Chick-fil-A Case Study Evaluation I

Your responses to the following items will help us evaluate the Chick-fil-A Case Study. There are no right or wrong answers, and your responses will not be used in determining your grade in the course. Please be honest in your responses.

Using the scale below, indicate the extent of your agreement/disagreement with each of the following items by circling a to e.

a------------------b------------------c------------------d------------------e
Strongly Disagree     Disagree     Neither Agree nor Disagree     Agree     Strongly Agree

1. The case study was successful at bringing real-life problems to the session. a----b----c----d----e
2. The case study was challenging. a----b----c----d----e
3. The case study was helpful in learning difficult concepts. a----b----c----d----e
4. The case study was helpful in transferring theory to practice. a----b----c----d----e
5. I improved my ability to identify information technology issues. a----b----c----d----e
6. I improved my ability to identify managerial issues. a----b----c----d----e
7. I improved my ability to integrate information technology and managerial issues. a----b----c----d----e
8. I improved my ability to critically evaluate information technology alternatives. a----b----c----d----e
9. I improved my ability to critically evaluate managerial alternatives. a----b----c----d----e
10. I became more confident in expressing my ideas. a----b----c----d----e
11. I learned to value my colleagues’ points of view. a----b----c----d----e
12. I learned to interrelate important topics and ideas. a----b----c----d----e
13. I improved my understanding of basic information technology concepts. a----b----c----d----e
14. I learned new concepts in information technology. a----b----c----d----e
15. I learned to identify central information technology issues. a----b----c----d----e
16. I learned to identify central managerial issues. a----b----c----d----e
17. I discussed information technology and managerial topics outside of class. a----b----c----d----e
18. I did additional reading on information technology topics. a----b----c----d----e
19. I did additional reading on managerial topics. a----b----c----d----e
Using the scale below, indicate the extent of your agreement/disagreement with each of the following items by circling a to e.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
</table>

20. I did some thinking for myself about information technology issues. a----b----c----d----e
21. I did some thinking for myself about managerial issues. a----b----c----d----e
22. I learned from other colleagues during the session. a----b----c----d----e
23. I found connection between information technology concepts and the case study. a----b----c----d----e
24. I found connection between managerial concepts and the case study. a----b----c----d----e
25. I identified various alternatives to the problem. a----b----c----d----e
26. My decision-making skills improved. a----b----c----d----e
27. My problem-solving skills improved. a----b----c----d----e
28. It was easy to locate data on the information technology industry, even if I had not used that data before. a----b----c----d----e
29. On the reports or systems I dealt with, the exact meaning of components of a POS system were either obvious, or were easy to find out. a----b----c----d----e
30. On the reports or systems I dealt with, the exact meaning of criteria for decision making were either obvious, or were easy to find out. a----b----c----d----e
31. The materials provided in the case study helped me complete my tasks within the given time. a----b----c----d----e
32. The manner in which the materials were presented in the case study helped me complete my tasks within the given time. a----b----c----d----e
33. It was easy to learn how to use the case study. a----b----c----d----e
34. The case study was convenient and easy to use a----b----c----d----e
35. There was not enough training for me or my group on how to find, understand, access or use the case study. a----b----c----d----e
36. I got the training I needed to be able to work on the case study effectively. a----b----c----d----e
Chick-fil-A Case Study Evaluation II

Please evaluate the following statements by inserting the items in the underlined space. For example, item 37 reads, "I did not get data on **Designing POS for self-service minded customers** that was current enough to meet my needs."

Using the scale below, indicate the extent of your agreement/disagreement with each of the following items by circling a to e.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a-----------------</td>
<td>b---------</td>
<td>c--------------------------</td>
<td>d------</td>
<td>e-------------</td>
</tr>
</tbody>
</table>

I did not get data on ________________ that was current enough to meet my needs.

37. Designing POS for self-service minded customers  
38. Windows NT  
39. Designing POS in high labor turn-over business  
40. EPROM Systems  
41. Windows CE  
42. Systems Development Life Cycle

The case study provided data on ________________ at an appropriate level of detail for my group's tasks.

43. Designing POS for self-service minded customers  
44. Windows NT  
45. Designing POS in high labor turn-over business  
46. EPROM Systems  
47. Windows CE  
48. Systems Development Life Cycle

It was easy to find out what data the case study provided on ____________.

49. Designing POS for self-service minded customers  
50. Windows NT  
51. Designing POS in high labor turn-over business  
52. EPROM Systems  
53. Windows CE  
54. Systems Development Life Cycle
Please evaluate the following statements by inserting the items in the underlined space. For example, item 55 reads, "The exact definition of data on Designing POS for self-service minded customers was easy to find out."

Using the scale below, indicate the extent of your agreement/disagreement with each of the following items by circling a to e.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
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<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a -----------------</td>
<td>b-------</td>
<td>c-------------------------</td>
<td>d-----</td>
<td>e--------------</td>
</tr>
</tbody>
</table>

The exact definition of data on____________________was easy to find out.

55. Designing POS for self-service minded customers
56. Windows NT
57. Designing POS in high labor turn-over business
58. EPROM Systems
59. Windows CE
60. Systems Development Life Cycle

The data on____________________provided to me was pretty much what I needed to carry out my tasks.

61. Designing POS for self-service minded customers
62. Windows NT
63. Designing POS in high labor turn-over business
64. EPROM Systems
65. Windows CE
66. Systems Development Life Cycle

Individual Questions:
67. Please select one of the following for your cumulative/overall GPA
   (a) GPA 2.0 to 2.5  (b) GPA 2.51 to 3.0  (c) GPA 3.01 to 3.5  (d) GPA 3.51 to 4.0
68. Please specify your program/college of study
   (a) Engineering  (b) Business  (c) Liberal Arts  (d) Other
69. Please select one of the following for your years of experience in your program/field of study
   (a) less than 1 year  (b) 1 to 2 years  (c) 2 to 3 years  (d) more than 3 years
70. Please specify your gender
    (a) Female  (b) Male
71. Please specify your race
    (a) Caucasian  (b) African American  (c) Hispanic  (d) Asian  (e) Other
72. Please specify your status in your program of study
    (a) Freshman  (b) Sophomore  (c) Junior  (d) Senior  (e) Graduate
Case Study Assessment:
What were the strengths of the Chick-fil-A case study?

What were the weaknesses of the Chick-fil-A case study?

Suggestions for improvement of this case study.