

---

# Usability Evaluation Report

Comparison of current and redesigned property tax assistance pages on the Texas Comptroller for Public Accounts Website

Robert Newell

School of Information, UT Austin

March-April 2013

---



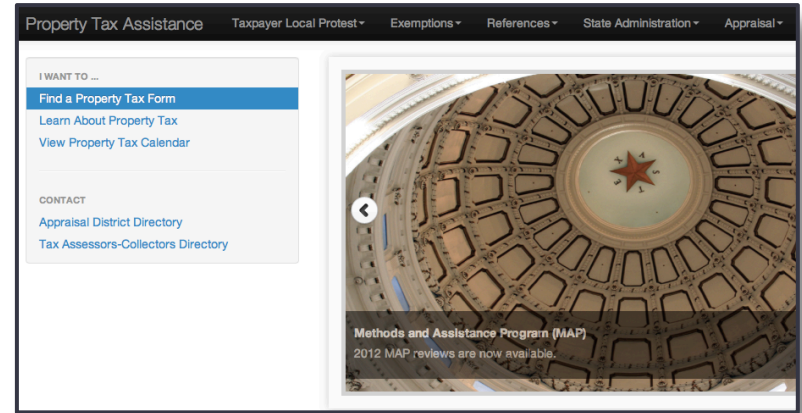
# Overview

## Objectives

- The project sought to answer these three questions:
  - 1 Are the redesigned pages easier and more efficient to use than those currently on the website?
  - 2 Do the redesigned pages provide a more positive user experience than the current pages?
  - 3 What insights from how users engage with both versions can be used to further improve the redesign?

## Methodology

- 10 participants participated in 1 hour sessions at the School of Information IX Lab, UT Austin. 5 students tested the current site and 5 tested the new pages. Tasks and testing protocol remained the same across groups. The sessions included:
  - A background questionnaire regarding participants' property tax information seeking habits and experience using the Comptroller website
  - 8 tasks representing common information seeking behavior on the website
  - Post-task and post-test surveys of their experience



# Overview Cont'd

## Tasks

- 1 Locate the application for Residential Homestead Exemption
- 2 Locate the contact information for the participant's local tax assessor-collector
- 3 Protest a property value
- 4 Locate the phone number and physical address for the Fort Worth field office
- 5 Look up an important property tax deadline
- 6 Find general information about appraising timberland
- 7 Find out one's County Appraisal District
- 8 Determine the property tax rate in one's county

The screenshot displays the TRCIA website interface. On the left, there are three main navigation categories: Exemptions, State Administration, and Assessment/Collection. Under Exemptions, links include 'Frequently Asked Questions', '2011 Changes to Homestead Exemption', and '100% Disabled Veterans FAQ'. Under State Administration, links include 'Property Value Study (PVS)', 'Methods & Assistance Program (MAP)', 'Appraisal Review Board Training', 'Tax Professionals Education', and 'PTAD Complaint Procedures'. Under Assessment/Collection, links include 'Disasters and Droughts', 'Tax Bills and Delinquent Taxes' (highlighted with a grey background), 'Tax Rates', and 'Truth-in-Taxation(TNT)'. On the right, the 'Property Tax News' section features a 'November' heading with the dates '11-13' and details about the 'Texas Rural Chief Appraisers 18th Annual Conference' at the Omni Austin Hotel - South Park. A sign-up box at the bottom of the news section contains an email icon, the text 'Sign up to receive e-mail updates from the Property Tax Assistance Division.', and a link to 'Contact Property Tax Assistance Division (PTAD)'.

**Executive Summary**

**Main Findings**

**Recommendations**

# Executive Summary | Findings

Overall, redesign impressions and performance in comparison to the current site varied greatly across a variety of elements:

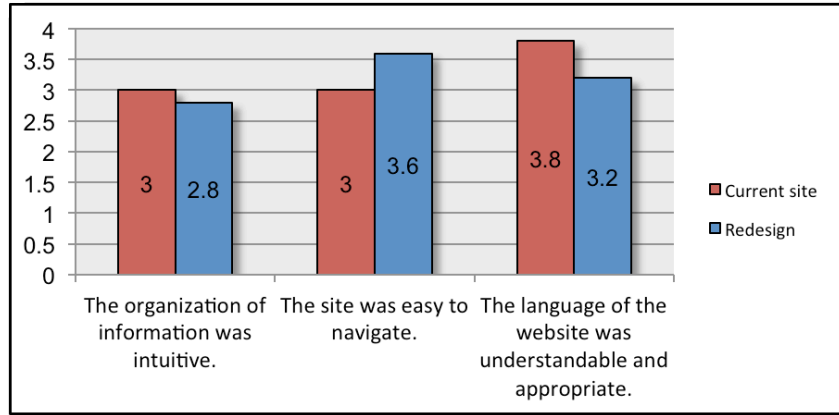
- The redesign rated significantly higher than the current site on ease of navigation and the balance of graphics and text. However, participants found the more explicit language on the current site slightly more understandable and useful.
- Task performance ratings such as task completion rates and noncritical errors significantly favored the current site over the redesign.\*
- The redesign improved usability over the current site in a few key areas. The careful balance of text, graphics, and space on the redesign's homepage made finding certain information much easier than on the property tax homepage of the current site.
- Across both tests, participants were reluctant to read paragraph-style content, and often missed links embedded in large chunks of text.

\*At the time of the test, the look and feel of the new pages had not been established. Lack of intended styling *significantly* affected participant's impressions of the redesign and their task performance.

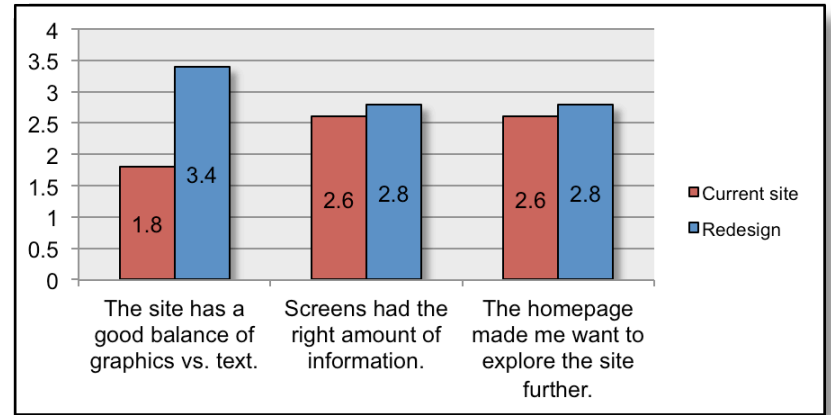
---

**Executive Summary**  
**Main Findings**  
**Recommendations**

# Main Findings | Overall Design



- While participants rated both versions similarly with regard to intuitive organization of information, the new pages were considered significantly easier to navigate.



