

OMB Proposal Clearance Request – Follow-up Summary Report

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

Purpose:

The purpose of this study is to assess the usability of and user satisfaction with IRS eAuthentication. eAuthentication includes a start page, email verification, a personal information form, out of wallet questions and a security profile. The participant's performance with each page of the form will be recorded and evaluated. Measures such as time on task, task success, participant understanding of content, help and error text will be captured. Collecting this data will provide the study with:

- Behavioral observations and insights into the user experiences
- Insights into design solutions to improve and strengthen the user experience
- Benchmark information on the current experience that can be used as a guide for future online developments.

Note: The scope of this study was significantly reduced.

Findings: The major usability issue seen throughout the study was text entry errors. There were multiple errors that occurred at various points in Task A because the text participants entered did not meet the required criteria for the entry field.

Actions taken or lessons learned: In order to prevent these types of errors it is recommended that the system provide in-line real-time validation for text fields. When a user is entering information into a text field a signal should be shown so the user can quickly determine if the information that has been entered meets the required criteria and can move on to the next step.

- 3) **Total Number of requests**

Screened/Interviewed	No. of Respondents	Participation Time	Burden
Total Screened	21	8 minutes	2.8 hours
Total Participants	7	20 minutes	2.3 hours
Total			5.1 hours
Response Rate: 0.3			

- 4) **Total Number of questionnaires returned or of participants in focus group, etc.:** 7 participants
- 5) **Date the data collection began:** October 13, 2014
- 6) **Date the data collection ended:** October 17, 2014
- 7) **Response Rate:** 30%
- 8) **Actual Burden Hours:** 5.1 hours
- 9) **Cost:** \$280

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).