

ASSIST User Satisfaction Survey Spring 2005 ASSIST Campus Managers

In our ongoing effort to provide 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.

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

I am an ASSIST Manager at a:

- UC campus
- CSU campus
- Community College campus

Which ASSIST-related products/services do you use? (check all that apply)

- ASSIST
- Curriculum Update System
- Articulation Maintenance System
- Maintenance Reports
- OSCAR
- ASSIST Information Center

I have been involved with ASSIST for years.

How satisfied are you with ASSIST products?

<i>Dissatisfied</i>	<i>Satisfied</i>			
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Comments:

How satisfied are you with ASSIST Coordination Site services?

<i>Dissatisfied</i>	<i>Satisfied</i>			
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Comments:

How often are you in contact with staff at the ASSIST Coordination Site?

- Daily
 Weekly
 Monthly
 At conferences only
 Other/Comment:

How responsive is the staff at the ASSIST Coordination Site to your questions or issues?

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

Comments:

In which ASSIST-related activities have you participated? (select all that apply)

- ASSIST conferences
 In-person training sessions
 Telephone training sessions
 Teleconferences
 ASSIST presentations at CIAC
 ASSIST presentations at UC/CSU counselor conferences

Comments:

Does the ASSIST Coordination Site communicate well with users?

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

Comments:

How do you get information about ASSIST? (select all that apply)

- E-mail
- Telephone
- ASSIST Transfer Channel Newsletter
- ASSIST Information Center
- When I see the ACS staff in person

How can ASSIST better communicate with users?**Do you forward information about ASSIST to others on your campus?**

- Yes No

If Yes, to whom?

- Faculty
- Transfer Center
- Evaluators
- Counselors/Advisors
- Other (please specify):

How responsive is the ASSIST Coordination Site to requests for additions/changes to the available data?

Not Responsive	Very Responsive
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1 2 3 4 5

Comments:

How responsive is the ASSIST Coordination Site to requests for additions/changes to the ASSIST software?

Not Responsive *Very Responsive*
 1 2 3 4 5

Comments:

Any additional comments about ASSIST services?

Comments:

ASSIST Information Center

Why do you access the ASSIST Information Center? (select all that apply)

- To access ASSIST services (Curriculum Update System, OSCAR, Maintenance Reports, Course Additions and Changes form)
- Use online training
- Check the calendar of activities
- View ASSIST Board of Directors activities
- Access Database Summaries
- View ASSIST publications/policies information
- View Web site activity reports
- Other (please specify):

Have you been through Curriculum Update System training with ACS staff?

Yes No

If Yes, how helpful was the training?

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

Comments:

Have you used the online training tutorial for the Curriculum Update System?

Yes No

If Yes, was the tutorial helpful?

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

Comments:

**How well do the deadlines for curricular changes mesh with the curriculum process on your campus?
(April/fall, September/winter, October/spring, February/summer)**

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

Comments:

OSCAR (community college managers only)

How easy is it to use OSCAR to enter your course outlines for IGETC/CSU GE/Breadth/American Ideals/UC TCA review?

<i>Difficult</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<i>Very Easy</i>
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Comments:

Has OSCAR helped facilitate the UC TCA, IGETC, CSU GE/Breadth and American Ideals review processes?

Yes No

Comments:

Have you participated in OSCAR training with the ACS staff?

Yes No

If Yes, how helpful was the training?

<i>Not Helpful</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<i>Very Helpful</i>
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Comments:

Have you used the OSCAR online Tutorial?

Yes No

If Yes, how helpful was the tutorial?

Not Helpful *Very Helpful*
 1 2 3 4 5

Comments:

How would you like to see OSCAR improved?

Articulation Maintenance System (for UC and CSU managers only)

How easy is it to maintain your articulation in the ASSIST Articulation Maintenance System?

Not Easy *Very Easy*
 1 2 3 4 5

Comments:

How responsive is the ASSIST Coordination Site in fixing problems with the Articulation Maintenance System?

Not Responsive *Very Responsive*
 1 2 3 4 5

Comments:

How responsive is the ASSIST Coordination Site to requests to add features to the Articulation Maintenance System that would make your work easier?

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

Comments:

What features would you like to see added to the Articulation Maintenance System to make articulation maintenance easier?

Have you been through Articulation Maintenance System training with the ACS staff?

Yes No

If Yes, how useful was the training?

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

Comments:

Have you used the Articulation Maintenance System online Help?

Yes No

If yes, how useful was the Help?

<i>Not Useful</i>	<i>Very Useful</i>
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1 2 3 4 5

Comments:

Do you follow the Model Articulation Format guidelines when formatting articulation in ASSIST?

Yes No

Comments:

Do you maintain articulation data in other systems at your campus?

- Degree Audit
 Another articulation program
 Other (please specify):

If you maintain articulation data in another system, do you use data extracts from ASSIST to help maintain the data?

Yes No

If yes, how well do the extracts help in the maintenance?

Not Helpful *Very Helpful*
 1 2 3 4 5

Comments:

Do you use ASSIST Maintenance reports to help with your articulation

work?

Yes No

If yes, which reports do you use (check all that apply)

- Course Versions
- Active Courses
- Course Changes
- Prefixes and Departments
- Artic by Major
- Artic by Department
- Artic for GE/Breadth
- All Instances
- Orphaned Courses
- Terminated
- List of Majors
- Data Summaries

Comments:

Are there additional reports you'd like to see?**Are there any additional services the ASSIST Coordination Site could provide to help with your articulation work?**

