

ASSIST User Satisfaction Survey Spring 2005

In our ongoing effort to provide you with the most helpful transfer planning tool possible, we would like your input regarding ASSIST software and services. Please help us by completing the following survey. If this is your first time using ASSIST, use the software first and then return here to complete the survey. If you have a specific question regarding course transfer, please use the online Feedback form located in the left sidebar.

Thank you for your time and assistance in helping us improve ASSIST.

I am...

- a student
- a community college counselor
- an academic advisor
- a university evaluator
- a parent
- other (please specify):

What brought you to ASSIST on this visit?

- I am looking for information about majors at universities
- I am planning coursework for next semester
- I am exploring transfer options
- I am looking up specific transferable courses
- My counselor/advisor sent me here
- Other (please specify):

How did you first hear about ASSIST?

- From my counselor/advisor
- From a transfer center
- From another student
- From a link on another Web site
- I found it during a Web search
- Other (please specify):

How often do you use ASSIST?

- First Time
 Daily
 Weekly
 Monthly
 Each Term
 Yearly
 Other (please specify):

Where do you use ASSIST? (select all that apply)

- Home
 Office
 College counseling center
 College transfer center
 Other location at a community college
 Other location at a university
 Library
 Other (please specify):

Please rank your overall experience using ASSIST

Negative	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	Positive
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Comments:

**What specific information were you looking for on this visit to ASSIST?
(select all that apply)**

- Articulation agreements (course equivalencies between two campuses)
If so, with what schools?

- IGETC courses
 CSU GE/Breadth courses
 CSU transferable courses
 UC transferable courses

- American Ideals courses
- Information about admissions or financial aid
- Information about major opportunities
- General transfer information
- I wasn't searching for anything specific
- Other (please specify):

Did you find the information you were seeking?

- Yes No

If Yes, how easy was it to find the information?

Difficult								Easy
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5				

Comments:

If No, please describe the information you did not find?

Did you get current information?

- Yes No

Comments:

How helpful was the information you got from ASSIST?

Not helpful								Very helpful
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5				

Comments:

Did you use any of the HELP pages/prompts to get more information?

Yes No

If Yes, please specify which one(s):

Did you follow any of the links from the left sidebar help pages?

Yes No

If Yes, please specify which one(s):

Did you use or have you ever used the Feedback form?

Yes No

If Yes, did you get a prompt reply?

Yes No

Comments:

How useful was the reply you received?

Not useful 1 2 3 4 5 *Very useful*

Comments:

Do you plan to see a counselor to discuss the information you got from ASSIST?

- Yes No

If No, please specify why not:

Was the information you found in ASSIST easy to understand without additional help?

- Yes No

If No, please specify why not:

Have you used the Exploring Majors feature of ASSIST?

- Yes No

If Yes, which path did you select to start your search?

- Majors UC Campuses CSU Campuses Community Colleges

Please rank your overall experience using Exploring Majors.

<i>Negative</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<i>Positive</i>
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Comments:

Overall, did using ASSIST:

- help you
 make no difference
 make things more confusing

Comments:

Is there additional information you'd like to see in ASSIST?

Yes No

If Yes, please specify what you would like to see:

Do you have suggestions for how ASSIST can be improved?

Other comments or suggestions: