

# ASSIST User Satisfaction Survey

## Spring 2006

### CSU and UC ASSIST Campus Managers

As part of 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 taking the time to help us improve ASSIST.

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**I am an ASSIST Manager at a:**

- CSU campus  
 UC campus

**Overall, how satisfied are you with the complete suite of ASSIST products (including the public web site and the secured data maintenance systems)?**

Dissatisfied	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	Satisfied
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**Comments:**

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**How satisfied are you with ASSIST Coordination Site services?**

Dissatisfied	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	Satisfied
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**Comments:**

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**How responsive is the staff at the ASSIST Coordination Site to your questions or issues (including requests for changes/additions to data)?**

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

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

- Daily
- Weekly
- Monthly
- At conferences only
- Other/Comment :

**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

**Do you forward information about ASSIST to others on your campus? (select all that apply)**

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

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## **ASSIST Information Center**

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

- Access ASSIST services (Curriculum Update System, OSCAR, Maintenance Reports, Course Additions/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):

**Is there any additional information you would like to see on the ASSIST Information Center? (please describe)**

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## Public ASSIST Web Site

If you have not already done so, please provide us with feedback regarding ASSIST services by filling out our survey. A link to the survey is included in the main page of the ASSIST web site.

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## ASSIST Curriculum Update System

**How easy is it to use the ASSIST Curriculum Update System to communicate your curriculum changes each term?**

Didn't Use	Difficult	Very Easy
<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2
<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

**Have you used:**

- Online help
- In-person training from the Coordination Site
- Online tutorial
- Curriculum Additions and Changes web form
- ASSIST Maintenance Reports web site for curriculum data

**Was the information on the help pages useful?**

Didn't Use	Not Useful	Very Useful
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<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
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How well do the deadlines for curricular changes mesh with the curriculum process on your campus?

(April/fall, September/winter, October/spring, February/summer)

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

Do you believe that ASSIST accurately reflects your course data and the history of its changes?

Yes     No    If No, please specify:

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Any comments about the ASSIST Curriculum Update System and related services?

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## ASSIST Articulation Maintenance System

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

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

Have you used:

- In-person training from the Coordination Site
- Online help
- The California Model Articulation Format
- Articulation data extracts
- Articulation Maintenance Reports web site

Thank you for participating in our annual satisfaction survey. Please click "Submit" to send us your answers

Submit

Clear Form