

August 20, 2013

To: CyberTax volunteers (all volunteers with a valid email address in VMIS)
From: Bonnie Speedy, National Director and Vice President, AARP Foundation Tax-Aide
Subject: CyberTax 2013-015: AARP Foundation TaxAide Volunteer Survey

Dear AARP Foundation Tax-Aide Volunteers,

I want to thank you again for your service this past 2013 tax season. I am consistently amazed at the support you all give to taxpayers through this program. It is because of you that we were able to provide tax services to over 2.6 million taxpayers needing assistance! Thank you!

At Tax-Aide we believe in collaboration and continuous improvement. In that vein, we have launched an operational improvement initiative with the sole purpose of **making a volunteer's life easier**. I am asking you to donate just a couple minutes of your time to give us feedback on the Tax-Aide program so that we can prioritize the resources available to improving your experience. Without volunteers, we cannot help the taxpayers. Without volunteer leaders, we simply don't have a program. We, the 12 or so Tax-Aide staff in Washington DC, are indebted to all of you for your contribution to helping others in Tax-Aide and want to find ways to make the experience easier.

You have until 8/27 to respond to the survey. Your feedback will directly influence how we allocate our resources to improve our operations. Please take the time to let your voice be heard. We will share an update with you when there is progress or feedback to report.

The survey can found at <http://fluidsurveys.com/surveys/jtresearch/aarp-tax-aide-2013-1/>

If you have any questions about the survey please contact Joe@moorestrategysolutions.com.

Thank you again for all you do!

Thanks,

Bonnie
Bonnie Speedy
VP/National Director
AARP Foundation Tax-Aide