

April 29, 2009

To: CyberTax members

From: Tina Purser Langley, AARP Staff

Subject: CyberTax 2009-27: IRS Training Material Evaluations

We have been asked by the IRS to direct you to this online feedback form for your comments. See the instructions below or attached. We know many of you have already received this through your IRS relationship manager, however, if not, please participate in completing this online form. Please do not complete the survey twice. We recognize that the survey is quite long, but should go fairly quickly online and give the IRS substantial feedback on their training materials.

If you have any comments or questions, please email me.

Thank you for your participation and for all you do for the program!

Regards, Tina

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Subject: VITA/TCE Training Material Evaluations - Online

Our Education and Product Development Team is already planning for next year's VITA/TCE training and we want to know how this year's training helped volunteers perform their duties as a volunteer preparer.

We want to hear from volunteers from all SPEC Areas in order that all parts of the country are well represented in this evaluation. Interim Level III reports will be available to determine the number of responses from each Area.

The attached flyer provides information about the **VITA/TCE Level III Training Evaluations**. The evaluation is **electronic only**. We are asking for your help to make sure volunteers know about this opportunity for feedback related to training. ***Please distribute the informational flyer as broadly as possible to all VITA/TCE Partners and Volunteers.***

- The Level III evaluation electronic link is active currently **through May 15**.
- To get maximum feedback, the evaluations should be completed by everyone who used any of the tax year 2008 VITA/TCE training materials to prepare for the current filing season.
- All volunteer return preparers, counselors, coordinators, and partners are requested to take a few minutes to complete this evaluation.
- In addition to your own email listings, electronic addresses are available through STARS and the certification reports from Link & Learn Taxes.
- The electronic link is http://linklearn.webtechteam.com/vita_tce_3/

Three Levels of Evaluations

The Training Material Development teams use three different evaluation processes to improve the quality of training. The **first** evaluation is conducted immediately after training and measures the reaction to training. The **second** evaluation is the volunteer certification (test) which measures student learning. The **third** evaluation measures how well the students transfer the training to on-the-job situations.

The evaluation is anonymous and participation in this process can benefit you and the VITA/TCE program. Our goal is to determine if volunteers received the right training or mix of training to assist their customers accurately. Results of these evaluations will enable us to improve or eliminate particular lessons or portions of lessons and to enhance the training material to better meet the needs of our volunteers and the taxpayers we jointly serve.

Thank you for all that you do in support of the VITA/TCE program.

Leaders, please share this information with volunteers who may not receive CyberTax.

***"Instructions for VITA-TCE Evaluation Level III 3-18-09.doc" attached.

**Cybertax messages will be available weekly on the Extranet

(<http://www.aarp.org/tavolunteers>) in the "General Program Communication" section.

If you would like to subscribe, to be removed from this mailing list, or if you would like to change your information please email the following information to taxaide@aarp.org :

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For faster processing, please include in the Subject line:

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