- New pages rated significantly higher for balancing graphics and text, scoring almost twice as high as the older version. The redesign also rated slightly higher on “Screens had the right amount of information” and “The homepage made me want to explore the site further.”

# Main Findings

# Overall Design

# Current site

## Too much text

- “There was a lot of text on the page, too much so on most pages.” (PC4)
- “If I needed to use the site on a regular basis, the homepage wouldn’t scare me off, but the amount of text does make the site seem intimidating.” (PC1)

## A lot of text can mean quick access

- “There’s way too much text on the page. But it looks like you can find out basic information right away about property taxes.” (PC4)

The screenshot shows the Texas Taxes website homepage. The layout is highly text-heavy with multiple columns of links and information. The main content area is divided into several sections: 'Property Tax Assistance' with a sign-up for email updates, 'Texas Local Property Taxes' with a guide, 'Resources for Citizens and Businesses' listing various services like appraisals and protests, 'Resources for Local Governments and School Districts' with links to manuals and reports, 'Resources for Appraisal' with manuals and cap rates, and 'Resources for Assessment and Collection' with links to tax bills and delinquency information. There are also sidebars for 'Most Popular' links and a 'Resource Spotlight' section. The footer contains a search bar, navigation links, and contact information for Susan Combs, Texas Comptroller.



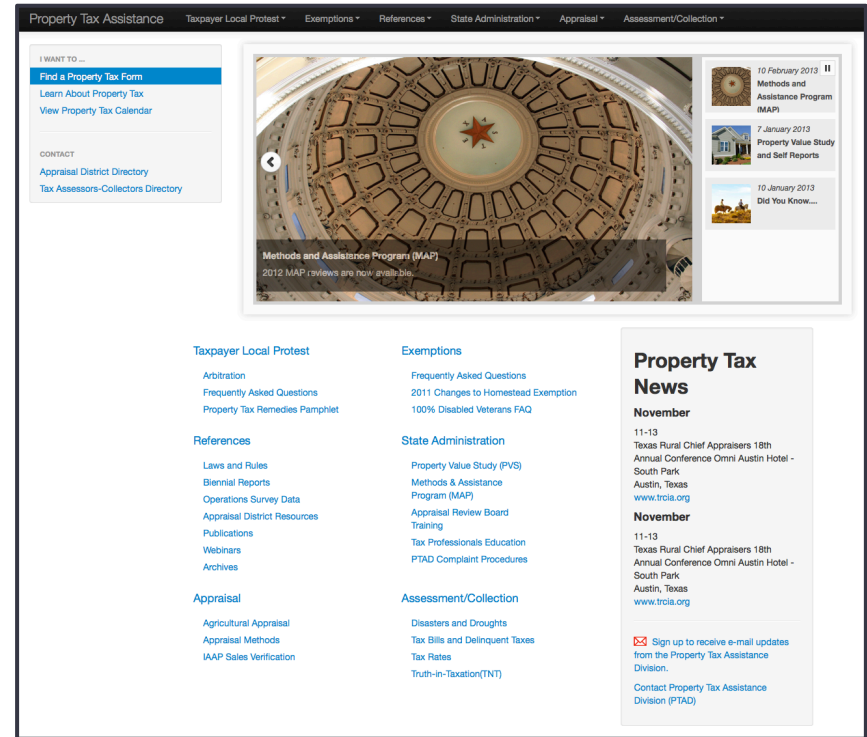
# Main Findings | Overall Design | Redesign

Well chosen, well placed text makes the site easy to use

- “The design is clean and uncluttered.” (PR3)
- “I can just see by looking at it [that it's] easy to get through.” (PR5)

Better than most government websites

- “I’m struck by how much space there is. A lot of government websites are usually crammed with text.” (PR5)
- “It looks slicker than the usual government website that usually doesn’t have the rolling graphics and images.” (PR2)



# Main Findings | Task Performance

- All participants testing the current site successfully completed Tasks 3,5,6, and 7
- All participants testing the redesign successfully completed Tasks 1 and 3
- Only one in five participants testing the current site found out who to contact to get their county's tax rate (Task 8)
- None of the participants testing the redesign found the contact information for the Ft. Worth Field Office (Task 4)

Completion Rates Per Task		
Task	Current Site	Redesign
Task 1: Homestead Exemption	80.00%	100.00%
Task 2: Tax Assessor-Collector	80.00%	60.00%
Task 3: Protest a Property Value	100.00%	100.00%
Task 4: Ft. Worth Field Office	80.00%	0.00%
Task 5: Property Tax Deadline	100.00%	80.00%
Task 6: Appraising Timberland	100.00%	20.00%
Task 7: Contact Appraisal District	100.00%	80.00%
Task 8: Tax Rate by County	20.00%	20.00%
<b>Overall Completion Rate</b>	<b>82.50%</b>	<b>57.50%</b>

# Main Findings | Task Performance

- Overall means for both sites were virtually identical (107.83 seconds vs. 107.66 seconds)
- Redesign outperformed the current site on Tasks 1, 7, and 8
- Current site outperformed the redesign on Tasks 2,3,4,5, and 6
- Shortest average completion time – Task 7 on the redesign (21.47 seconds)
- Task 8 yielded several failed attempts on both versions

Mean Time on Task		
Task	Current Site	Redesign
Task 1: Homestead Exemption	161.37	133.69
Task 2: Tax Assessor-Collector	40.95	104.73
Task 3: Protest a Property Value	50.03	61.14
Task 4: Ft. Worth Field Office	89.48	167.20
Task 5: Property Tax Deadline	85.12	116.64
Task 6: Appraising Timberland	109.02	131.56
Task 7: Contact Appraisal District	84.34	21.47
Task 8: Tax Rate by County	242.35	124.83
<b>Overall Mean</b>	<b>107.83</b>	<b>107.66</b>

