

ASSIST Executive Board Meetings
March 13 and April 3, 2006

In Attendance at Conference Call Meeting:

Joyce Justus, UCOP; Jeff Spano, CCC CO; Rachel Hendrickson, CSU CO

We discussed and affirmed the following:

Basic Premises:

1. ASSIST is the official repository of record for articulation of courses between CCC/UC/CSU. While articulation with the California Independent Colleges has not been a focus with ASSIST, this does not preclude future activity with the Independent sector.
2. ASSIST is a tool used by students and staff to view articulation at any given point in time.
3. ASSIST is a tool used by articulation officers to support and facilitate the articulation processes.

The Intended Purpose of a User Needs Assessment:

I. Is the intent of any assessment to determine how to improve ASSIST's current capabilities as a repository and reference tool - or is the intent to determine what wholly new components should be added on to ASSIST thereby expanding the current functionality. (Improving current functionality versus adding new functionality.)

It was agreed that the intent of a User Needs Assessment would be to assess if ASSIST is helpful to the end users (students and staff) and/or how to improve it. We would be looking to determine if and how we could improve ASSIST's current capabilities as a repository and reference tool.

It is not the purpose or function of such an assessment to identify new functionality or wholly new modules and components for ASSIST.

II. If this is a *user* needs assessment, then would the focus be only on the needs and feedback of users – especially student users? What about staff users? What about potential student users?

It was agreed that we would focus a User Needs Assessment on two types of students – those who already have experience as an end user of ASSIST, and those who have little exposure or understanding of higher education and/or the transfer process and have not used ASSIST before.

Additional users to be surveyed would include CCC transfer center directors and counselors. (CCC/CSU/UC Articulation Officers already have avenues to provide feedback about ASSIST.)

III. Is this an assessment of how well ASSIST functions as an internet tool for students seeking to transfer? Or is this an assessment of how useful electronic/internet tools in general are to students – versus other references or advising sources?

It was agreed that the intent of the User Needs Assessment would be to assess how well ASSIST functions as a tool for students.

IV. Is this a broad assessment of general needs of current and prospective students seeking to transfer from CCC to a four year state institution? (meaning tools and resources above and beyond ASSIST or such Internet tools)

It was agreed that the User Needs Assessment is not intended to be a broad assessment. If – in the process of surveying students – other types of needs surface, we will determine what if anything would be done with this information.

V. What type of transfer student needs assessment is appropriate to the ASSIST group versus another intersegmental group such as ICC?

It was agreed that there are other intersegmental groups that could conduct an assessment of the comprehensive and broader needs of transfer students.

The Executive Board also agreed that, while the User Needs Assessment might identify a variety of needs – large and small, there should be no assumption or broad expectation that all identified needs would be addressed. It would be the responsibility of the ASSIST Board to identify what, if any, needs would be addressed and any timetable for such efforts. The ASSIST Board would also determine if any needs identified in the assessment could and should be addressed with the current available ASSIST resources.

Action Items:

1. Share these resolutions with the ASSIST Board
2. Rachel Hendrickson will contact Jennifer Franz to discuss these resolutions and to charge her with drafting and proposing an assessment instrument in keeping with these resolutions.