Supporting Statement

B. STATISTICAL METHODS

1. Universe and Respondent Selection

The desired goal is to test at 4 tax forum locations, recruiting six participants per day, 2 days per tax forum, for a total of 12 participants per site, 48 participants nationwide. Participants will be recruited from the attendees of the Tax Forums. Efforts will be made to recruit various types of tax preparers; CPA's, Enrolled Agents, etc.

2. Procedures for Collecting Information

The usability test will be based on scenarios. Scenarios are brief problem statements that the participant solves by using TPPS. The scenarios will be tailored to the participant's background, i.e., tax professionals will work scenarios designed for tax preparers. The test team will prepare various suites of scenarios reflecting situations typical for the test group. The moderator and one or two note takers observe the test and work with the participant, where needed. The participant is encouraged to describe aloud what he/she is thinking and continue with the test, even if he/she has difficulty.

The moderator will introduce himself/herself and provide an overview of the test process. No personally identifiable information will be captured. This will be communicated to each participant during the introduction.

At the conclusion of the scenarios, the moderator will debrief the participant. Debriefing consists of open discussion. The participant provides feedback on the test experience, a subjective view of TPPS and may be asked to comment on various hypothetical enhancements to the system. The Tax Professional participants will be thanked for volunteering to participate during their attendance at the Tax Forum.

3. Methods to Maximize Response

Information collected will not yield generalizable quantitative findings; it can provide useful customer input, but it does not yield data about customer opinions that can be generalized.

4. **Testing of Procedures**

   Pretesting may be done with internal staff, a limited number of external colleagues, and/or customers who are familiar with the programs and products. Pretesting will not exceed nine members of the public.

5. **Contacts for Statistical Aspects and Data Collection**

   The usability study is not a survey, thus it does not follow statistically valid sample sizes.   Therefore, statistical expertise is not required from the agency. RPO staff will conduct their own analysis of the findings