

# ASSIST Transfer Channel

*The Official Newsletter of ASSIST*



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## Help Yourself

The first time you use ASSIST it can be pretty overwhelming. There are so many options and so many ways to get to information that it's possible to get a little lost. On top of that, we use words casually that have very specific meanings when talking about transfer: transferable courses, admissions, GPA, equivalent courses, etc. Some users don't quite know where to begin. To make things a little easier, we've included a number of ways for you to get help when using ASSIST.

The first help you see in ASSIST is in the form of mouse rollovers. When you roll your mouse over a topic on the left sidebar, a summary of that topic appears in the right sidebar. Clicking on a topic gives you additional information.

The additional information for the Help Topics and the Related Information include explanations, descriptions, and links to other web sites when relevant. Students sometimes come to ASSIST with questions that are not part of our mission. We try to address some of those questions on the very first page by providing links to more appropriate sources of information.

We also have a list of Frequently Asked Questions (FAQs) sent to us by ASSIST users who filled out our feedback forms. The most common questions are about using ASSIST, but there are also some questions about topics that are outside of the mission of ASSIST, like interstate transfer or transfer to private universities.

The newest type of help that's available is a series of "How To" videos. These short Flash videos walk you through the process of choosing specific kinds of information in ASSIST. Seven of these videos are currently available:

- How to find agreements between two campuses
- How to find UC transferable courses
- How to find CSU transferable courses
- How to find IGETC courses for a specific area
- How to find out if a specific course is approved for IGETC
- How to find CSU GE-Breadth courses for a specific area
- How to find out if a specific course is approved for CSU GE-Breadth



These have proven to be very popular and are being watched more often than we expected. For example, the video that explains how to find a UC transferable course was viewed more than 3000 times in January. Since these are helping so many students find the information they need, we'll soon be adding videos that demonstrate how to use all of the Explore Majors features of ASSIST.

The final way to get help in ASSIST is to use one of our Feedback forms. You'll see two links near the bottom of the left sidebar. One form is intended for general questions and comments; the other is for reporting instances where your courses didn't transfer the way you expected. If you use one of these forms, be sure to include as much detail as possible about your situation, such as the college you currently attend, the university you plan to attend, the course number, when you took the course, and so on. We receive several questions each day from users and we try to respond to all of them within the next business day. Sometimes the question is one that should really be answered by someone else, like a UC admissions evaluator. In those cases we forward the question on to the campus or a more appropriate person.

So, whenever you have a question while using ASSIST, help is not far away. Take a look at the Help Topics, the Related Information, the FAQs, and the demo videos. And if you still can't find what you need, use the Feedback forms to contact us directly.