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The following is a summary of the various activities in which the ASSIST Coordination Site has been engaged since the last ASSIST Board meeting. There will be time on the October 23, 2003 meeting agenda to discuss these items in more detail.

**1. ASSIST Coordination Site Staffing**

On May 27, 2003 the ASSIST Coordination Site Administrative Assistant, Suzanne Bolding, resigned to take a new position at the UC Irvine School of Humanities. An open recruitment was conducted and on July 16<sup>th</sup> Donna Duddy was hired to fill this position. Donna has over 20 years of experience at UCOP and UC Riverside, most recently working in the UCOP Division of Agriculture and Natural Resources.

**2. Web ASSIST**

Use of Web ASSIST has remained high with a barely noticeable sag over the summer months. Currently in an average month about 65,000 unique visitors requested about 400,000 articulation reports and the system handled about 5.5 million hits. More detailed reports on ASSIST web site activity are updated daily on the ASSIST Information Center.

Since the new server computers were activated in October 2002 there have been no further complaints of system slowness. Since the last Board meeting in May 2003 there have been two unplanned outages of Web ASSIST. Each of these lasted for only a few minutes and were resolved by further tuning the database environment to handle a higher-than-expected number of concurrent users.

There have been a few planned outages during off-peak times so that UCI could perform various network-related maintenance. Any planned outages are announced in advance.

The ASSIST email server computer failed once and for two days the Coordination Site staff were unable to send or receive email. Fortunately no mail was lost and the computer has been sufficiently repaired.

**3. ASSIST Articulation Maintenance Data Entry and Reports System**

The ASSIST Articulation Maintenance System continues to operate effectively to support CSU and UC campuses in their data entry and updating of articulation agreements in ASSIST. There have been a few unplanned outages of this component of ASSIST since the last Board meeting in May, 2003. Each of these unplanned outages was related to the incident below, but none lasted for more than thirty minutes.

In mid-August the primary unix computer used for ASSIST software development and maintenance failed and caused numerous problems and delays. It caused temporary problems for ASSIST Articulation Maintenance Data Entry System users (which were quickly resolved).

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However, it has taken over eight weeks to recover that computer, during which time Coordination Site programmers were not able to continue their work in a normal manner. This resulted in significant delays in the development and deployment of the DAP Compendium software project as well as some software maintenance work related to OSCAR. Coordination Site programmers have temporarily shifted to using a different, old unix computer for their development until the development environment is fully functioning and restored.

As reported at the May 2003 Board meeting, the curriculum reports in the ASSIST Articulation Maintenance System Reports web site remain available to Community College ASSIST Managers. This site requires a secured log in and allows colleges to view additional details in the curriculum data for other colleges and universities.

**4. ASSIST Curriculum Update System and Curriculum Error Corrections**

All public colleges and universities have been using the Web ASSIST Curriculum Update System to provide details on curricular changes for transferable and articulated courses. The Winter 2004 update cycle was conducted in September 2003 and the Spring 2004 update cycle will be conducted in October 2003. The annual schedule is posted for all CCC, CSU, and UC campus managers and they are emailed with additional detail as each cycle approaches.

There has continued to be a very high level of compliance on the part of all colleges and universities in using this system to update their curriculum. For the Fall term update each year (next is Fall 2004 in April 2004) the Board requests that the Coordination Site ensure that all colleges and universities submit an update. Those institutions who do not use the system within the first two weeks of the cycle receive an email reminder. Those institutions who do not use the system within the first three weeks get a letter sent to their campus Vice President/Vice Chancellor over articulation.

Immediately after each Curriculum Update cycle finishes, the new and updated curriculum information is made available for the universities to use in entering and updating articulation agreements using the new Articulation Maintenance System.

The Coordination Site has also continued to receive many curricular error corrections and late course additions via the web-based form. This is the process institutions use to correct historical errors in curriculum and to submit new courses being added after the update cycle for a given term closes.

**5. OSCAR**

The OSCAR component of ASSIST was activated in June 2003 for year-round access by all CCC campuses so that they can submit course outlines for UC TCA, IGETC, and CSU GE-B review. Colleges who elect to use OSCAR can either download course outline data from their campus curriculum management system (if they have one), copy/paste outlines from other

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electronic sources, or type the information directly into OSCAR. The Coordination Site is conducting OSCAR training via telephone conference call on the first Tuesday of each month from June through November 2003. Approximately 50 colleges are using OSCAR to submit outlines for UC TCA, IGETC, and CSU GE-B review this year.

The UC Office of the President articulation staff also use OSCAR to record final transferability decisions and email final decision notifications on all courses submitted for UC TCA review (whether submitted via OSCAR or via paper). Final UC TCA decision information is immediately available in ASSIST once a college's review has been completed. To date 03-04 UC TCAs for 42 colleges have been published in ASSIST and the remained are to be completed by the end of December 2003.

The CSU Chancellor's Office is finalizing the development of another component of OSCAR that will be used by UCOP articulation staff, CSUCO staff, and CSU campus articulation staff and faculty who are involved in reviewing and approving IGETC and CSU GE-B requests annually. This system will receive all outline data submitted via the ASSIST OSCAR component and enable on-line reviews, recording of decisions, email notifications to campuses, and transmitting final decision information back to ASSIST.

**6. ASSIST Information Center**

The ASSIST Information Center continues to be maintained in order to provide campus staff and others with operational information about ASSIST and access to the various ASSIST components, on-line training, publications, etc..

**7. Web ASSIST Enhancements for the Model Articulation Format**

On September 9, 2003 the Coordination Site staff activated a set of enhancements to Web ASSIST and the ASSIST Articulation Maintenance System to implement features of the California Model Articulation Format. This was a project initiated by the ASSIST Board and has been under development for some time. This project is now concluded and there are no further planned changes to be made. These enhancements are integrated into the various ASSIST components and will be maintained over time along with the rest of the ASSIST software. Coordination Site staff have received numerous positive comments from colleges and universities on these changes.

**8. "Articulation Not Honored" User Feedback**

The Coordination Site continues to receive feedback from ASSIST users on a daily basis. Most responses are from students asking various transfer and articulation related questions. Coordination Site staff forward these on to ASSIST managers at the respective campuses for follow-up. Since the May 2003 Board meeting the Coordination Site has not received any responses that were found to be cases where a university failed to honor articulation published in

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ASSIST. A more complete report will be provided at the Spring 2004 Board meeting in keeping with established practices.

**9. Articulation Data Extracts**

Many CSU and UC campuses continue to request data extracts from the ASSIST database in order to support their work with local campus-based information systems such as degree audit systems. Other statewide efforts such as CaliforniaColleges.edu also use the data extracts in various ways. UC Pathways, CSU Mentor, and CaliforniaColleges.edu are also considering the use of additional ASSIST data extracts to support a new method for students to self-report community college coursework in a more accurate manner than is currently employed.