CurricUNET Assessment Module Troubleshooting

Can't log in?
- Are you sure the username is your Office 365 email (jdoe@ccsf.edu)?
- Are you sure you're using the right password? (First time around: ChangeMe1 – case sensitive)
- Are you sure you were trying to log in to the correct module? (There are three different modules. The Curriculum module has an entirely different login. Be sure you're NOT in the Curriculum module.)
- Correct location: http://www.curricunet.com/curricunet -- CurricUNET Assessment
- Did you, perhaps, already log in but get confused by the password change screen? If so, you may have reset your password multiple times. Solution: Contact curricunet@ccsf.edu to reset password back to ChangeMe1, then next time you login, once your password change has been SAVED, be sure you click Home (upper left, under the large word CurricUNET). Otherwise you'll get stuck there again.
- If none of the above help, it's possible you don't have a user account. Contact curricunet@ccsf.edu to confirm and fix as needed.

Can't find your courses?
If you teach across multiple departments, we need to assign you multiple subjects. Contact curricunet@ccsf.edu

FACULTY ONLY:
Getting a JavaScript error?
- That means your course title has punctuation in it that is interfering with the software’s actions. No worries. Just keep moving on (choose CRN, and you'll find your course lists; save; and all will be well).
- Fix will come with next update to the software.

Can't find your CRNs/student lists?
- Did you choose assessment type = CRN-level report? (Be sure you're NOT in the Course SLO Aggregate Report.)
- Did you choose a subject, course, and SLO and click SAVE before clicking CRN?
- Did you choose the CRN and year?
- Are you completing one assessment report per CRN? To see CRNs from other courses, you have to start another report.
- Are you teaching a team-taught class (multiple instructors, same CRN)? IF so, only the primary instructor will be able to access the CRN.
- Are you replacing another professor? If so, the administrators need to change the data from the class to switch instructors. Contact curricunet@ccsf.edu.

Losing your student lists?
Are you teaching multiple sections of the same course? If so, you have to create individual full reports for each. If you try to choose a new CRN from with a single report, you'll overwrite your data. Separate reports for each CRN.

Student lists not accurate?
If your student lists have students who already dropped or were added, but not reflected in the list you’re seeing, there’s nothing we can do about that this semester. Do the best with what you have. List those who dropped as “Not assessed.” We know we will have a lot of those this semester because our credit data load was on 3/18 (noncredit on 4/21).
NOTE: For Fall 2015 reports, we will add a new assessment level: “Dropped/withdrawn” to better classify these students.