# Main Findings | Qualitative results

Qualitative results address identified issues on the following tasks

- Task 1: Homestead Exemption
- Task 2: Tax Assessor-Collector
- Task 4: Ft. Worth Field Office
- Task 6: Appraising Timberland
- Task 8: Tax Rate by County

Completion Rates Per Task		
Task	Current Site	Redesign
Task 1: Homestead Exemption	80.00%	100.00%
Task 2: Tax Assessor-Collector	80.00%	60.00%
Task 3: Protest a Property Value	100.00%	100.00%
Task 4: Ft. Worth Field Office	80.00%	0.00%
Task 5: Property Tax Deadline	100.00%	80.00%
Task 6: Appraising Timberland	100.00%	20.00%
Task 7: Contact Appraisal District	100.00%	80.00%
Task 8: Tax Rate by County	20.00%	20.00%
<b>Overall Completion Rate</b>	<b>82.50%</b>	<b>57.50%</b>

# Main Findings | Qualitative results

## Task 1: Locate the application for Residential Homestead Exemption

- Both the current site and the redesign include the form on several pages as an inconspicuous link amidst a large amount of text.
- Many participants found the correct page quickly, but then did not carefully scan it, missing the link at least once.
- About the current site: "There's too much text, I'm not going to read all of it." (PC4)

The image shows two side-by-side screenshots of a website page. The left screenshot, labeled 'Current site', shows a dense block of text with a red box highlighting a link: 'Application for Residential Homestead Exemption'. The right screenshot, labeled 'Redesign', shows a more structured layout with a red box highlighting a link: 'residence homestead application form (PDF, 263KB)'. The redesign also features a list of questions and a clear heading: 'New Requirements for Residential Applications'.

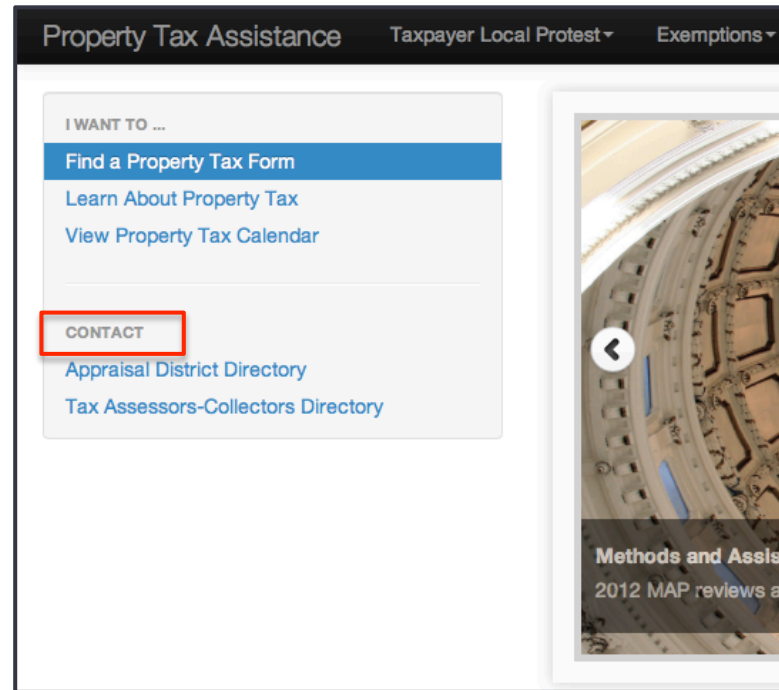
Current site

Redesign

# Main Findings | Qualitative results

**Task 2:** Locate the contact information for the participant's local tax assessor-collector

- Only three of the five participants tested on the redesign found it.
- Average time on task was also notably long at around 105 seconds.
- The two who failed to complete the task clicked first on the Contact Property Tax Assistance Division (PTAD) link at the bottom of the page, sending them in the wrong direction.
- Participants likely missed the link due to lack of styling

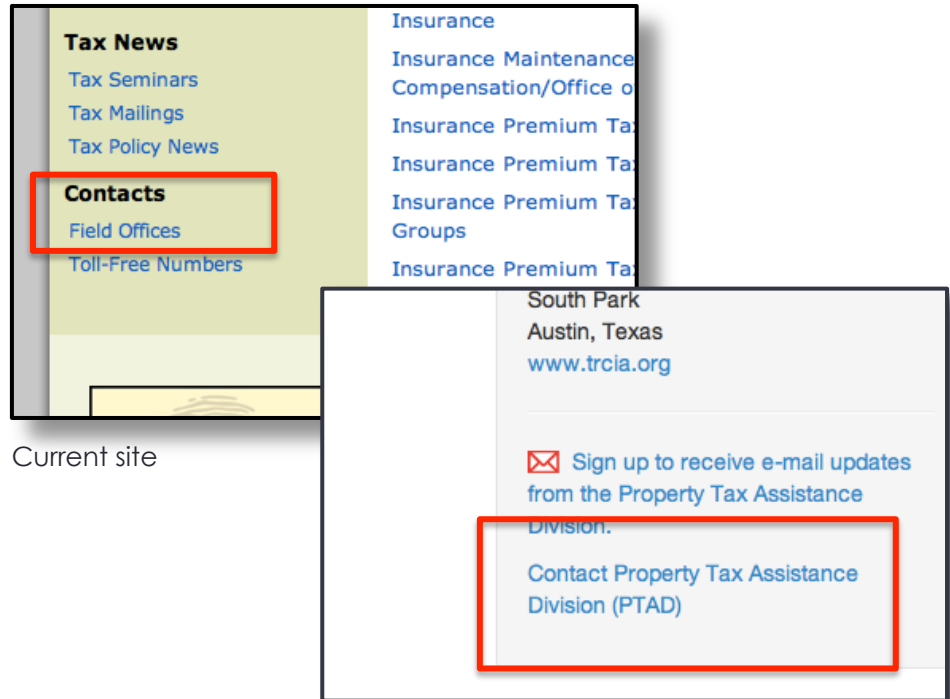


Redesign

# Main Findings | Qualitative results

**Task 4:** Locate the phone number and physical address for the Fort Worth field office

- No one testing the redesign successfully completed this task, while four of five participants found success on the current site.
- On the new pages, users reach the field offices page through the Contact PTAD link on the home page rather than an explicit field offices link.



