Task 3 Usability Satisfaction Questionnaire

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Thinking about the design of the new 1040 form** |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Very clear | • | • | • | • | • | • | • | • | • | • | Very unclear |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Too short | • | • | • | • | • | • | • | • | • | • | Too long |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Very simple | • | • | • | • | • | • | • | • | • | • | Very complex |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **2. Thinking about the experience of completing the new 1040 form** |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Too long | • | • | • | • | • | • | • | • | • | • | Too short |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Easy to complete | • | • | • | • | • | • | • | • | • | • | Difficult to complete |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Print size too big | • | • | • | • | • | • | • | • | • | • | Print size too small |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **3. Thinking about the instructions with the new 1040 form** |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Easy to understand | • | • | • | • | • | • | • | • | • | • | Difficult to understand |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Helpful | • | • | • | • | • | • | • | • | • | • | Not helpful |