

On-line Assessment Reporting Troubleshooting

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Introduction

The purpose of this document is to assist you in solving some common issues with the on-line assessment reporting system. If you have additional questions about your assessment plan or about using the on-line assessment reporting system, please contact your college assessment committee or Jessica Jonson jjonson2@unl.edu or Jeremy Penn jpenn3@unl.edu.

Problems Logging In

Issue: Cannot log into the assessment reporting database.

Possible causes:

1. You do have not been assigned a Blackboard username and password.

Solution: Contact the UNL Helpdesk: 472-3970.

2. You have not been enrolled in the Assessment Reporting System.

Solution: Contact Jeremy Penn, jpenn3@unl.edu, 472-1905.

3. You may have an issue with your internet connection, your browser, or Javascript.

Solutions: Download the Firefox browser (<http://www.mozilla.com/en-US/firefox/>), test or enable Javascript (<http://www.iatn.net/help/javascript/>), and check that you are connected to the internet.

I can't find my assessment plan!

Issue: Upon logging into the system, you are unable to locate the assessment plans that you had expected.

Possible causes:

1. The assessment plan exists but does not appear on the screen.

Solution: Check that you are correctly logged into the system, that you are using the preferred browser, and that you have Javascript enabled (see “Problems Logging In”). Scroll down as far as possible. Try navigating through some of the other links in the system and then returning to the main page.

2. The assessment plan has not been created.

Solution: Contact Jeremy Penn jpenn3@unl.edu, 472-1905, and request that an assessment plan be created for you.

3. The assessment plan has been archived.

Solution: Assessment plans for previous cycles are sometimes “hidden” through an archival process. The plans still exist, but are not shown on the main screen. Enter the current assessment plan and click on “previous” to see the assessment plans from previous cycles.

Problems with supplemental materials

Issue: I cannot upload or download a supplemental material.

Possible causes:

1. You are using a “banned” character in the file name. The following characters cannot be included in your file name (partial list): \ / : * ? " < > | % @ + -

Solution: Remove the banned characters from the file name.

2. Security software on your computer blocks the attachment process.

Solution: Disable the security software and try again. You may also need to use a different computer.

3. The file is of a type that is not handled by the server. WordPerfect files do NOT work as attachments. Files that seem to work best are from Microsoft Office (Word, PowerPoint, Excel) or PDF files. PDF files are preferred.