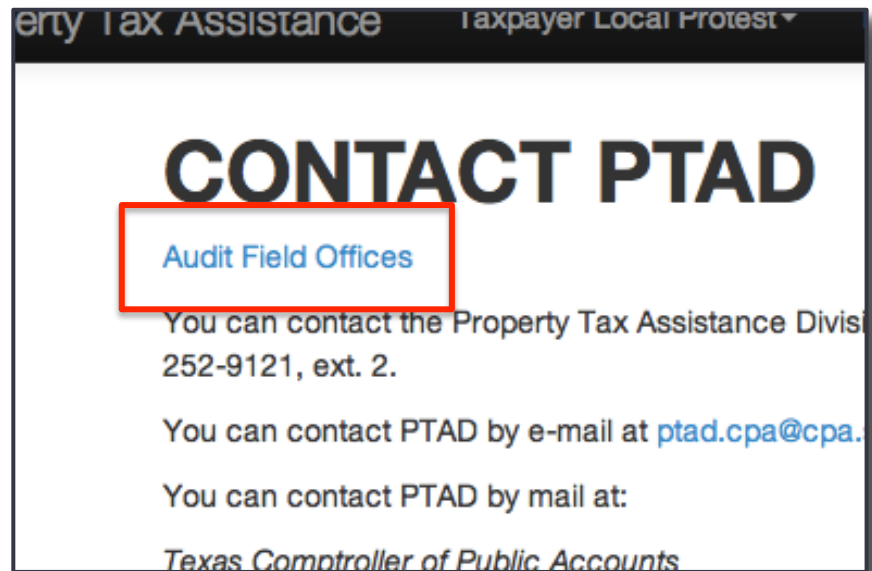
Current site

Redesign

# Main Findings | Qualitative results

**Task 4 cont'd:** Locate the phone number and physical address for the Fort Worth field office

- Once the participants arrived at the page, either they did not notice the field offices link (Fig. 8), or they did not understand that the link, "Audit Field Offices," would actually take them to the requested information.
- "I'm not looking for an audit though I'm looking for info on property taxes." (PR5)



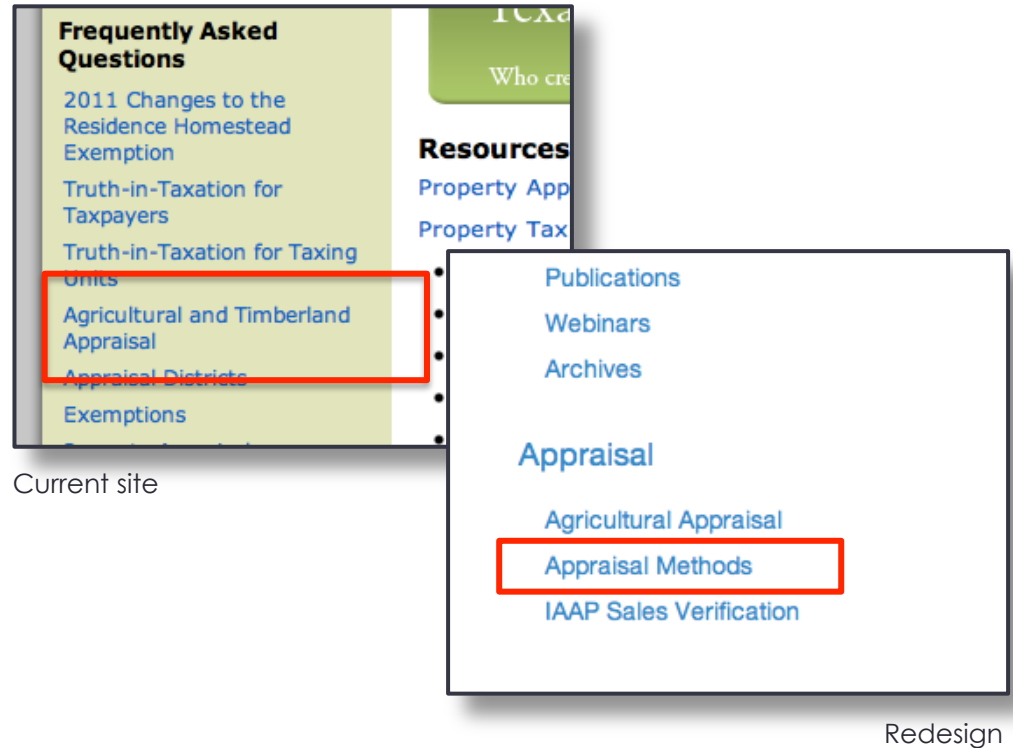
Redesign



# Main Findings | Qualitative results

## Task 6: Find general information about appraising timberland

- Only one of five participants successfully completed this task on the redesign, while all participants found the information on the current site.
- The new pages separate general information about agricultural appraisal and timberland appraisal, while the current site presents this information on the same page and the information is accessed through the same link
- “I don’t think it’s agricultural, because that’s different from wooded land.” (PR3)
- New path: Appraisal Methods>Appraisal Manuals>Manual for the Appraisal of Timberland



# Main Findings | Qualitative results

## Task 8: Determine the property tax rate in one's county

- Three participants testing the redesign found the “Tax Rates” link fairly quickly and with no errors, while only one participant scrolled all the way to the bottom of the current site's home page to find and click on “Tax Rates and Levies by County.”
- Two of the three participants testing the redesign did not carefully read the text at the top of the page directing them to their tax assessor-collector.
- Both of these participants eventually (and unsuccessfully) concluded the task by downloading the Excel file with the 2011 tax rates.

