

# ASSIST User Satisfaction Survey

## Spring 2006

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. If this is your first time using ASSIST, please 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 of the main ASSIST web site.

Thank you for taking the time to help us improve ASSIST.

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### 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? (select all that apply)

- I am looking for information about majors at universities
- I am planning coursework for the next term
- 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
- 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): \_\_\_\_\_

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

- Articulation agreements (course equivalencies between two campuses) With which schools?
- IGETC courses
- CSU GE/Breadth courses
- CSU American Ideals courses
- CSU transferable courses
- UC transferable courses
- Information about admissions or financial aid
- Information about major opportunities
- General transfer information
- I wasn't searching for anything specific
- Other (please specify): \_\_\_\_\_

**How easy was it to find the information you were seeking?**

Didn't Find it		Difficult				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	

If you didn't find what you were looking for, please describe the information you did not find.

\_\_\_\_\_

**How helpful was the information you got from ASSIST?**

Didn't Find it		Not helpful				Very helpful
<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 the:**

- ASSIST help pages?

- ASSIST online tutorials?
- various links on the left sidebar?
- one of the feedback forms?

**If you have used one of the feedback forms, how useful was the reply you received?**

Didn't Use it		Not useful			Very useful
<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

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

- Yes  No

**Please rank your overall experience with ASSIST.**

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

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## ASSIST Exploring Majors

**Have you used the Exploring Majors feature in ASSIST?**

- Yes  No

**If Yes, which path(s) did you select to start your search?**

- Majors
- UC Campuses
- CSU Campuses
- Community College Campuses
- Course Articulation

**Please rank your overall experience using Exploring Majors.**

Didn't Use it		Negative			Positive
<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

**Please feel free to leave any comments about ASSIST or the Exploring Majors feature.**

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