**qPost-Project Implementation Survey – Directors, Managers, End User**

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| **Readiness Level** | **Categories** | **Questions** | **Responses** |
| Prepared | Vision | How has the new system impacted your productivity so far?  Would you recommend any modifications or additions to the new system? |  |
|  | Urgency | How could the project team have better supported your transition? |  |
|  | Change History & Risks | Were there any unexpected aspects about your migration to the new system (features included/not included, ease of use, etc.)?  Did you experience any technical difficulties during the transition? If so, could you specify what these issues were?  How were these difficulties resolved (feedback form, email support, helpdesk contact, internet research, etc.)?  Was the resolution timely? |  |
|  | Leadership Approach | Were there sufficient opportunities for you to provide feedback during the process? |  |
| Inclined | Win and Success Metrics | How has your experience with the new system been so far? |  |
|  | Leadership Commitment | Did you receive emails about the transition to the new system? Did you read these emails?  Were the communication frequency and length appropriate, in your view?  Was the timing of the emails suitable? If not, could you specify why (too far in advance, too close to the switch, conflicts with high workload periods, etc.)?  Do you have any suggestions for improving future communications (non-email mediums such as posters, posts on internal channels, etc.)? |  |
|  | Actions to Enable Adoption | Do you use specific features of the new system? Which apps and tools within the new system are you utilizing? |  |
|  | Impacted Stakeholder and Capability to Change | Are you still using the prior system? If yes, could you share why?  How much are you using the prior system vs the new system? |  |
| Capable | Culture & Resistance | Have you found the new system intuitive and easy to use?  What do you appreciate about the new system so far?  Have there been any aspects of the new system that you've found disappointing, frustrating, or confusing? |  |
|  | Employee Skills & Training | Did you take advantage of the training for the new system? If not, could you explain why (didn’t need it, unaware of its existence, unable to access it, etc.)? If yes: Was the training easy to find and access?  How much of the training did you complete? How did you utilize the training resources (sequential progression, focusing on specific topics, etc.)?  Did you seek information from any other sources (Internet searches, peer consultation, personal exploration, etc.)?  Did you access the training on desktop, mobile, or both? What would you prefer to see in future training, or see more of?  Do you have a preference for certain types of training content (video, screenshots, written instructions, etc.)? |  |
|  | Communication | Were the communication frequency and length appropriate, in your view?  Was the timing of the emails suitable? If not, could you specify why (too far in advance, too close to the switch, conflicts with high workload periods, etc.)?  Do you have any suggestions for improving future communications (non-email mediums such as posters, posts on internal channels, etc.)? |  |