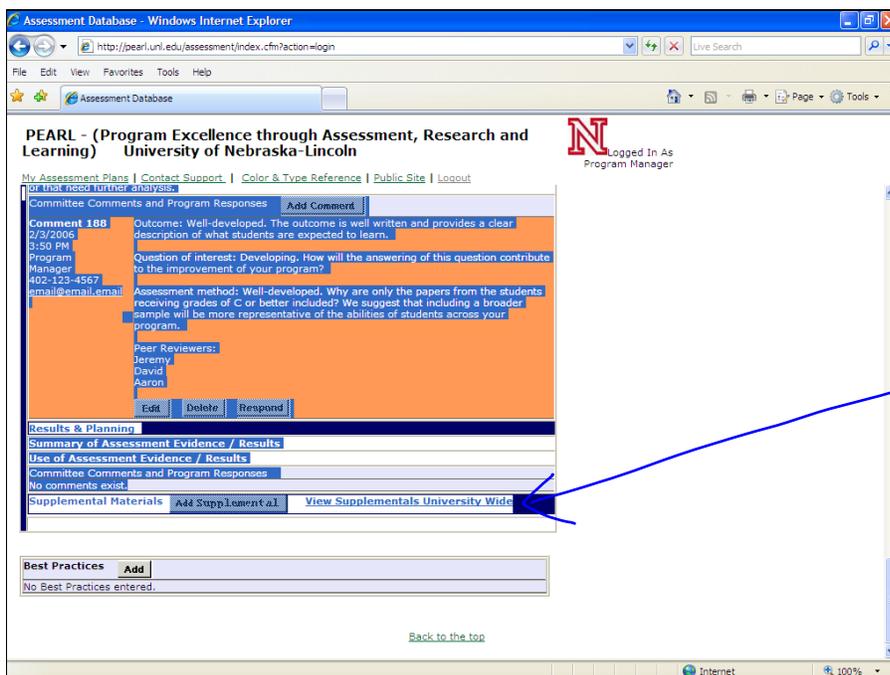
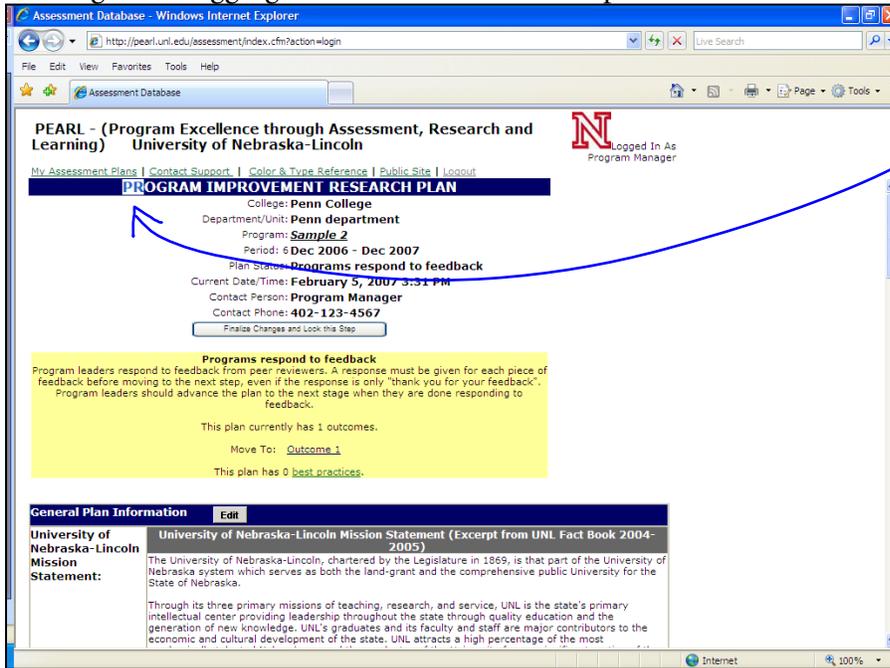
Solution: Convert the file to a PDF file, then re-attach.

Converting an Electronic Plan to a Word document

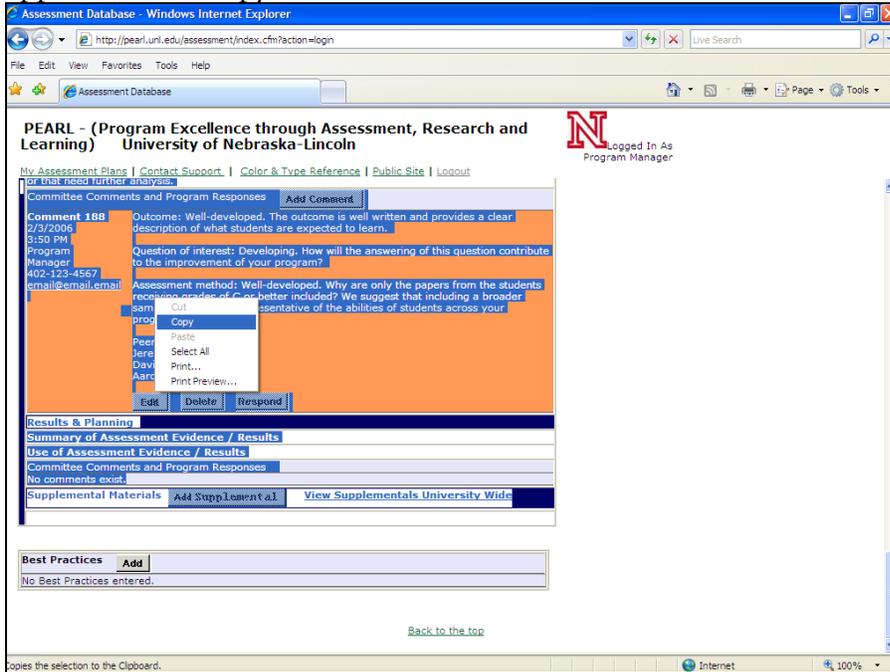
The following steps will help you convert your assessment plan to a Microsoft Word document.

