

Instructions to Participant

We would like to get your input as we are designing ways to make our website more useful to you. We are considering changes to our main menus and would like to ensure the items you need are where you expect to find them. This survey will take around 5-7 minutes to complete. All responses are confidential and will help inform our final design. Thank you for partnering with us to improve our website.

Objectives:

The objective of the study is to test the proposed navigation changes for irs.gov. The test will offer two versions of the menus.

Tasks

1. You need more time to file your taxes. Locate information on asking for more time.
2. You would like to have your refund sent to two separate bank accounts. Find the related information.
3. You want to fix/correct a mistake you made on your tax return. Find more information on how to fix your return.
4. You want to start a new business. Find information on applying for an employer identification number for the business.
5. You want to start a non-profit organization. Find information on obtaining tax-exempt status.

Wrap-Up Questions

I am:

- Individual Taxpayer
- Small business owner
- Large business owner
- Tax professional
- Own/work at a charity or non-profit
- Own/work for a government entity
- Other: _____

Please rate how easy or hard it was to find the answer to the questions:

- Very hard
- Hard
- Easy

- Very easy
- Not easy or hard

Closing

Thank you for participating. Your feedback will help us improve IRS.gov.