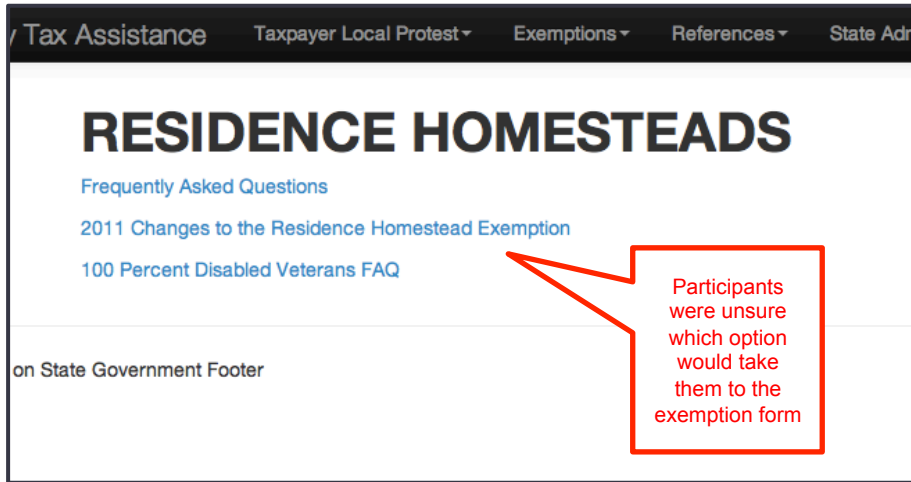
The screenshot shows a web browser window with a navigation bar at the top containing links: Tax Assistance, Taxpayer Local Protest, Exemptions, References, State Administration, and Appraisals. The main heading is 'TAX RATES AND LEVIES BY COUNTY'. Below the heading is a paragraph of text: 'Beginning with the 2012 tax year, Tax Code §26.16 requires the county assessor-collector for each county that maintains an Internet website to post on the county website certain tax rate information for each taxing unit in the county. Comptroller Rule §9.1002 Posting of Tax Rates on County's Internet Website prescribes the manner in which the information is required to be presented. Please contact your local county tax assessor-collector for more information.' A red rectangular box highlights the phrase 'tax assessor-collector'. Below this text is a note: 'All figures are self-reported by local entities. These figures are preliminary and are subject to change.' Underneath is a sub-heading 'Tax Rates by County' followed by a list of years from 2011 down to 2001, each with a link to an Excel file and its size (e.g., '2011 - (Excel, 190KB)').

Redesign

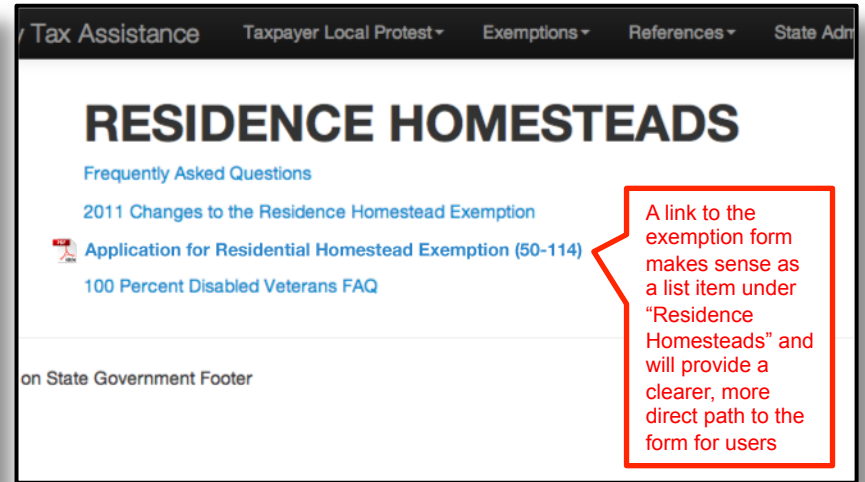
**Executive Summary**  
**Main Findings**  
**Recommendations**

# Recommendations

**Rec 1:** Include a link to the Residence Homestead Exemption form on the Residence Homesteads page



Current design



Proposed change

# Recommendations

**Rec 2:** On all pages with form and resource links inserted into text, include a list of these links in a right side bar under the heading, “Related Forms,” or “Forms and Resources”

tax Assistance Taxpayer Local Protest Exemptions References State Administration Appraisal Assessment/Collection

## EXEMPTIONS

### Do I, as a homeowner, get a tax break on my taxes?

You may apply for homestead exemptions on your principal residence. Homestead exemptions remove part of your home's value from taxation, so they lower your taxes.

For example, your home is appraised at \$100,000, and you qualify for a \$15,000 exemption (this is the amount mandated for school districts), you will pay school taxes on the home as if it was worth only \$85,000. Taxing units have the option to offer a separate exemption of up to 20 percent of the total value.

### Do all homes qualify for homestead exemptions?

No, only a homeowner's principal residence qualifies. To qualify, a home must meet the definition of a residence homestead: The home's owner must be an individual (for example: not a corporation or other business entity) and use the home as his or her principal residence on January 1 of the tax year. If you are age 65 or older, or disabled, the January 1 ownership and residency are not required for the age 65 or disabled homestead exemption.

### What is a homestead?

A homestead can be a separate structure, condominium or a manufactured home located on owned or leased land, as long as the individual living in the home owns it. A homestead can include up to 20 acres, if the land is owned by the homeowner and used for a purpose related to the residential use of the homestead.

### What homestead exemptions are available?

There are several types of exemptions you may receive.

- **School taxes:** All residence homestead owners may receive a \$15,000 homestead exemption from their home's value for school taxes.
- **County taxes:** If a county collects a special tax for farm-to-market roads or flood control, a residence homestead owner may receive a \$3,000 exemption for this tax. If the county grants an optional exemption for homeowners age 65 or older or disabled, the owners will receive only the local-option exemption.
- **Age 65 or older and disabled exemptions:** Individuals 65 and older and/or disabled residence homestead owners may

**Property Tax Quick Search**  
Can't Find what you're looking for? Search here.  
Search Bar goes here

Current design

# Recommendations

bx Assistance Taxpayer Local Protest Exemptions References State Administration Appraisal Assessment/Collection

## EXEMPTIONS

### Do I, as a homeowner, get a tax break from property taxes?

You may apply for homestead exemptions on your principal residence. Homestead exemptions remove part of your home's value from taxation, so they lower your taxes.

For example, your home is appraised at \$100,000, and you qualify for a \$15,000 exemption (this is the amount mandated for school districts), you will pay school taxes on the home as if it was worth only \$85,000. Taxing units have the option to offer a separate exemption of up to 20 percent of the total value.

### Do all homes qualify for homestead exemptions?

No, only a homeowner's principal residence qualifies. To qualify, a home must meet the definition of a residence homestead: The home's owner must be an individual (for example: not a corporation or other business entity) and use the home as his or her principal residence on January 1 of the tax year. If you are age 65 or older, or disabled, the January 1 ownership and residency are not required for the age 65 or disabled homestead exemption.