1. Go to your assessment plan.

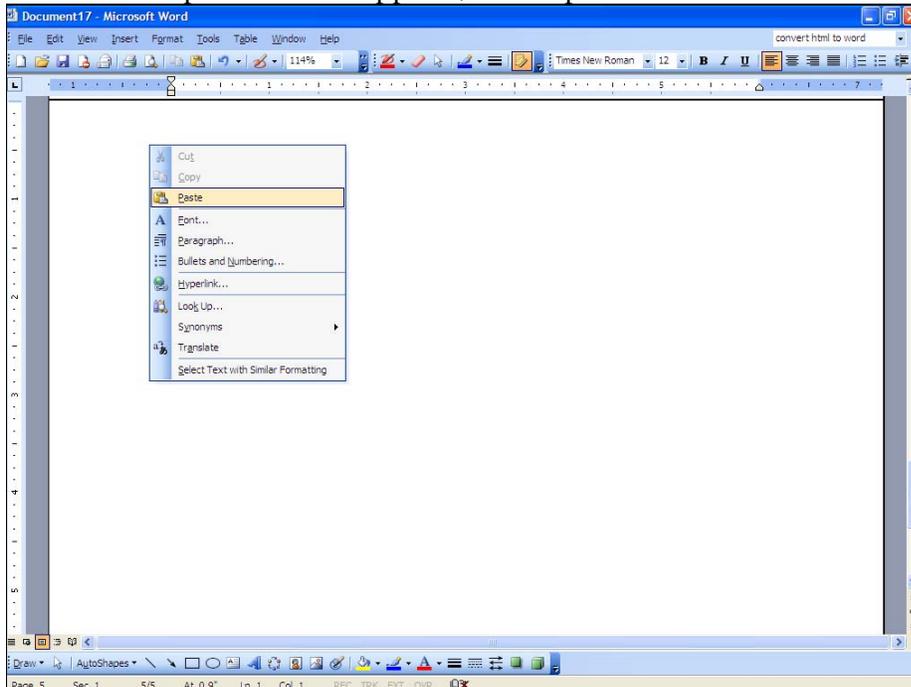
Highlight the portion of the assessment plan that you wish to turn into a Microsoft Word document by placing your mouse at the beginning of the section you wish to include then clicking and dragging to the end of the desired portion.



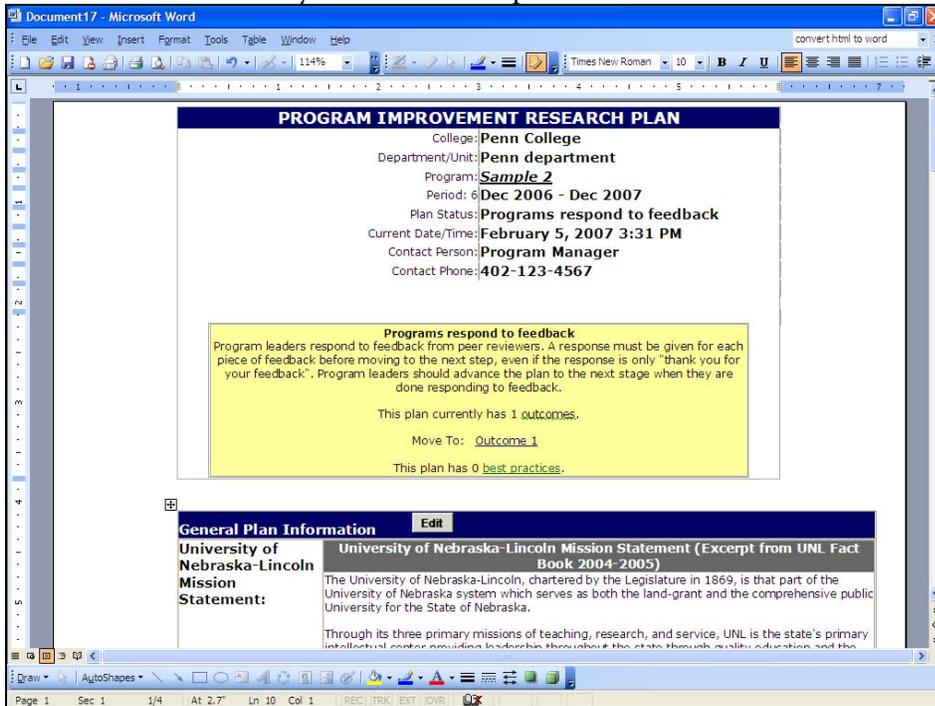
2. When you are finished highlighting, release the left mouse button. Then click the right mouse button anywhere on the highlighted text. When the dropdown menu appears, select “copy” and click the left mouse button.



