

OMB Proposal Clearance Request – Follow-up Summary Report

- 1) **Control # (if applicable):** 1545-2256
- 2) **Title of Study:** IRS2GO Validation Usability Study

Purpose: The purpose of the data collected in this study was to evaluate the IRS2Go mobile application (v5.2). The objective of the study was to assess product design choices and allow potential users the opportunity to provide comments and feedback that can be used in the new iteration of the application.

Findings: Overall, participants rated each task highly on the “Ease of Use” question after the completion of each task. While the task success rate and ease of scores are acceptable, there are still changes that could be made to the product to further increase its usability. This includes changing icons, making specific information stand out more, and provided some additional instructions to the user.

Actions taken or lessons learned: Multiple recommendations have been made to improve the usability of the IRS2Go application, some recommendations include:

- Providing more intuitive icons in the navigation bar
- Provide more instructional information with the “Where’s my refund” section of the application
- Improving the visual design to help sections of the interface stand out

It is recommended that usability testing be included during the development of future versions of the software to ensure usability and that the application is meeting user needs.

- 3) **Total Number of requests**

Screened/Interviewed	No. of Respondents	Participation Time	Burden
Total Screened	40	5 minutes	3.3 hours
Total Participants	12	30 minutes	6 hours
Total			9.3 hours
Response Rate: 0.3			

- 4) **Total Number of questionnaires returned or of participants in focus group, etc.:** 12
- 5) **Date the data collection began:** August 1, 2105
- 6) **Date the data collection ended:** August 31, 2015
- 7) **Response Rate:** 30%
- 8) **Actual Burden Hours:** 9.3 hours
- 9) **Cost:** \$480

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).