

**ASSIST Board of Directors
May 18, 1998, Meeting Minutes**

Present: Helena Bennett, CSU Sacramento
Suzanne Bolding, ASSIST Coordination Site (taking minutes)
Jim Dolgonas, UC Office of the President
Carla Ferri, UC Office of the President
Raschel Greenberg, UC Irvine (Guest)
Kaylene Hallberg, California Community Colleges Chancellor's Office
Steve Handel, UC Office of the President
Allison Jones, CSU Chancellor's Office
Barbara Love, UC Santa Cruz
Kathleen Nelson, California Community Colleges Chancellor's Office
Judy Osman, CSU Chancellor's Office
Jan Paulson, California Community Colleges Chancellor's Office
Charles Ratliff, California Post-Secondary Education Committee
Cathy Robin, ASSIST Coordination Site
Betty Sundberg, California Community Colleges Chancellor's Office
Eric Taggart, ASSIST Coordination Site
Juan Yniguez, Assoc. of Independent California Colleges and Universities (Guest)

The meeting was convened at the ASSIST Coordination Site (Irvine) at 9:15 a.m. by Board Chair, Kaylene Hallberg

1. ANNOUNCEMENTS

Chair Kaylene Hallberg announced the end of her two-year term as Board Chair. The Chair also announced the replacement of Board member Kathleen Nelson with Betty Sundberg.

2. STRATEGIC PLAN ACTIVITIES

a. Commitment (Continuing Agenda Item)

Board members reviewed progress made towards the strategic goal of endorsement of ASSIST by the California Education Round Table as the official statewide repository of articulation and transfer information and concluded with the following objectives to be accomplished:

1) Obtain endorsement at the next meeting of the California Education Roundtable. It was decided that the representative of the segment that chairs the Round Table would pursue Round Table endorsement for ASSIST.

2) ASSIST will send a letter announcing the endorsement to all the colleges after that meeting.

b. Language used for Definition of Official (New Agenda Item)

The Board reviewed implications of the possible misinterpretations of the current language used to designate ASSIST as the official repository of articulation agreements and it was agreed that clarification was called for on two levels:

1) The implications the definition of official may have for campuses which maintain their own official articulation web sites.

The Board clarified that the designation as the official repository is not meant to supplant the authority of individual campuses to electronically publish their own official articulation, but that ASSIST would be the accepted statewide repository. However, ASSIST and other electronic media are expected to contain the same data.

2) ASSIST's degree of accountability in assuming the role of official repository for articulation data in terms of representing current and accurate information.

The ASSIST staff determined that the scope of the problem of data entry errors could be assessed anecdotally as minimal. The Board reviewed the points at which errors could be controlled, the resources involved in verifying data, the various venues by which to emphasize the need for accuracy, and legal precedents for cases in which students were misled by printed error. The Board also concluded that the periodic updating of ASSIST inherently creates a lapse with on-going curricular changes, and as the case with any publication providing curricular information, students should be made aware that the publication could contain typographical errors, or that changes could occur after the time of publication or update.

Board Resolution: The Board adopted a resolution to have ASSIST include language in the Articulation Repository Definition document and Web ASSIST similar to that used in college catalogs and to be reviewed by Board members, to clarify the role of ASSIST as official repository providing articulation information as currently and accurately as possible with the recognition that errors could occur and with direction to individual campus policy.

c. Complete Data Goal (Continuing Agenda Item)

ASSIST staff updated the Board on the status of the Complete Data Goal set forth at the November 1997 Board Meeting. The Board discussed time lines and policies for updating data in ASSIST as well as the institution of an annual request for universities to identify new agreements and updates planned for the coming year. This way, the Board can better monitor the submission of articulation towards the Complete Data Goal. Some Board members expressed

concern over the feasibility of the 30-day requirement for universities to report information to ASSIST, given available resources and often times conflicting schedules across the systems. The board concluded to go ahead with these requirements as planned, but monitor compliance to better understand issues that may arise.

Final Board Decision: The Board unanimously agreed that the ASSIST staff should release the Complete Data Policies Document to the campus VP or equivalent level overseeing articulation, with copy to the articulation officer, prior to the endorsement of the official repository by the Round Table.

d. Notification of Articulation Changes with Web ASSIST Articulation Maintenance (New Agenda Item)

Marilyn Rowe of Laney College identified a two-fold problem with the current notification process of articulation changes: 1) that notification of changes to agreements are not always occurring consistently to all the affected parties and 2) that revisions incorporated into full documents need to be highlighted. After analysis of the problem, the Board identified as a key factor the extent of responsibility assumed by individual articulation officers with follow-through and communication across segments and looked at how ASSIST's implementation in January 1999 of a semi-automatic notification system in Web ASSIST Maintenance would help prompt direct communication of changes to affected parties.

Board Resolution: The Board adopted a resolution to issue a statement and also seek Regional-level support to emphasize that with the ability to unilaterally revise and update articulation, special attention must be given to directly and consistently notify all affected parties of changes to articulation agreements, especially until the January 1999 implementation of semi-automated notification in the Web ASSIST Maintenance system.

e. Public Relations Strategies (Continuing Agenda Item)

ASSIST staff updated the Board on its progress in implementing low-cost public relations strategies including the downloadable print ad designed for insertion into schedules of classes, etc., and the graphic link devised to link campus web sites to Web ASSIST.

3. TECHNOLOGY

a. Technical Advisory Committee:

The Board discussed representation on the TAC and emphasized the ongoing importance of this committee.

b. Web ASSIST 2.0:

ASSIST staff updated the board on ASSIST software developments included in the Web ASSIST 2.0 Project Proposal and Definition of Functional Requirements documents which were distributed to the colleges for feedback. The Board reviewed proposed improvements and new functions, CAN responsibilities for seamless inclusion of CAN information in articulation display, the time line for the March 1999 release of Web ASSIST 2.0 including CAN information, and costs.

Final Board Decision: The Board unanimously approved the Web ASSIST 2.0 Project Proposal and Definition of Functional Requirements documents.

c. Web ASSIST Interface and Student Focus Groups:

The Board discussed student focus groups testing the Web ASSIST user interface. ASSIST staff reported on the sampling methods used and results of recent student focus groups. The Board discussed whether sampling methods for the Student Focus Groups could be revised to more accurately represent a cross section of the Community College student population. The Board showed interest in continuing focus groups for identifying and clarifying other issues related to ASSIST.

Board Resolution: The Board adopted a resolution to have ACS look further into Web ASSIST user interface issues with respect to the Americans with Disabilities Act guidelines. ASSIST will investigate an organization within Sonoma State University that evaluates Web user interfaces.

d. Web ASSIST Maintenance:

Eric Taggart reported significant and unanticipated system and data clean-up problems in moving data from Revelation to Sybase which could cause delays in release of the Maintenance System. The Board also discussed the continuing need for accurate course list data from all colleges and universities.

Board Resolution: ASSIST will construct partial CSU Baccalaureate lists using the CCC Chancellor's Office MIS Database for campuses where no previous course lists exist.

e. Phasing out Revelation:

ASSIST staff updated the board on the transition from Revelation to Internet. Campuses will need to request the July 1998 Revelation database. All but a handful of campuses reported that they now have Internet access.

f. The California Virtual University (CVU)

The CVU and ASSIST negotiations on linkages at the course level of detail have stalled.

Board Resolution: The Board adopted a resolution that since CVU is going through major organizational change ASSIST will resume contact after the new organization is in place.

f. Transcript Analysis Tool

The ASSIST staff updated the Board on development of proposed functional requirements of the Transcript Analysis Tool. ASSIST staff reported that electronic student transcript and authentication over the web is problematic, rendering the tool either too minimal or too expensive. In order to compensate for this, Board members asked that self-reported course-work be added to the proposal. After a review period by campuses, the next step will be to conduct a feasibility study to help determine possible development alternatives.

Board Resolution: The Board adopted a resolution to have Director Eric Taggart revise the ASSIST Transcript Analysis Tool Proposed Functional Requirements document (March 1998) to incorporate self-reported transcripts. The document is officially open for comment from campuses.

4. AICCU PARTICIPATION IN ASSIST

The Board and guest Juan Yniguez of the AICCU reviewed the mutual interest of ASSIST and the AICCU for participation of independent campuses in ASSIST. Juan stated that both benefit and cost factored into the level of interest that could be roused. Juan will prepare a survey designed to poll independent campuses' interest in participating. The survey will be shared with the Board before it is mailed to campuses.

5. ASSIST BUDGET

The Board reviewed the proposed 98-99 ASSIST budget.

Board Resolution: The Board adopted a resolution to have ASSIST Director Eric Taggart provide the Board with a side-by-side comparison of 1997-98 and 1998-99 projected and actual expenditures in preparation for the Board Retreat in September.

Final Board Decision: The Board unanimously approved the 1998-99 ASSIST Budget.

6. DIRECTOR'S REPORT

The Board discussed the May 1988 Director's Report with attached Student Focus Groups report and articulation summary, the 1997 Spring Regional Meetings, and usage of Data Extracts.

Board Resolution: The Board adopted a resolution that after the June data collection Assist will provide a summary of articulation provided by four-year campuses with whatever explanation that can be supplied to the system offices as to variations from one year to next.

7. Cal Poly San Luis Obispo Articulation (New Agenda Item)

Director Eric Taggart reported on an erroneous complaint by the Community Colleges Transfer Center Directors Association that Cal Poly San Luis Obispo had not been updating articulation in ASSIST. The complaint has since been clarified and resolved.

8. K-12 Partnerships (New Agenda Item)

Director Eric Taggart conveyed Dennis Galligani's desire to increase partnerships with K-12 and independent campuses to be discussed at the fall retreat.

9. Progress Check Services

ASSIST staff reported that the three colleges who purchased Revelation-based Progress Check Services for 1997-98 want to be able to use it for 1988-89.

Board Recommendation: ASSIST will extend the Progress Check services to these three campuses for exactly six months (through December 1998) at no cost. At the time the Revelation-based ASSIST is phased out, all support for the Progress Check will cease.

9. ASSIST Board Seat Rotations

Allison Jones of CSU will assume the position of Chair of the ASSIST Board of Directors beginning July, 1998, for a two-year term. The UC Campus Representative, and the CCC Representative are both due to be rotated. The system wide offices will appoint these representations.

10. FALL 1998 ASSIST RETREAT

The Board discussed plans for a two-day retreat in San Diego in September. Names of prospective facilitators for the retreat will be given to Eric and distributed via e-mail. The objective of the retreat will be the development of the next 3-year plan. The time period for the two-day retreat was tentatively set for September 1-3, 1998.

11. 1998-99 BOARD MEETINGS

The 1998-99 ASSIST Board Meetings have been tentatively scheduled for November 2nd, 1998, and May 17th, 1999.