

# **1998-1999 ASSIST Strategic Plan**

## **DRAFT**

### **October 19, 1998**

#### **Introduction**

In November 1996, the ASSIST Board of Directors adopted a new Strategic Plan to guide the continued implementation of ASSIST. During the 1996-1997 and 1997-1998 project years, the campuses, Coordination Site, and Systemwide Offices worked hard to achieve most all of the objectives identified in the plan. Major accomplishments during this period included:

- Development of new policies and procedures for campuses, the Coordination Site, and the Board of Directors to ensure that the overall project operates in a well organized and sustainable manner
- Continued entry and maintenance of articulation data in ASSIST to finally achieve a complete database of all of the most current articulation established between all CCC, CSU and UC campuses
- Development of Web ASSIST to provide universal access to the wide array of articulation information available in ASSIST directly to students, faculty and staff via the Internet
- Adoption of ASSIST as California's official repository of articulation and transfer information

In order to sustain the forward momentum of ASSIST, the Board meets every two years to update their strategic plans. The following plan represents the updated mission, vision, goals and objectives for ASSIST to guide activities through the 1998-1999 and 1999-2000 project years. In addition to moving ASSIST forward in a number of key areas, the goals and objectives in this plan also cover unmet items from the prior plan.

#### **Mission Statement**

The missions of ASSIST is to facilitate the transfer of California Community College students to California's public 4-year universities by providing an electronic system for academic planning which delivers accurate, timely and complete information and operates as the official repository of articulation information for the State of California.

## Vision Statement

Prior vision statement: *{Project ASSIST will become an integrated, student-centered information system which includes degree requirement information and is maintained as the official, complete repository of California articulation. This system will provide: 1) ubiquitous on-line access, 2) an open system supporting access by other information systems, and 3) electronic interaction between students and institutions.}*

## Goals

- Goal 1: Improve the quality of data provided through ASSIST in the areas of presentation, completeness, accuracy and timeliness
- Goal 2: Improve the usability of ASSIST for clients
- Goal 3: Increase the use of ASSIST through marketing and education
- Goal 4: Ensure sufficient resources for ASSIST activities
- Goal 5: Increase commitment and collaboration among student, faculty and staff to support the achievement of ASSIST goals

## Objectives

**Goal 1:** *Improve the quality of data provided through ASSIST in the areas of presentation, completeness, accuracy and timeliness*

- Objective 1: Develop and implement procedures to ensure complete and comprehensive articulation in ASSIST as defined by the “official repository” and “complete data procedures” documents
- Objective 2: Adopt operational definitions of terms to help ensure consistent understanding among those responsible for data maintenance
- Objective 3: Adopt a model format for all articulation represented in ASSIST
- Objective 4: Develop new processes to collect more accurate Community College curriculum data
- Objective 5: Continue to add data to the database from public universities who are not entering their own data

## **Objectives - continued**

### **Goal 2:     *Improve the usability of ASSIST for clients***

- Objective 1: Complete the development and deployment of the new Web ASSIST Maintenance system
- Objective 2: Assess student needs for ASSIST and enhance Web ASSIST as appropriate
- Objective 3: Expand the integration of ASSIST with other Web sites
- Objective 4: Assess the level of ADA compliance of the Web ASSIST user interface

### **Goal 3:     *Increase the use of ASSIST through marketing and education***

- Objective 1: Publicize ASSIST as an advising resource
- Objective 2: Develop tools and guidelines for consistent education and marketing activities

### **Goal 4:     *Ensure sufficient resources for ASSIST activities***

- Objective 1: Identify unmet resource needs for ASSIST activities
- Objective 2: Explore the intersegmental augmentation of ASSIST funding

### **Goal 5:     *Increase commitment and collaboration among students, faculty and staff to support the achievement of ASSIST goals***

- Objective 1: Establish an intersegmental joint resolution endorsing ASSIST as California's official repository of articulation information
- Objective 2: Communicate joint resolution with agencies/organizations with whom ASSIST needs to collaborate
- Objective 3: Establish ongoing relationships with other agencies/organizations to help achieve ASSIST goals



