

#1) WELCOME

Thanks for being willing to participate in our usability feedback survey! We greatly appreciate your participation and we thank you in advance for your time.

Your response will **help us to organize the content on our consumer education website**. Find out how on the next page . . .

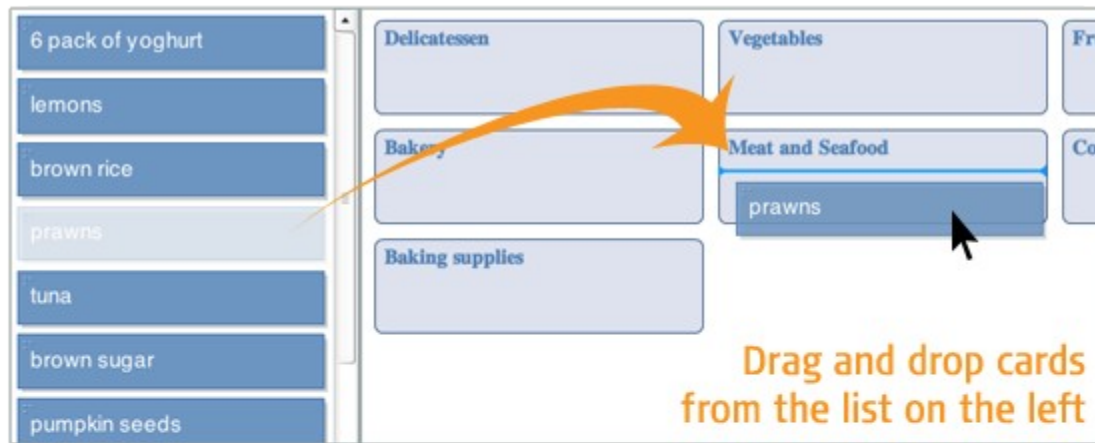
#2) INSTRUCTIONS

Your task is to **organize a list of items into groups that belong together.**

On the next screen you'll see the list of items. Grouping them is easy (and maybe even a bit of fun).

1. Click on an item from the list on the left
2. Drag it into the category it most closely matches
3. Repeat for all of the items

This is what it will look like:



Easy enough? Time to get started!

#3) CARD SORT

Topics areas:

Home Loans
Saving Energy & Going Green
Home Improvement
Credit & Loans
Dealing With Debt
Shopping & Saving
Resolving Problems
Buying & Owning A Car

Cards:

Your Access to Free Credit Reports
Buying a Used Car
10 Things You Can Do to Avoid Fraud
Looking for the Best Mortgage
Shopping for a Home Equity Loan
Mortgage Relief Scams
Sorting Out 'Green' Advertising Claims
Your Rights When Buying Funeral Goods and Services
Dealing with Debt Collectors
Tips on Heating Your Home
Understanding Vehicle Financing
Credit Repair: How To Help Yourself
Looking for the Best Mortgage
Solving Consumer Problems
Gas-Saving Products: Proceed with Caution
"Free Trials" Aren't Always Free
Avoiding Credit and Charge Card Fraud
Payday Loans Are Costly
Negative Credit Can Squeeze a Job Search
Choosing a Credit Counselor
Shopping Tips: Is That Deal for Real?
Resolving Consumer Disputes: Mediation and Arbitration
Taking the Scare Out of Auto Repair
How to Buy an Energy-Efficient Home Appliance
After a Disaster: Repairing Your Home
Warranties for Newly Built Homes: Know Your Options
Reverse Mortgages: Get the Facts First

#4) ALMOST FINISHED

Were there any items that you had trouble sorting because you weren't sure what they were?
If so, which ones?

(check boxes)

#5) THANKS

All done, awesome! Thanks again for your participation. Your feedback is incredibly useful in helping to determine how our content should be organized, so we can make our website easier to use.

You may now close this window or navigate to another web page.