Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1545-2256)

TITLE OF INFORMATION COLLECTION: IRS Digital Online Services

PURPOSE: The Internal Revenue Service (IRS) strives to continuously improve its products and services. As part of this effort, IRS conducts surveys and usability tests to evaluate the IRS digital services offered to the public and identify opportunities for improvement.

The screeners identify potential participants whose role, workflow, and digital services experience match a survey or usability test being conducted. Screeners collect information to confirm eligibility, balance participation, plan for accessibility needs, and schedule volunteers.

The surveys ask respondents about task completion, overall experience, ease of use, clarity of information or instructions, ease of locating information, confidence in completing tasks or information found, understanding of the next steps, use of other service channels, feedback on proposed changes and other improvement opportunities, including potential improvements. Results will be used for internal service improvement and design decisions and only reported as feedback from participating respondents.

The usability tests ask participants to complete self-directed tasks in an approved IRS webpage, prototype, or test environment. The activities measure first-click behavior, ease of finding information, expected next steps, confidence in completing tasks, and navigation barriers. Respondents will use sample information and will not use actual account information. Results will be used to improve navigation, content, and usability.

DESCRIPTION OF RESPONDENTS: Respondents will be selected by those who used, recently used, or may reasonably be expected to use the IRS digital services for personal, household, or business federal tax tasks. Respondent groups include individuals (age 18 or older), Business owners, officers, partners, employees, payroll or finance personnel, designated users, tax professionals, firm managers, preparers, delegates, and other authorized private-sector users age 18 or older.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form	[x] Customer Satisfaction Survey
[X] Usability Testing (e.g., Website or Software	[ ] Small Discussion Group
[] Focus Group	[X] Other: Screeners

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.

6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Ashley Webb

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [x] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [x] No

PII clarification: The surveys do not ask respondents for direct identifiers. Contact information, when needed for recruitment, scheduling, or incentives, will be collected separately in an approved system.

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

	Category of Respondent	**No. of Respondents**	**Participation Time**	**Burden**
1.	Individual and Household Digital Service Experience Survey	15,000	10 minutes	2,500 hours
2.	Business and Tax Professional Digital Service Experience Survey	5,000	10 minutes	833 hours
3.	Individual and Household Digital Task and Navigation Activity (Usability Test)	4,000	25 minutes	1,667 hours
4.	Business and Tax Professional Digital Task and Navigation Activity (Usability Test)	2,000	25 minutes	833 hours
5.	Individual and Household Extended Feature and Cross Service Feedback Survey	1,000	15 minutes	250 hours
6.	Business and Tax Professional Extended Feature and Cross Service Feedback Survey	1,000	15 minutes	250 hours
7.	Individual and Household Digital Feedback Participant Screener	20,000	5 minutes	1,667 hours
8.	Business Digital Feedback Participant Screener	5,000	5 minutes	417 hours
9.	Tax Professional Digital Feedback Participant Screener	7,000	5 minutes	583 hours
	Totals	**60,000**		**9,000 hours**

FEDERAL COST: The estimated annual cost to the Federal government is $100,000 is the cost for this portfolio of surveys.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

[ ] Yes [X] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

No single list defines the full universe. Respondents will be invited through an approved website, application, or post-task intercept, or through a targeted invitation when needed. Participation is voluntary. Each deployment will document the named service, invitation source, eligibility, fielding dates, target completions, and limitations. No probability sample is planned, and results will not be generalized beyond participating respondents.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
   - [X] Web-based or other forms of Social Media
   - [ ] Telephone
   - [ ] In-person
   - [ ] Mail
   - [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No