

Survey – www.lehighnw.com

1. Human Factors / Usability

Strongly Disagree 1 2 3 4 5 Strongly Agree

Does the overall performance compare with other sites on the Internet?

- Can you get the information you need, or figure out how to request it?
- Does the site feel right to you? (the way the site works)
- Does the site look appealing and professional?

2. Functionality

Strongly Disagree 1 2 3 4 5 Strongly Agree

Does the site do what you want it to do?

- Do the pages load fast enough?
- Do the links work?
- Do the email links work?
- Can you print what you want?
- Are attached files in the right format?

3. Site Visibility

Strongly Disagree 1 2 3 4 5 Strongly Agree

Were you able to find the site?

- Is the URL (site address) easy to remember?
- Was it easy to find the site URL (address)?
- Was it easy to find the site through search engines?

4. Navigation

Strongly Disagree 1 2 3 4 5 Strongly Agree

Do the menus and navigational tools help you find value on the site.

- Can you find what you want?
- Is the information organized in a way that makes sense to you?
- Is the site easy to find your way around?

5. Value

Strongly Disagree 1 2 3 4 5 Strongly Agree

Does the site offer content – information, text, pictures, linked files, etc. that you need?

- Is the content relevant to you?
- Is the content fresh? (up-to-date)
- Is the content complete?
- Do you trust the content?

6. Feedback – what other information would you like to see on the site?

Win a digital camera!

Please complete this survey and fax back to: 604-946-2420

Name: _____ Company: _____

Phone: _____ Email: _____

Eligibility: Lehigh NW Cement customers and businesses registered in the Province of BC. All entries received by January 15, 2004 will be entered in a draw for a digital camera – details to be announced. Employees of HeidelbergCement Group of companies not eligible.

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