## Introduction

The IRS is redesigning its search experience so that users are better able to find the content they are looking for on IRS.gov. We would like to get your input on a new functionality called *faceted search*, which allows users to filter search results by specific topics or audiences.

## Instructions

This activity will take around 7-9 minutes to complete.  All responses are confidential and will help inform our final search design.
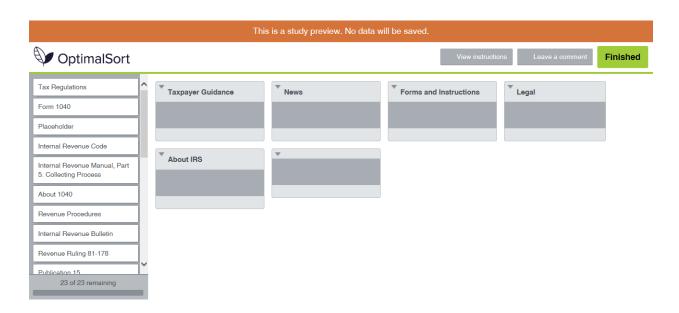
> *Closed Card Sort:* Please place the search result under the existing category label. There is no wrong answer; place the result under the category that makes sense to you.

> *Open Sort:* Please look at the search results and group like items in a way that makes sense. Place a label over the group to describe the items in the group. Again, there are no wrong answers. Use labels that you think make sense.
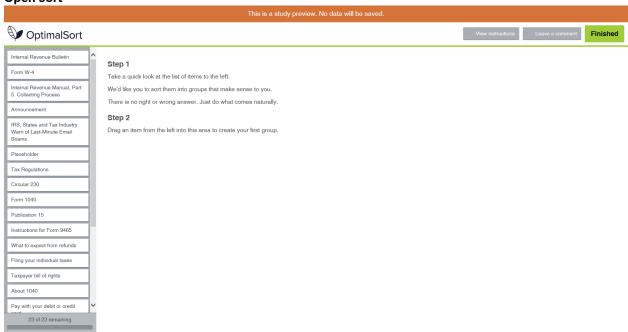
Thank you for partnering with us to improve our website.

## Closed Sort

**Instructions**

Take a look at the list of items on the left.

We'd like you to sort those items into the groups provided on the right.

There is no right or wrong answer, just do what comes naturally.

OK

---

This is a study preview. No data will be saved.

OptimalSort

View instructions | Leave a comment | **Finished**

| Left list | |
|-----------|--|
| Tax Regulations | |
| Form 1040 | |
| Placeholder | |
| Internal Revenue Code | |
| Internal Revenue Manual, Part 5. Collecting Process | |
| About 1040 | |
| Revenue Procedures | |
| Internal Revenue Bulletin | |
| Revenue Ruling 81-178 | |
| Publication 15 | |

23 of 23 remaining

**Taxpayer Guidance**

**News**

**Forms and Instructions**

**Legal**

**About IRS**

**Open Sort**

OptimalSort
View instructions | Leave a comment | **Finished**

| | |
|---|---|
| Internal Revenue Bulletin | **Step 1** |
| Form W-4 | Take a quick look at the list of items to the left. |
| Internal Revenue Manual, Part 5. Collecting Process | We'd like you to sort them into groups that make sense to you. |
| Announcement | There is no right or wrong answer. Just do what comes naturally. |
| IRS, States and Tax Industry Warn of Last-Minute Email Scams | **Step 2** |
| Placeholder | Drag an item from the left into this area to create your first group. |
| Tax Regulations | |
| Circular 230 | |
| Form 1040 | |
| Publication 15 | |
| Instructions for Form 9465 | |
| What to expect from refunds | |
| Filing your individual taxes | |
| Taxpayer bill of rights | |
| About 1040 | |
| Pay with your debit or credit card | |

23 of 23 remaining

# 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: _____

How would you label content on IRS.gov that may be out of date or no longer accurate, but needs to be findable for use as reference material (ex: a press release from 1998 announcing a new IRS commissioner):

      A. Archived Content

B. Historical Content
C. Retired Content
D. Other _____

Based on what you've seen, please evaluate this statement: Adding filters to search results will help users better find IRS.gov content?
A. Strongly Agree
B. Agree
C. Disagree
D. Strongly Disagree

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