### What is a homestead?

A homestead can be a separate structure, condominium or a manufactured home located on owned or leased land, as long as the individual living in the home owns it. A homestead can include up to 20 acres, if the land is owned by the homeowner and used for a purpose related to the residential use of the homestead.

### What homestead exemptions are available?





There are several types of exemptions you may receive.

- **School taxes:** All residence homestead owners may receive a \$15,000 homestead exemption from their home's value for school taxes.
- **County taxes:** If a county collects a special tax for farm-to-market roads or flood control, a residence homestead owner may receive a \$3,000 exemption for this tax. If the county grants an optional exemption for homeowners age 65 or older or disabled, the owners will receive only the local-option exemption.
- **Age 65 or older and disabled exemptions:** Individuals 65 and older and/or disabled residence homestead owners may

#### Property Tax Quick Search

Can't Find what you're looking for? Search here.  
Search Bar goes here

#### Forms

-  [Application for Residential Homestead Exemption \(50-114\)](#)
-  [Application for Disabled Veteran's or Survivor's Exemptions](#)
-  [Lessee's Affidavit of Primarily Non Income Producing Vehicle Use](#)
-  [Lessor's Application for Personal Use Lease Automobile Exemptions](#)

#### Resources

- [Appraisal District Directory](#)
- [100 Percent Disabled Veterans FAQ](#)

Proposed change

# Recommendations

**Rec 3:** When possible, reduce and organize text using bullet points rather than full paragraphs

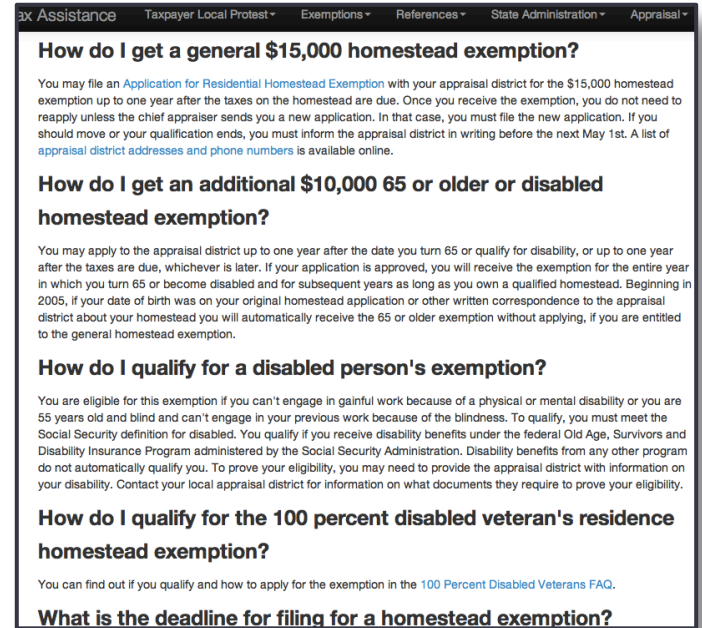
- Bullet points in place of lengthy paragraphs would help distinguish important points and help users find the needed information quicker.

**Rec 4:** Make questions on FAQ pages collapsible

- This will allow users to get an overview of what the questions cover and find the relevant question(s) more quickly.

**Rec 5:** Provide a “Field Offices” or “Audit Field Offices” link under the Property Tax Assistance Division link on the home page, and organize both under a “Contact” heading

- This will allow users to get an overview of what the questions cover and find the relevant question(s) more quickly.



The screenshot shows a website's navigation bar with links: Assistance, Taxpayer Local Protest, Exemptions, References, State Administration, and Appraisal. Below the navigation bar, there are three FAQ entries, each with a question in bold and an answer in regular text. The first question is "How do I get a general \$15,000 homestead exemption?" and the answer explains the application process. The second question is "How do I get an additional \$10,000 65 or older or disabled homestead exemption?" and the answer details the requirements for this exemption. The third question is "How do I qualify for a disabled person's exemption?" and the answer describes the eligibility criteria. The fourth question is "How do I qualify for the 100 percent disabled veteran's residence homestead exemption?" and the answer provides information on how to apply. The fifth question is "What is the deadline for filing for a homestead exemption?".

**How do I get a general \$15,000 homestead exemption?**

You may file an [Application for Residential Homestead Exemption](#) with your appraisal district for the \$15,000 homestead exemption up to one year after the taxes on the homestead are due. Once you receive the exemption, you do not need to reapply unless the chief appraiser sends you a new application. In that case, you must file the new application. If you should move or your qualification ends, you must inform the appraisal district in writing before the next May 1st. A list of [appraisal district addresses and phone numbers](#) is available online.

**How do I get an additional \$10,000 65 or older or disabled homestead exemption?**

You may apply to the appraisal district up to one year after the date you turn 65 or qualify for disability, or up to one year after the taxes are due, whichever is later. If your application is approved, you will receive the exemption for the entire year in which you turn 65 or become disabled and for subsequent years as long as you own a qualified homestead. Beginning in 2005, if your date of birth was on your original homestead application or other written correspondence to the appraisal district about your homestead you will automatically receive the 65 or older exemption without applying, if you are entitled to the general homestead exemption.

**How do I qualify for a disabled person's exemption?**

You are eligible for this exemption if you can't engage in gainful work because of a physical or mental disability or you are 55 years old and blind and can't engage in your previous work because of the blindness. To qualify, you must meet the Social Security definition for disabled. You qualify if you receive disability benefits under the federal Old Age, Survivors and Disability Insurance Program administered by the Social Security Administration. Disability benefits from any other program do not automatically qualify you. To prove your eligibility, you may need to provide the appraisal district with information on your disability. Contact your local appraisal district for information on what documents they require to prove your eligibility.

**How do I qualify for the 100 percent disabled veteran's residence homestead exemption?**

You can find out if you qualify and how to apply for the exemption in the [100 Percent Disabled Veterans FAQ](#).

