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 | | | |