

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1545-2256)

TITLE OF INFORMATION COLLECTION: IRS2Go User Experience Research Survey

PURPOSE: To conduct user experience research and analysis utilizing rapid prototyping of conceptual designs for the IRS’s mobile app, IRS2Go. Respondents will be enlisted at various conferences around the Washington DC region and asked to provide input on a variety of app designs. This information will be used to identify the best designs as well as ways to make those designs even more useful to taxpayers. Testing dates are tentatively scheduled for dates, September 1 through October 31.

DESCRIPTION OF RESPONDENTS: Respondents will be enlisted at various conferences around the Washington DC region, and asked to volunteer in a small survey. We will not be able to determine specifically what type of respondents we will be engaging with until each survey begins. The target audience for this survey is individual taxpayers.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (e.g., Website or Software) Small Discussion Group
 Focus Group Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Beth Krappweis

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Potential Individuals Participants	180	1 min	3 hours
Individuals Participants	60	5 min	5 hours
Totals			8 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$0

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

- Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe? Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We intend to informally recruit respondents at local conferences by asking prospective respondents if they are interested in providing feedback on a few mobile app prototypes. If individuals are interested in providing feedback we will then ask our questions and collect their comments.

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
- Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.