**What is the deadline for filing for a homestead exemption?**

Current design

# Recommendations

The screenshot shows a website layout with a sidebar on the left and a main content area on the right. The sidebar contains several menu items: Exemptions (with sub-items: Frequently Asked Questions, 2011 Changes to Homestead Exemption, and 100% Disabled Veterans FAQ), State Administration (with sub-items: Property Value Study (PVS), Methods & Assistance Program (MAP), Appraisal Re Training, Tax Professional, and PTAD Comp), and Assessment/Collection (with sub-items: Disasters and Droughts, Tax Bills and Delinquent Taxes, Tax Rates, and Truth-in-Taxation(TNT)). The main content area features a 'Property Tax News' section with two 'November' entries, each dated '11-13' and describing the 'Texas Rural Chief Appraisers 18th Annual Conference'. Below the news items is a sign-up form with an email icon and the text 'Sign up to receive e-mail updates from the Property Tax Assistance Division.' and a 'Contact Property Tax Assistance Division (PTAD)' link. A red callout box with a speech bubble points to the sign-up form, containing the text: 'No direct path to the field offices page. A link could be grouped with this information under one "Contact PTAD"-type heading'.

Current design

The screenshot shows a proposed website layout. The main content area is titled 'Property Tax News' and features two 'November' entries, each dated '11-13' and describing the 'Texas Rural Chief Appraisers 18th Annual Conference'. Below the news items is a sign-up form with an email icon and the text 'Sign up to receive e-mail updates from the Property Tax Assistance Division.' and a 'Contact' link. The 'Contact' link points to 'Property Tax Assistance Division (PTAD) Field Offices'.

Proposed change



# Recommendations

**Rec 6:** Change the “Agricultural Appraisal” link back to “Agricultural and Timberland Appraisal” and restore the content from the Agricultural and Timberland Appraisal page of the current site

The screenshot shows the 'Window on State Government' website. The header includes the state seal, the title 'Window on State Government', and the name 'Susan Combs Texas Comptroller of Public Accounts'. There is a 'Site Search' box and a 'Quick Start for:' menu with options for 'Citizens', 'Business', and 'Government'. A red banner indicates a 'Tax Deadline Extended for McLennan County Taxpayers'. The main navigation menu includes 'HOME', 'ABOUT US', 'TEXAS TAXES', 'EDUCATION', 'FINANCES & ECONOMY', 'STATE PURCHASING', 'FORMS', and 'e-SERVICES'. The page title is 'Agricultural and Timberland Appraisal'. The content includes a 'Local Property Taxes' link, a paragraph about the comptroller's office data, a section titled 'How may landowners qualify for special use appraisal?' with sub-sections for 'Lands owners can apply for two types of special appraisals', 'Productivity value is based on land's ability to produce agricultural or timber products', and 'Land that is used to manage wildlife may also qualify for special use appraisal'. There is also a section titled 'What land qualifies for agricultural appraisal?' with a list of criteria.

Current site

The screenshot shows a redesigned website with a dark header. The header includes 'Tax Assistance', 'Taxpayer Local Protest', 'Exemptions', 'References', 'State Administration', and 'Appraisal'. The main heading is 'AGRICULTURAL APPRAISAL'. The content includes a paragraph explaining that agricultural appraisal could lower taxable value based on land's capacity to produce agricultural products. It then lists two provisions of the Texas Constitution: Article VIII, Section 1-d, and Article VIII, Section 1-d-1. A link to 'Appraisal Manuals' is provided. A section titled 'Other Resources:' lists links to 'Texas Farm and Ranch Survey', 'The Agricultural Advisory Board', 'Capitalization Rate for Agricultural and Timberland', and 'Frequently Asked Questions'.

Redesign

# Recommendations

**Rec 7:** Make the tax assessor-collector directory link more findable by creating “2012-Present” and “Before 2012” headings, and adding brief, instructional text

The screenshot shows a website page with a navigation bar at the top containing links: Property Tax Assistance, Taxpayer Local Protest, Exemptions, References, State Administration, Appraisal, and Assessment/Collection. The main heading is "TAX RATES AND LEVIES BY COUNTY". Below it is a paragraph of introductory text and a link to a Comptroller Rule. A second paragraph states that figures are self-reported and subject to change. The "Tax Rates by County" section lists links for years from 2011 down to 2001. A "Special District Tax Rates" section follows, with a paragraph of text and a link for 2011. Two red callout boxes with arrows point to the page: one points to the introductory text and the link, stating "Tax rate instruction and link lost in text"; the other points to the "Tax Rates by County" heading and the list of years, stating "Headings could be used to separate older from more recent tax rates".

Property Tax Assistance Taxpayer Local Protest Exemptions References State Administration Appraisal Assessment/Collection

## TAX RATES AND LEVIES BY COUNTY

Beginning with the 2012 tax year, Tax Code §26.16 requires the county assessor-collector for each county that maintains an Internet website to post on the county website certain tax rate information for each taxing unit in the county. [Comptroller Rule §9.1002 Posting of Tax Rates on County's Internet Website](#) prescribes the manner in which the information is required to be presented. Please contact your local county [tax assessor-collector](#) for more information.

All figures are self-reported by local entities. These figures are preliminary and are subject to change.

### Tax Rates by County

- [2011 - \(Excel, 190KB\)](#)
- [2010 - \(Excel, 314KB\)](#)
- [2009 - \(Excel, 438KB\)](#)
- [2008 - \(Excel, 433KB\)](#)
- [2007 - \(Excel, 372KB\)](#)
- [2006 - \(Excel, 369KB\)](#)
- [2005 - \(Excel, 363KB\)](#)
- [2004 - \(Excel, 357KB\)](#)
- [2003 - \(Excel, 345KB\)](#)
- [2002 - \(Excel, 340KB\)](#)
- [2001 - \(Excel, 337KB\)](#)

### Special District Tax Rates

Starting in tax year 2011, rate and levy information for special purpose districts will be unverified data provided by appraisal districts and will be reported separately from other taxing entities.

[2011 - \(Excel, 180KB\)](#)

An \* by the taxing unit name indicates that the appraisal district did not respond to the survey conducted by the Property Tax Assistance Division.

An \*\* by the taxing unit name indicates that the taxing unit is a community college district that may collect a tax in some school districts under Education Code Chapter 130. This allows for a different tax rate for branch campuses in those school districts.