## Activities to Meet Primary Goal Objectives

### **Primary Goal 1**

*Improve the quality of data provided through ASSIST in the areas of presentation, completeness, accuracy and timeliness*

**Objective 1:** *Develop and implement procedures to ensure complete and comprehensive articulation in ASSIST as defined by the “official repository” and “complete data procedures” documents*

**Activity 1:** CSU and UC systemwide offices ensure planning matrices are turned in.

**Who is Responsible:** CSU & UC Systemwide Offices

**Timeline:** September 1998 and update yearly

**Budget Implications:** None

**Activity 2:** ACS monitor that policies in the “complete data procedures” document are being followed by producing semi-annual reports comparing data campuses have submitted to the planning matrices for the year. Systemwide offices to follow-up with those campuses who are not in compliance.

**Who is Responsible:** ACS and CSU/UC/CCC systemwide offices

**Timeline:** January 31, 1999 and annually

**Budget Implications:** None

**Activity 3:** Systemwide offices report back to Board on actions taken to remedy problems raised in semi-annual reports.

**Who is Responsible:** CSU/UC/CCC systemwide offices

**Timeline:** May 1999 and annually

**Budget Implications:**

**Activity 4:** ACS & CSUCO develop procedures to get data for the CSU “American Institutions” requirements and determine how this information should be presented through ASSIST.

**Who is Responsible:** ACS and CSU systemwide office

**Timeline:** January 31, 1999

**Budget Implications:** Possible data entry costs and new programming

**Activity 5:** ACS work with CAN System Office to get CAN data into ASSIST including the resolution of course naming issues

**Who is Responsible:** ACS and CAN System Office

**Timeline:**

**Budget Implications:**

**Activity 6:** Develop an annual report evaluating how campuses are meeting “complete data” goals

**Who is Responsible:** Board workgroup

**Timeline:** May 1999 for Board approval and annually

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 1**

*Improve the quality of data provided through ASSIST in the areas of presentation, completeness, accuracy and timeliness*

**Objective 2:** *Adopt operational definitions of terms to help ensure consistent understanding among those responsible for data maintenance*

**Activity 1:** Work with ASSIST Campus Advisory Committee to draft definitions

**Who is Responsible:** ACS & Campus Advisory Committee

**Timeline:**

**Budget Implications:** Travel for Advisory Committee members approximately 2 meeting

**Activity 2:** Develop a procedures manual for campuses that describes responsibilities, timelines, and processes for meeting “complete data” objectives

**Who is Responsible:** ACS & Campus Advisory Committee

**Timeline:**

**Budget Implications:** Travel for Advisory Committee members approximately 2 meeting

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 1**

*Improve the quality of data provided through ASSIST in the areas of presentation, completeness, accuracy and timeliness*

#### **Objective 3: *Adopt a model format for all articulation represented in ASSIST***

**Activity 1:** Work with users at the 13<sup>th</sup> Annual ASSIST Conference to determine issues and possible next steps

**Who is Responsible:** ACS

**Timeline:** December 1998

**Budget Implications:** None

**Activity 2:** Coordinate student focus groups to collect information regarding student needs for a model format

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

**Activity 3:** Determine what organization(s) would be most appropriate for developing a model format and ask them to officially taken on the issue

**Who is Responsible:** Board

**Timeline:** May 1999

**Budget Implications:**

**Activity 4:** Review and adopt the proposed model format

**Who is Responsible:** Board

**Timeline:**

**Budget Implications:**

**Activity 5:** Determine and adopt minimum data reporting requirements required to support the model

**Who is Responsible:**

**Timeline:**

**Budget Implications:**

**Activity 6:** Modify ASSIST software as needed to support the model

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 1**

*Improve the quality of data provided through ASSIST in the areas of presentation, completeness, accuracy and timeliness*

**Objective 4:** *Develop new processes to collect more accurate Community College curriculum data*

**Activity 1:** Determine how the current data are deficient by comparing ASSIST curriculum data with CCMIS curriculum data and produce a report detailing problems

**Who is Responsible:** ACS and CCCCCO

**Timeline:**

**Budget Implications:**

**Activity 2:** Determine requirements for a new process

**Who is Responsible:** ACS and CCCCCO

**Timeline:**

**Budget Implications:**

**Activity 3:** Describe current processes and meet with representative campus MIS, instructional, and articulation staff to determine possible improvements

**Who is Responsible:** ASSIST and CCCCCO

**Timeline:** December 1998

**Budget Implications:**

**Activity 4:** Adopt the new process(es) and develop implementation plans

**Who is Responsible:**

**Timeline:**

**Budget Implications:**

**Activity 5:** Carry out implementation plans to begin collecting more accurate CC curriculum data

**Who is Responsible:**

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 1**

*Improve the quality of data provided through ASSIST in the areas of presentation, completeness, accuracy and timeliness*

**Objective 5:** *Continue to add data to the database from public universities who are not entering their own data*

**Activity 1:** CSU Chancellors Office request that the ASSIST contacts from all CSU campuses attend the 13<sup>th</sup> Annual ASSIST Conference and reinforce expectations for their participation in ASSIST during the segmental meeting

**Who is Responsible:** CSUCO

**Timeline:** December 1998

**Budget Implications:**

**Activity 2:** Continue data entry and review processes as new agreements are established and existing agreements are updates

**Who is Responsible:** ACS, CSUCO, and CSU campuses

**Timeline:** Ongoing

**Budget Implications:**

## **Activities to Meet Primary Goal Objectives - continued**

### **Primary Goal 2**

*Improve the usability of ASSIST for clients*

**Objective 1:** *Complete the development and deployment of the new Web ASSIST Maintenance system*

**Activity 1:** Continue software development, data clean-up, and deployment plans as outlined in the “Web ASSIST Maintenance System Project Plan”

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 2** *Improve the usability of ASSIST for clients*

**Objective 2:** *Assess student needs for ASSIST and enhance Web ASSIST as appropriate*

**Activity 1:** Meet with ASSIST contacts at 13<sup>th</sup> Annual ASSIST Conference to determine best ways of assessing student needs (recognize overlap with activities for developing a “Model Format” for articulation)

**Who is Responsible:** ACS

**Timeline:** December 1998

**Budget Implications:**

**Activity 2:** Establish focus groups to assess students needs (recognize overlap with activities for developing a “Model Format” for articulation)

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

**Activity 3:** Depending on outcomes of the student focus groups, change the ASSIST user interface to better support student use of ASSIST

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

**Activity 4:** Depending on outcomes of the student focus groups, explore the feasibility of new “student oriented” reports based on information in ASSIST

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

## **Activities to Meet Primary Goal Objectives - continued**

### **Primary Goal 2**

*Improve the usability of ASSIST for clients*

**Objective 3:** *Expand the integration of ASSIST with other Web sites*

**Activity 1:** Review campus and other web sites that should link to ASSIST. Where links do not exist or better information should be provided, work through campus ASSIST contacts or systemwide offices to establish links or upgrade related information.

**Who is Responsible:** ACS

**Timeline:** April 1, 1998

**Budget Implications:**

## **Activities to Meet Primary Goal Objectives - continued**

### **Primary Goal 2**

#### ***Improve the usability of ASSIST for clients***

#### **Objective 4: *Assess the level of ADA compliance of the Web ASSIST user interface***

**Activity 1:** Identify an existing organization that can assess the level of ADA compliance of the Web ASSIST users interface and coordinate an assessment

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

**Activity 2:** Survey Community College DSPPS representatives for recommendations on changes to the Web ASSIST user interface that could better serve their students

**Who is Responsible:** ACS & CCCCCO

**Timeline:**

**Budget Implications:**

**Activity 3:** Depending on outcomes of the above activities, change the ASSIST user interface to better support use of ASSIST by students with disabilities

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 3**

*Increase the use of ASSIST through marketing and education*

#### **Objective 1: *Publicize ASSIST as an advising resource***

**Activity 1:** Write articles on ASSIST for campus newspapers and work through campus ASSIST contacts to get these articles published

**Who is Responsible:** ACS & Campuses

**Timeline:**

**Budget Implications:**

**Activity 2:** Survey Community Colleges to determine how ASSIST is currently being publicized and integrated on campuses. Publish results to educate campuses on what activities in which they may wish to engage.

**Who is Responsible:** ACS & Campuses

**Timeline:**

**Budget Implications:**

**Activity 3:** Include ASSIST in appropriate systemwide publications such as Cal Notes, CSU Review and counselor and faculty newsletters

**Who is Responsible:** ACS & Systemwide offices

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 3**

*Increase the use of ASSIST through marketing and education*

**Objective 2:** *Develop tools and guidelines for consistent education and marketing activities*

**Activity 1:** Develop an on-line orientation for use by students, faculty and staff

**Who is Responsible:** ACS

**Timeline:** December 1998

**Budget Implications:**

**Activity 2:** Revise and publicize materials to “build your own ASSIST presentation”

**Who is Responsible:** ACS

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 4**

*Ensure sufficient resources for ASSIST activities*

#### **Objective 1:** *Identify unmet resource needs for ASSIST activities*

**Activity 1:** Develop a 5-year budget projection for central ASSIST operations based on current, ongoing activities

**Who is Responsible:** ACS and Workgroup

**Timeline:** May 1999

**Budget Implications:**

**Activity 2:** Ask college and university campuses for written assessments of local resources needed to meet ASSIST goals, changes in local/systemwide priorities needed to meet ASSIST goals, and new/expanded activities that could be supported with additional resources

**Who is Responsible:** Systemwide Offices

**Timeline:** May 1999

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 4**

*Ensure sufficient resources for ASSIST activities*

**Objective 2:** *Explore the intersegmental augmentation of ASSIST funding*

**Activity 1:** Develop a BCP to request additional funding to support ASSIST activities and submit it for the 2000-2001 BCP process

**Who is Responsible:** Board

**Timeline:**

**Budget Implications:**

**Activity 2:** Examine how segmental resources could be reallocated to meet financial and “priority” needs identified by campuses and the ACS

**Who is Responsible:** Systemwide Offices

**Timeline:**

**Budget Implications:**

**Activity 3:** Explore the availability of grant funding to support unmet needs

**Who is Responsible:**

**Timeline:**

**Budget Implications:**

## **Activities to Meet Primary Goal Objectives - continued**

### **Primary Goal 5**

*Increase commitment and collaboration among students, faculty and staff to support the achievement of ASSIST goals*

**Objective 1:** *Establish an intersegmental joint resolution endorsing ASSIST as California's official repository of articulation information*

**Activity 1:** Develop a joint resolution and gain signature by the CCC Chancellor, CSU Chancellor, UC President, and CPEC Executive Director

**Who is Responsible:** Board and Systemwide Offices

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 5**

*Increase commitment and collaboration among students, faculty and staff to support the achievement of ASSIST goals*

**Objective 2:** *Communicate joint resolution with agencies/organizations with whom ASSIST needs to collaborate*

**Activity 1:** Distribute information on the joint resolution to campuses

**Who is Responsible:** Systemwide Offices

**Timeline:**

**Budget Implications:**

**Activity 2:** Identify other agencies/organizations with whom ASSIST needs to collaborate and distribute information on the joint resolution

**Who is Responsible:** Systemwide Offices

**Timeline:**

**Budget Implications:**

## Activities to Meet Primary Goal Objectives - continued

### **Primary Goal 5**

*Increase commitment and collaboration among students, faculty and staff to support the achievement of ASSIST goals*

**Objective 3:** *Establish ongoing relationships with other agencies/organizations to help achieve ASSIST goals*

**Activity 1:** Identify desired agencies/organizations and the define the purpose and role of possible collaboration - Initial organization for consideration include CAN, CIAC, ICAS, CalSACC, and “Student Friendly”

**Who is Responsible:**

**Timeline:**

**Budget Implications:**

**Activity 2:** Establish appropriate contact and agree on common issues and ongoing roles of collaboration

**Who is Responsible:**

**Timeline:**

**Budget Implications:**

**Activity 1:** Maintain relationships by carrying out ASSIST’s roles as defined during the above activities

**Who is Responsible:**

**Timeline:**

**Budget Implications:**