

Appendix C: Acknowledgement Letter to Participant

Card Sorting Session

Date: 16th September 2006

Conducted by: Sumathi

Venue: Mr. Paul Chong's House.

First of all, we would like to thank you for coming. As you may be aware, we are in the initial stages of designing a (web site, product, intranet). In order to make it as easy to use as possible, we would like to get some input from the people who will be using it and that is where you come in. We are going to ask you to perform a very simple exercise that will give us some great insight into how we can make this (web site, product, intranet) easier to use.

Here is how it works. In front of you is a stack of cards. Those cards represent the content and functionality for this (web site, product, intranet). Working together, you should try and sort the cards into groups that make sense to you. Do not worry about trying to design the navigation; we will take care of that. Also, do not be concerned with trying to organize the information as it is currently organized on your (web site, product, intranet). We are more interested in seeing how you would organize it into groups you would expect to find things in. Please arrange the card into groups in a way that makes sense to you. There is no right or wrong arrangements. We are interested in what you perceive to be the most logical arrangement of the cards

Once your groups are established, we would like to have you give each group a name that makes sense to you. You are allowed to make sub-groups if you feel that is appropriate. If you feel something is missing, you can use a blank index card to add it. Additionally, if a label is unclear, feel free to write a better label on the card. Finally, if you think something does not belong, you can make an "outlier" pile.

Feel free to ask questions during the exercise if you feel the need. I cannot guarantee that I can answer during the exercise, but I will do my best to answer them when you are finished.