Tax rate instruction and link lost in text

Headings could be used to separate older from more recent tax rates

Current design

# Recommendations

Property Tax Assistance Taxpayer Local Protest Exemptions References State Administration Appraisal Assessment/Collect

## TAX RATES AND LEVIES BY COUNTY

Beginning with the 2012 tax year, Tax Code §26.16 requires the county assessor-collector for each county that maintains an Internet website to post on the county website certain tax rate information for each taxing unit in the county. [Comptroller Rule §9.1002 Posting of Tax Rates on County's Internet Website](#) prescribes the manner in which the information is required to be presented. Please contact your local county [tax assessor-collector](#) for more information.

All figures are self-reported by local entities. These figures are preliminary and are subject to change.

### Tax Rates by County

- 2011 - (Excel, 190KB)
- 2010 - (Excel, 314KB)
- 2009 - (Excel, 438KB)
- 2008 - (Excel, 433KB)
- 2007 - (Excel, 372KB)
- 2006 - (Excel, 369KB)
- 2005 - (Excel, 363KB)
- 2004 - (Excel, 357KB)
- 2003 - (Excel, 345KB)
- 2002 - (Excel, 340KB)
- 2001 - (Excel, 337KB)

### Special District Tax Rates

Starting in tax year 2011, rate and levy information for special purpose districts will be unverified data provided by appraisal districts and will be reported separately from other taxing entities.

2011 - (Excel, 180KB)

An \* by the taxing unit name indicates that the appraisal district did not respond to the survey conducted by the Property Tax Assistance Division.

An \*\* by the taxing unit name indicates that the taxing unit is a community college district that may collect a tax in some school districts under Education Code Chapter 130. This allows for a different tax rate for branch campuses in those school districts.

Current design

Property Tax Assistance Taxpayer Local Protest Exemptions References State Administration Appraisal Assessment/Collect

## TAX RATES AND LEVIES BY COUNTY

### 2012 - Present

For your current tax rate, or any rates dating back to 2012, contact your local county [tax assessor-collector](#).

Beginning with the 2012 tax year, Tax Code §26.16 requires the county assessor-collector for each county that maintains an Internet website to post on the county website certain tax rate information for each taxing unit in the county. [Comptroller Rule §9.1002 Posting of Tax Rates on County's Internet Website](#) prescribes the manner in which the information is required to be presented. Please contact your local county [tax assessor-collector](#) for more information.

All figures are self-reported by local entities. These figures are preliminary and are subject to change.

### Before 2012

- 2011 - (Excel, 190KB)
- 2010 - (Excel, 314KB)
- 2009 - (Excel, 438KB)
- 2008 - (Excel, 433KB)
- 2007 - (Excel, 372KB)
- 2006 - (Excel, 369KB)
- 2005 - (Excel, 363KB)
- 2004 - (Excel, 357KB)
- 2003 - (Excel, 345KB)
- 2002 - (Excel, 340KB)
- 2001 - (Excel, 337KB)

### Special District Tax Rates

Starting in tax year 2011, rate and levy information for special purpose districts will be unverified data provided by appraisal districts and will be reported separately from other taxing entities.

2011 - (Excel, 180KB)

An \* by the taxing unit name indicates that the appraisal district did not respond to the survey conducted by the Property Tax Assistance Division.

An \*\* by the taxing unit name indicates that the taxing unit is a community college district that may collect a tax in some school districts under Education Code Chapter 130. This allows for a different tax rate for branch campuses in those school districts.

*Instruction lifted from paragraph and placed above for clarity*

*Headings renamed to indicate date range of tax rate info/resources*

Proposed Change

# Recommendations

Tax Assistance Taxpayer Local Protest Exemptions References State Administration Appraisal Asse

## TAX RATES AND LEVIES BY COUNTY

### 2012 - Present

For your current tax rate, or any rates dating back to 2012, contact your local county [tax assessor-collector](#).

Beginning with the 2012 tax year, Tax Code §26.16 requires the county assessor-collector for each county that maintains an Internet website to post on the county website certain tax rate information for each taxing unit in the county. [Comptroller Rule §9.1002 Posting of Tax Rates on County's Internet Website](#) prescribes the manner in which the information is required to be presented. Please contact your local county [tax assessor-collector](#) for more information.

All figures are self-reported by local entities. These figures are preliminary and are subject to change.

### Before 2012

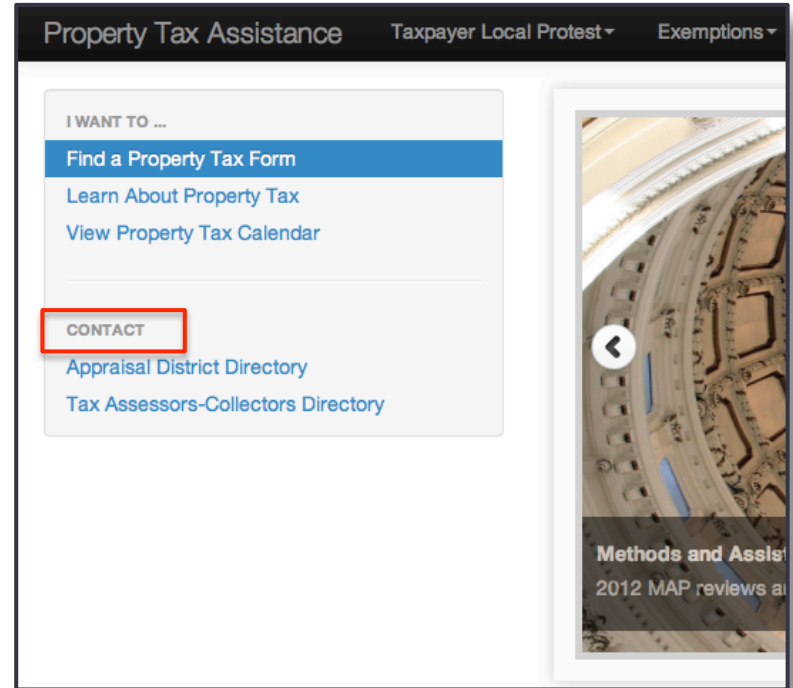
[2011 - \(Excel, 190KB\)](#)  
[2010 - \(Excel, 314KB\)](#)

Proposed Change

# Recommendations

**Rec 8:** Run the test again when the look and feel of the pages is complete

- The test was not an apples-to-apples comparison.
- CSS directly affects findability, and it negatively impacted all performance metrics and ratings for the redesign.
- Testing with styling completed will give a more valid assessment of the site's usability and the development team's intention.



**Thanks for this opportunity!**

**Questions?**