



**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**  
*H. Martin Lancaster, President*

January 22, 2002

**MEMORANDUM**

To: Business Objects Skilled Knowledge Workers

From: Keith Brown  
Associate Vice President, Planning and Research

Subject: Impact Assessment Survey

The Information Systems for the Future Steering Committee has approved an evaluation process for the new College Information System (CIS) and Data Warehouse Project. The evaluation will assist us in documenting the costs and benefits associated with implementation of the Data Warehouse Project Phase 1. The evaluation is required by the Information Resources Management Commission (IRMC) that monitors the state-level information technology projects, and will be used in reporting to the Education Oversight Committee of the General Assembly.

The attached survey should take no more than 15 minutes to complete. Please complete the survey and return it to Dr. So-Young C. Yim, Coordinator of Research Projects, Planning and Research, no later than February 15, 2002.

Thank you for your cooperation. You will be informed about the results of the surveys as soon as the results are available.

c: Presidents  
So-Young C. Yim

CC02-010  
E-Mail

## Impact Assessment of the Data Warehouse Project Phase 1

1. Have you attended Data Warehouse training sessions?
  - a. Yes
  - b. No (Do not need to answer the rest of the questions.)
2. If you have attended the training session, how long was it?
  - a. One-day training session
  - b. Two-day training session
  - c. Three-day training session
  - d. More than three days
3. What was your satisfaction level with the Business Objects training sessions that you attended in terms of preparing you to use the tools and to understand the data?
  - a. Very satisfied
  - b. Satisfied
  - c. Don't know
  - d. Somewhat dissatisfied
  - e. Totally dissatisfied

4. If you choose d. or e. in the item number 3, please specify the reasons.

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5. Have you installed Business Objects software on your computer?
  - a. Yes
  - b. No (Do not need to answer the rest of the questions.)
6. Have you used Business Objects to retrieve data you needed or somebody in your institution requested?
  - a. Yes (Please go to item number 7.)
  - b. No (Don't need to answer the rest of the questions.)
7. How many times have you used Business Objects (not including use at the training sessions)?
  - a. Less than 3 times
  - b. 3 – 5 times
  - c. 6 – 10 times
  - d. More than 10 times
  - e. Regularly (at least once a week)
  - f. Very often (more than twice a week)

8. Do you have any previous experience with Business Objects or similar software and/or data warehouse (in another organization /positions)?
- a. Yes ( \_\_\_\_\_ years of experience)
  - b. No

9. What was your overall assessment for Data Warehouse Phase 1?
- a. Very effective
  - b. Effective
  - c. Don't know
  - d. Not as much effective as expected
  - e. Not effective at all

10. How useful is the Data Warehouse in your day-to-day job performance?
- a. Very useful
  - b. Useful
  - c. Don't know
  - d. Not as much useful as expected
  - e. Not useful at all

11. In terms of time consumption in completing tasks, how would you rate the Data Warehouse compared to the old ways of doing your job?
- a. A lot less time consumed compared to old ways of completing tasks
  - b. Less time consumed compared to old ways of completing tasks
  - c. Don't know
  - d. More time consumed compared to old ways of completing tasks
  - e. A lot more time consumed compared to old ways of completing tasks

11-1. If you chose a. or b. in the item number 11, was it related to the elimination of waiting time for someone else to provide reports that you needed?

- a. Yes
- b. No (Should you have other reasons than this, please specify reasons.)

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11-2. If you chose d. or e. in the item number 11, please specify reasons.

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12. Are you satisfied with the availability of user documentation and/or with the training materials (about Business Objects and about the data)?
- Very satisfied
  - Satisfied
  - Don't know
  - Somewhat dissatisfied
  - Totally dissatisfied

*MAJOR BENEFITS: What do you think are the major benefits of Data Warehouse Project?*

13. Less time to do required function (saving work times)
- Strongly agree
  - Agree
  - Don't know
  - Don't agree
  - Strongly don't agree
14. Enhancement in terms of efficiency of job performance
- Strongly agree
  - Agree
  - Don't know
  - Don't agree
  - Strongly don't agree
15. Autonomy in my work
- Strongly agree
  - Agree
  - Don't know
  - Don't agree
  - Strongly don't agree
16. Smoother work flow
- Strongly agree
  - Agree
  - Don't know
  - Don't agree
  - Strongly don't agree
17. Enhanced satisfaction from supervisor for my work results
- Strongly agree
  - Agree
  - Don't know
  - Don't agree
  - Strongly don't agree

18. Enhanced satisfaction from subordinates

- a. Strongly agree
- b. Agree
- c. Don't know
- d. Don't agree
- e. Strongly don't agree

19. Improving work relations among colleagues

- a. Strongly agree
- b. Agree
- c. Don't know
- d. Don't agree
- e. Strongly don't agree

20. Greater data / report access

- a. Strongly agree
- b. Agree
- c. Don't know
- d. Don't agree
- e. Strongly don't agree

21. Other (Please specify other benefits other than above items.)

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22. What, in your opinion, are the greatest strength of the Data Warehouse?

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23. What, in your opinion, are the greatest weaknesses of the Data Warehouse?

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24. Do you have any suggestions to improve implementation of Data Warehouse Phase 2, based on your experiences using the Business Objects until now? (Please list them as specific as possible.)

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