mississippi [Department of Revenue Business Filer; Tax Preparer; Chancery Clerk, Tax Assessor and/or Collector; ABC Permit Holder],

This email is to notify you that the John C. Stennis Institute of Government at Mississippi State University will be sending out a survey on behalf of the Mississippi Department of Revenue. Over the next several weeks you can expect to receive an email or multiple emails with a link to the survey. If you happen to file through TAP on behalf of multiple entities then you will receive an email for each entity. The surveys are vital to improve the customer experience with the Department of Revenue.

We ask that you take a short time out of your day when the survey is received and provide feedback to help improve the Mississippi Department of Revenue's service to its stakeholders and the citizens of Mississippi.

Have a great day,

Bryan Farrell, MPPA  
The John C. Stennis Institute of Government and Community Development,  
Mississippi State University  
[sig.msstate.edu](http://sig.msstate.edu)

This email is sent via Mississippi State University. Should you have any questions, please contact the project's principal investigator, Bryan Farrell at 662-325-1619, or contact the Mississippi State University Office of Research Compliance at 662-325-3294.

**II. Invite:**

(Email is standard; varied greetings illustrated as sent)

Greetings Mississippi [Business Filer for \${m://FirstName}, County Official, ABC Permit Holder, Tax Preparer],

You were contacted by email a week ago regarding a short survey on behalf of the Mississippi Department of Revenue and we would like to remind you of the survey and ask for your participation. As a reminder, the John C. Stennis Institute has been asked to conduct a short survey on behalf of the Mississippi Department of Revenue in an effort to improve the customer experience. The information will be collected and analyzed by The Stennis Institute staff and results from the study will be communicated to the Mississippi Department of Revenue. We cordially ask that you take a short time out of your day in order to complete the survey so that the Mississippi Department of Revenue may better serve you. The following is a letter from

Commissioner Herb Frierson requesting your participation in the survey: [Letter from Commissioner Frierson.pdf](#) . The survey is voluntary, but should take no longer than 5 minutes to complete. It can be accessed at the link below.

[\\${1://SurveyLink?d=Survey}](#)

I again want to thank you for your help in improving the Mississippi Department of Revenue's service to the citizens of Mississippi.

Have a great day,

Bryan Farrell, MPPA  
The John C. Stennis Institute of Government and Community Development,  
*Mississippi State University*  
[sig.msstate.edu](http://sig.msstate.edu)

If you choose not to take part in this survey and would like to be removed from any future emails please click [\\${1://OptOutLink?d=HERE}](#).

This email is sent via Mississippi State University. Should you have any questions, please contact the project's principal investigator, Bryan Farrell at 662-325-1619.

### **III. Reminder**

(Email is standard; varied greetings illustrated as sent)

Greetings Mississippi [Business Filer for [\\${m://FirstName}](#)], County Official, ABC Permit Holder, Tax Preparer],

You were contacted by email a week ago regarding a short survey on behalf of the Mississippi Department of Revenue and we would like to remind you of the survey and ask for your participation. As a reminder, the John C. Stennis Institute has been asked to conduct a short survey on behalf of the Mississippi Department of Revenue in an effort to improve the customer experience. The information will be collected and analyzed by The Stennis Institute staff and results from the study will be communicated to the Mississippi Department of Revenue. We cordially ask that you take a short time out of your day in order to complete the survey so that the Mississippi Department of Revenue may better serve you. The following is a letter from Commissioner Herb Frierson requesting your participation in the survey: [Letter from Commissioner Frierson.pdf](#). The survey is voluntary, but should take no longer than 5 minutes to complete. It can be accessed at the link below.

[\\${1://SurveyLink?d=Survey}](#)

I again want to thank you for your help in improving the Mississippi Department of Revenue's

service to the citizens of Mississippi.

Have a great day,

Bryan Farrell, MPPA

The John C. Stennis Institute of Government and Community Development,

*Mississippi State University*

[sig.msstate.edu](http://sig.msstate.edu)

If you choose not to take part in this survey and would like to be removed from any future emails please click [\\${1://OptOutLink?d=HERE}](#).

