

ATTACHMENT C: Comprehension Testing Guide

Project Title
Project Number

Introductions

Hello. My name is _____ and I'm a researcher with the Internal Revenue Service and will be conducting our interview today. Thank you for participating today to help us better understand _____. We appreciate you taking the time to participate in this discussion.

(HONORARIUM ONLY) After today's discussion, you will receive \$50 as a token of our appreciation for your time and input.

Have you ever participated in an informational interview like this one before?

Okay. Before we start, let me share with you some important information.

Disclosures

1. **Risks:** There are no known risks to you for taking part in this interview. All the data the IRS collects will be kept private to the extent allowed by law. Your name will never be linked to your comments, nor will it appear in any written reports or publications.
2. **Privacy.** Everything that you say here will be kept strictly private to the extent allowed by law. We will use first names only and names will not be used in any report, so please feel free to tell me what you think.
3. **Voluntary Participation.** Your participation in this testing session is entirely voluntary. You do not have to answer any questions that you do not wish to answer but please keep in mind, there are no wrong answers. Speak your mind and say what is true for you. We are expecting to hear diverse perspectives.
4. **Video and/or Audio Recording.** Because we want to assure we've collected all of your comments and suggestions, this testing session is being recorded so that we can write an accurate report about the issues that are raised during the discussion.
5. **Observers.** There are a few people in the back of the room/on the call who will be observing and taking notes today.
6. **Time.** I will be watching our time and directing our conversation. We will be here for about _____ minutes/hours. A formal break has not been scheduled but if you need to stretch, go to the restroom, or walk around a little, please let me know and

we can have someone escort you to the restroom. Your comments and participation are very important to us.

7. **Thanks.** Thank you for participating in today's testing session. We appreciate your time and your contributions.

Icebreaker

Let's first start by having you introduce yourself by your first name only.

Preliminary Questions

- 1.) Insert any general background questions

Documents Emailed (if applicable)

Please refer to the e-File Acknowledgement document you were sent to your email address. Do you have it available and can access it at this time?

[YES] – Continue

[NO] – Can I send it to your email address now? (*TAP members/employees only*)

[NO] – Thank you for your time. (Contractor)

(TAP members/employees only)

[YES] – Please give me your email address. (send pdf in email)

[NO] – Is there another time this week that an IRS moderator can call you after TAP/INSERTNAME is able to resend you the pdf?

[YES] – Thank you for your time. I will talk with my TAP contact/INSERT NAME about rescheduling.

[NO] - Okay, thank you for your time

The document contains [*INSERT EXPLANATION OF DOCUMENT*].

Insert instructions for the activity (ex: Please take several minutes to review the document and then I will ask you questions about it.)

Are there any questions before we begin?

Communication Goal 1: INSERT COMMUNICATION GOAL 1

- Insert related questions

Communication Goal 2: INSERT COMMUNICATION GOAL 2

- Insert related questions

Communication Goal 3: INSERT COMMUNICATION GOAL 3

- Insert related questions

Conclusion

(Optional) 'Do you have any final comments regarding _____?'

Thanks again for participating in this comprehension testing session. Your input is very valuable.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is #1545-XXXX. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, IR-6406, Washington, DC 20224.