Task 3 Usability Satisfaction Questionnaire

1. Thinking about the <u>design</u> of the new 1040 form

Very clear	•	•	•	•	•	•	•	•	•	•	Very unclear
Too short	•	•	•	•	•	•	•	•	•	•	Too long
Very simple	•	•	•	•	•	•	•	•	•	•	Very complex

2. Thinking about the <u>experience</u> 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 <u>instructions</u> with the new 1040 form

Easy to understand	•	•	•	•	•	•	•	•	•	•	Difficult to understand
Helpful	•	•	•	•	•	•	•	•	•	•	Not helpful