This email is sent via Mississippi State University. Should you have any questions, please contact the project's principal investigator, Bryan Farrell at 662-325-1619.

## IV. Legislature Letter and Email



**MISSISSIPPI STATE**  
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**JOHN C. STENNIS INSTITUTE of GOVERNMENT  
and COMMUNITY DEVELOPMENT**

November 14, 2016  
Re: Mississippi Department of Revenue Survey



P.O. DRAWER LV  
382 Hardy Rd  
Mississippi State, MS 39762

P. 662.325.3328  
F. 662.325.3772  
[www.sig.msstate.edu](http://www.sig.msstate.edu)

Good Day Esteemed Member of the Mississippi Legislature,

In an effort to improve the customer experience at the Mississippi Department of Revenue, the John C. Stennis Institute of Government and Community Development at Mississippi State University has been asked to conduct a short survey. Once completed, response information will be collected and analyzed by The Stennis Institute staff and results from the study will be communicated to the Department of Revenue. We cordially request that you take a few moments to complete the survey so that the Department of Revenue may better serve you and the citizens of Mississippi. With this letter you will find a letter from Commissioner Herb Frierson of the Department of Revenue requesting your participation in the survey. The survey and return envelope are included with this mailing. Additionally, we have provided a web address, password and Reference ID so that you may complete the survey online if you prefer. The survey is completely voluntary, and should not take longer than a few minutes to complete.

Link (case sensitive): [https://msuas.co1.qualtrics.com/SE/?SID=SV\\_7ZItZjCrQkjINVz](https://msuas.co1.qualtrics.com/SE/?SID=SV_7ZItZjCrQkjINVz)  
Password (case sensitive): DOR16  
Reference ID: 61967

I again want to thank you for your help in improving the Mississippi Department of Revenue's service to the citizens of the great State of Mississippi.

Thank you and have a wonderful day,

Bryan Farrell, MPPA  
The John C. Stennis Institute of Government and Community Development  
*Mississippi State University*  
<http://www.sig.msstate.edu>  
662.325.1619

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**John C. Stennis Institute of Government and Community Development  
Mississippi State University**

Good Day Esteemed Member of the Mississippi Legislature,

In an effort to improve the customer experience at the Mississippi Department of Revenue, the John C. Stennis Institute of Government and Community Development at Mississippi State University has been asked to conduct a short survey. We mailed each member a paper survey in November and before we close the survey we want to give all members who wish to respond that opportunity. Once completed, response information will be collected and analyzed by The Stennis Institute staff and results from the study will be communicated to the Department of Revenue. We cordially request that you take a few moments to complete the survey so that the Department of Revenue may better serve you and the citizens of Mississippi. The following is a letter from Commissioner Herb Frierson requesting your participation in the survey: [Letter from Commissioner Frierson.pdf](#). The survey is voluntary and should not take longer than a few minutes to complete. The following is a link to the survey:

`{1://SurveyLink?d=Survey%20Link}`

You may also copy and paste the following address into your browser:

[https://msuas.co1.qualtrics.com/SE/?SID=SV\\_1Ijbn1vRKryHz2l](https://msuas.co1.qualtrics.com/SE/?SID=SV_1Ijbn1vRKryHz2l)

I again want to thank you for your help in improving the Mississippi Department of Revenue's service to the citizens of the great State of Mississippi.

Thank you and have a wonderful day,

Bryan Farrell, MPPA  
The John C. Stennis Institute of Government and Community Development,  
Mississippi State University  
[Sig.msstate.edu](http://Sig.msstate.edu)

This email is sent via Mississippi State University. Should you have any questions, please contact the project's principal investigator, Bryan Farrell at 662-325-1619.



E-Mail: [bfarrell@sig.msstate.edu](mailto:bfarrell@sig.msstate.edu)

E-Mail: [dallas@sig.msstat.edu](mailto:dallas@sig.msstat.edu)

Website: <http://www.sig.msstate.edu>



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**THE JOHN C. STENNIS  
INSTITUTE OF GOVERNMENT**

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