3. Open a Microsoft Word document. Right click anywhere on the Microsoft Word document. When the dropdown menu appears, select “paste” and click the left mouse button.



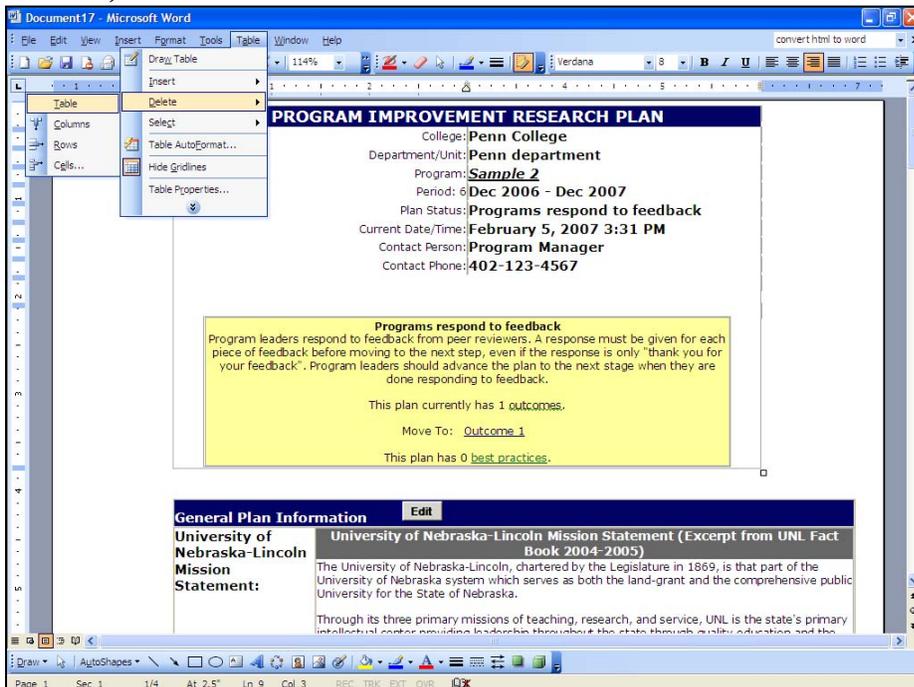
4. You should now see your assessment plan in the Microsoft Word document.



However, we still need to do some formatting to get the document to print correctly.

You should be sure to view your document in "Print Layout" under the "View" heading.

