

Instructions to Participant

We are planning a redesign of our homepage so that you can easily find what you need. If you have a few minutes, we want you to help us evaluate a proposed design by completing a quick activity. The responses from this 7-9 minute activity are confidential and anonymous. Thank you for helping us to improve our website.

All you need to do is click!

1. We'll give you a task to complete and an image of a proposed design of the homepage to complete it on.
2. Imagining you were really carrying out the task, click where you would first look.

This is not a test of your ability — there are no right or wrong answers.

Let's get started!

Tasks

1. You are applying for financial aid for college. Find information on requesting your past tax return to complete your FAFSA.
2. You want to view the website in Spanish. Where would you go to switch the content to Spanish?
3. You filed your taxes and are expecting a refund but haven't received it yet. Where would you find the related information?
4. You want to start a new business. Where would you find information on applying for an employer identification number for the business?
5. You want to start a non-profit organization. Where would you find information on obtaining tax-exempt status?
6. Where would you find more information if you received a notice or letter from the IRS?
7. You need a tax identification number. Where would you find more information?

Example Screen Participant will see to complete task:

Task 2 of 7

[Skip this task](#)

You filed your taxes and are expecting a refund but haven't received it yet. Where would you find the related information?

The screenshot shows the IRS website's main navigation and service area. At the top, there is a search bar and utility links for Help, News, and Language (English). Below this are navigation tabs for File, Pay, Refunds, Credits & Deductions, and Forms & Instructions. The main content area features a grid of service buttons: File My Taxes, Get My Refund Status, Pay My Tax Bill, Get My Tax Record, Apply for an EIN, Get Answers to Tax Questions, Get Free Tax Preparation Help, and Apply for an ITIN. Below these is a 'Forms & Instructions' section with links for 1040 (Individual Tax Return), 1040-EZ (Tax Return for Single and Joint Filers With No Dependents), W-4 (Employee's Withholding Allowance Certificate), and a Search Forms & Instructions button. The page also includes two news articles: 'Does Some of This \$1 Billion Belong to You?' (Unclaimed Refunds) and 'Deadline Nears for Many Farmers and Fishermen' (March 1). A 'TAX TIME GUIDE' section titled 'Avoid the Presidents Day Rush' provides information about the busy tax season. At the bottom, there is a promotion for the IRS2Go Mobile App and a social media tweet from @irsnews.



Our Agency

- About Us
- Work at IRS
- Help & Resources
- Contact Your Local Office
- Tax Stats, Facts & Figures

Know Your Rights

- Taxpayer Bill of Rights
- Taxpayer Advocate
- Accessibility
- Civil Rights
- Freedom of Information Act
- No FEAR Act
- Privacy Policy

Resolve an Issue

- Respond to a Notice
- Office of Appeals
- Identity Theft
- Report Phishing
- Tax Fraud & Abuse

Other Languages

- Español
- Русский
- TiếngViệt

Related Sites

- U.S. Treasury
- Treasury Inspector General for Tax Administration
- USA.gov

Wrap-Up Question

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: _____

Closing

All done, awesome! Thanks again for your participation. Your feedback is incredibly useful in helping to determine how our content should be organized, so we can make our website easier to use.

You may now close this window or navigate to another web page.