Instruction:

Book: Consumer Economics

Author: Elizabeth B. Goldsmith

ISBN: 9781317539698

**Chapter 3:**

1. What factors make up the Consumer Power Model? How do these factors work together in the consumer process?

**Chapter 4:**

2. What are proper channels to follow in the complaint process?

**Chapter 5:**

3. the difference between statutory law and regulatory law

4. the procedures of rulemaking and adjudication.