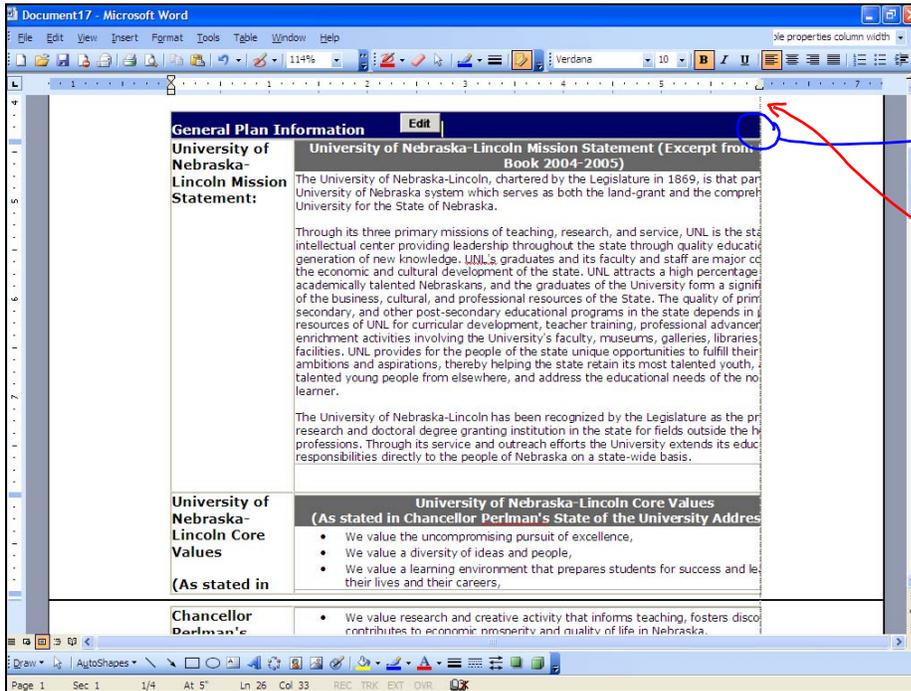
5. The assessment plan has been entered in to Word as a series of tables. Therefore, all of the usual techniques for modifying tables in Word apply to changing the formatting of your assessment plan in Word. For example, if you wish to delete the "Program improvement research plan" section, first click your mouse anywhere in this table so it is 'active', then under table select "delete", and "table".



If you make a mistake, you can always select “edit”, then “undo” and undo your last action.

6. Now we need to adjust some of these tables to give them the correct margins for printing. Generally this is only an issue for the cover page.

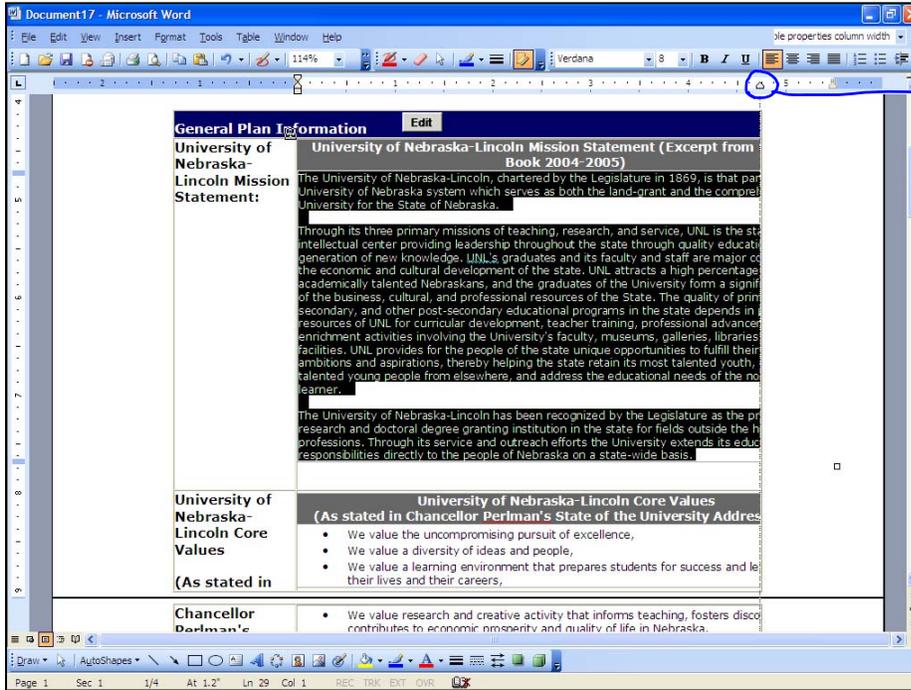
Move your mouse to the far right edge until it turns into the double sided arrow symbol  Click and drag until the table is small enough to fit on the page. If it won't resize the table, try different table widths.



Click
and
drag
here

Notice
the dotted
line

7. The table is small enough now, but the text is not “wrapped” correctly. To get the text to wrap correctly, first highlight the text that is not wrapped correctly. Then click and drag the “right indent” tab at the top of the screen found along the ruler until it matches up with the edge of the table. If you can’t see the ruler, select “ruler” under the “view” menu.



This is the "right indent" tab

You need to repeat this separately for each section of text that is not correctly “wrapped”.