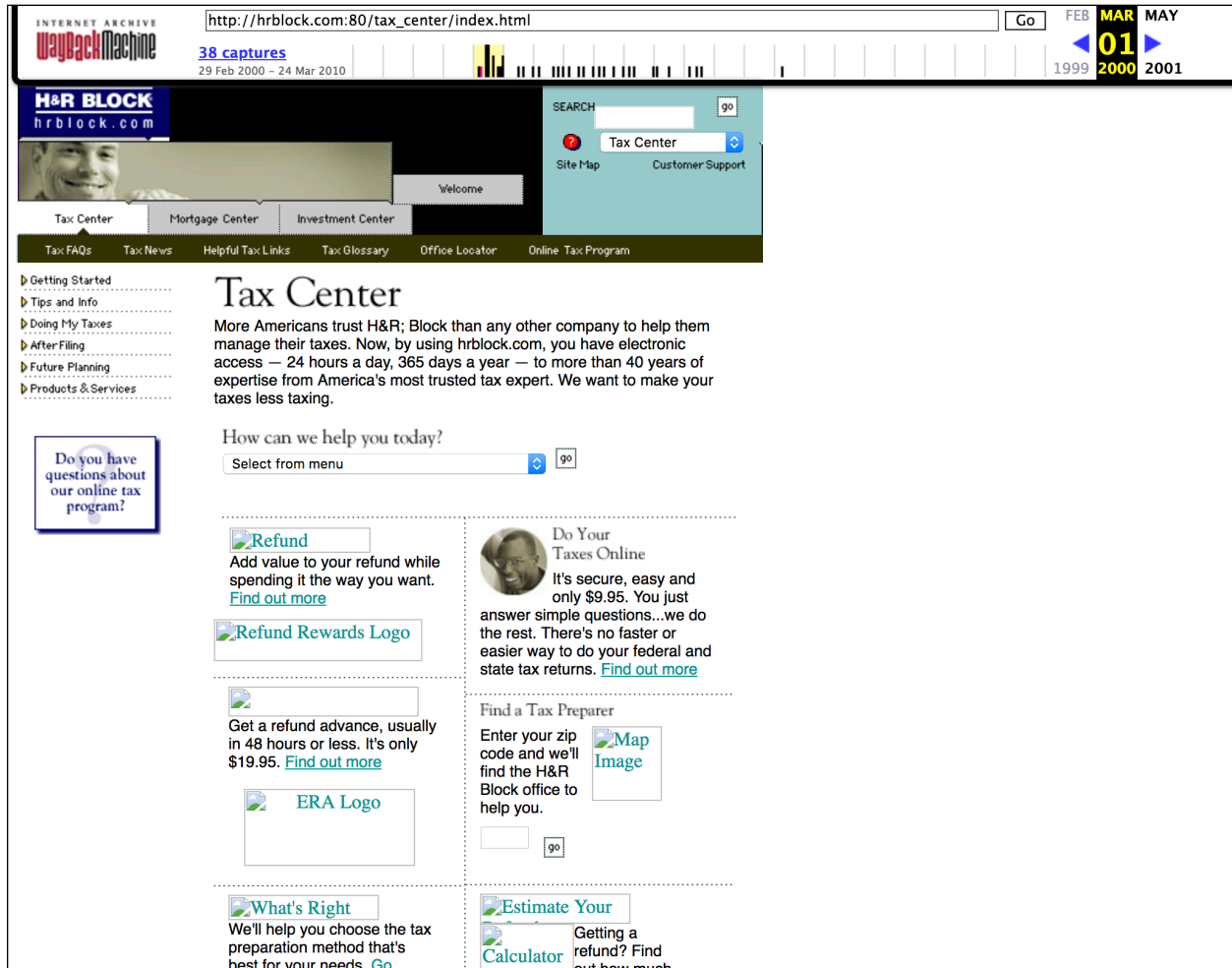


Fresh Perspective timeline

As an H&R Block web content producer, I sat through usability testing during the company's launch of its online tax product. Watching users struggle to understand where the website ended and the tax prep software began was an eye-opening example of why usability is so important.



* Screenshots from this archive don't always render sites as they originally appeared. I include the image for date reference only.