

OMB Proposal Clearance Request – Follow-up Summary Report

- 1) **Control # (if applicable):** 1545-2256
- 2) **Title of Study: Direct pay Usability Testing**

Purpose: The purpose of this study is to test the suitability of the online Direct Pay payment application. This study will help inform information architecture, provide insight into the user's experience, and identify areas for improvement. The results of this study will show that the online application meets its intended purpose of allowing individuals to schedule, edit and cancel payments, as well as look up previously scheduled payments. No PII will be used in this study.

Findings: Overall users had found Direct Pay 3.1 to be easy to use and intuitive. While users were split on whether they would be likely to make payments to the IRS on the phone they found the experience to be a positive one. Single Ease of Use scores were high and Average Time on Tasks for each task wasn't substantially greater than we found in testing on desktop browser.

Actions taken or lessons learned: The following recommendations were made to improve the smartphone experience:

- Change the order of steps one and two on the Tax Info screen.
- Break up the confirmation number into segments with separating dashes.
- Enlarge disclosure checkboxes throughout the experience.
- Ensure that all digits of the SSN display briefly before masking.
- Code fields to deliver default keyboard for the field data type to users.

- 3) **Total Number of requests**

Screened/Interviewed	No. of Respondents	Participation Time	Burden
Total Screened	75	30 minutes	37.5 hours
Total Participants	25	45 minutes	18.8 hours
Total			56.3 hours
Response Rate: 0.3			

- 4) **Total Number of questionnaires returned or of participants in focus group, etc.:** 25
- 5) **Date the data collection began:** February 1, 2015
- 6) **Date the data collection ended:** March 30, 2015
- 7) **Response Rate:** 30%
- 8) **Actual Burden Hours:** 56.3 hours
- 9) **Cost:** \$1000

This report is due no later than 60 days after the collection of information has ended using the dated indicated in the approved OMB package. The above information is needed to prepare a report requested by OMB that explains what was accomplished during the OMB clearance period under which these surveys were approved. Space is very limited and information needed very specific. The information you provide should not exceed two pages, if possible. If you have any questions, please contact our office at *OMB_Unit (omb.unit@irs.gov).

