

ASSIST Transfer Channel

The Official Newsletter of ASSIST



3rd Edition - September 2005

First Annual ASSIST User Satisfaction Survey

In May, 2005, ASSIST conducted its first ever User Satisfaction Survey with an online survey for Web users. We heard from a variety of ASSIST users – mostly students, but also community college counselors and university academic advisors, evaluators and other college and university staff. In all, 236 users took the time to tell us their thoughts about ASSIST.

Here are some of the results from that survey:

People came to ASSIST for a variety of reasons, including:

- To look up specific transferable courses (32%)
- To look for information about majors (21%)
- To explore transfer options (18%)
- To plan coursework for next semester (14%)
- Other (11%)
- Counselor/Advisor sent them (4%)

Users heard about ASSIST from the following sources:

- Counselors (41%)
- Other (25%)
- Another student (15%)
- A web link (10%)
- Transfer Center (7%)
- A web search (2%)

User looked for information contained in all of the different ASSIST reports:

- Articulation agreements between two institutions (22%)
- UC transferable courses (16%)
- CSU transferable courses (14%)
- IGETC courses (11%)
- CSU GE/Breadth courses (9%)
- CSU American Ideals courses (3%)

- 81% of the respondent C courses (11%)s said they found the information they were seeking and 78% said it was easy to find. About 50% of the respondents had used the Exploring Majors component of ASSIST and the overwhelming of them majority found it a positive experience.
- 80% of those who took our survey said their overall experience with ASSIST was very positive. The major criticism of ASSIST was information was no longer current, or was not available (either the articulation had not been established or the user was looking for information from institutions that are not ASSIST participants, such as private institutions).

A full report of the results of the survey will be available on the ASSIST Information Center later this fall. The User Satisfaction Survey will be an annual activity and will be available online again next spring. We hope you will take the time to give us your feedback regarding our website and services.