

OMB Proposal Clearance Request – Follow-up Summary Report

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

Purpose: The purpose of the data that will be collected in this study is to evaluate a series of prototype IRS.gov webpages that have been responsively designed as compared to the exact live version IRS.gov webpages that are not responsively designed. The objective of the study is 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 seemed to be intrigued with responsive website design concept. Participants consistently rated the responsive design higher (Single Ease of Use Question) compared to the current live version of www.irs.gov. While rated signaled that participants thought the responsive design was easier to use than the non-responsive design, participant did have more usability difficulties using the responsive design prototype. Some usability issues could be attributed to the fact that the prototype functionality was limited, so all possible pathways to complete a task successfully were not available. The majority of the participants' task errors were caused by the participants' not finding information in the interface. Design changes to the location or labeling of information should significantly improve the usability of the prototype.

Actions taken or lessons learned:

- Ensure headings within a page stand out more and do not get lost within other content in the page
- Work on the placement of content within the sections in the footer
- Provide more distinction between the footer and page content
- When being designed, consider allowing the "Help and Resource" to have a pointer to the "contact us" information

The study was able to point out significant usability issues in the responsive design prototype. It is recommended that the above mentioned recommendations be considered. Also, usability testing should be continued during phases of the development of the product.

- 3) **Total Number of requests**

Screened/Interviewed	No. of Respondents	Participation Time	Burden
Total Screened	40	5 mins	3.3 hrs
Total Participants	12	30 mins	6 hrs
Total			9.3 hrs
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, 2015
- 6) **Date the data collection ended:** August 31, 2015
- 7) **Response Rate:** 30%
- 8) **Actual Burden Hours:** 9.3 hours
- 9) **Cost:** \$640

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).