

Nuventive Support Index

This page provides a centralized reference for troubleshooting, frequently asked questions, accessibility tips, support contacts, external Nuventive resources, and links to related Knowledge Base books. If you're unsure where to go for help or need quick answers, start here.

Troubleshooting Common Issues

Workspace Not Loading

- Try clearing your browser cache or switching to Chrome or Firefox.
- Confirm you're logged into the Pack Portal and have the correct permissions.

Missing Permissions

- Contact the Office of Accreditation and Assessment to request access or role changes.

Upload Errors

- Ensure your file name does not contain special characters.
- Try uploading from a different browser if issues persist.

Dashboard Not Displaying Data

- Confirm that your program has completed mapping and entered outcomes.
 - Dashboards may take time to update after new data is entered.
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Frequently Asked Questions

Can I edit findings after submission?

Yes, but only during the active reporting window. Contact the assessment office if you need access outside that timeframe.

How do I know if my outcomes are mapped correctly?

Use the Mapping menu or check within the Outcomes, Methods, and Findings section. Dashboards will reflect mapped outcomes.

Who reviews my End of Cycle Summary?

The Peer Review Committee evaluates summaries using a standardized rubric every two years.

What if I have multiple workspaces?

Your role may span multiple programs. Use the workspace selector at the top of the Nuventive interface to switch views.

Accessibility Tips

- Nuventive is web-based and generally compatible with screen readers, but some dashboard visualizations may not be fully accessible.
 - Use keyboard navigation for form fields and menus.
 - When uploading documents, ensure they are accessible (e.g., tagged PDFs, alt text for images).
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Support Contacts

Office of Accreditation and Assessment

For access issues, permissions, and assessment guidance

klee@astate.edu

870-972-2989

Center for Excellence in Teaching and Learning (CETL)

For pedagogy and instructional design support

CETL@astate.edu

870-972-2334

ITS Help Desk

For technical issues with login, browsers, or file uploads

itshelpdesk@astate.edu

870-972-3933

Nuventive Resources

- [**Nuventive Resources Page**](#)
Includes product sheets, videos, and white papers
 - [**Nuventive News**](#)
Updates on partnerships and platform enhancements
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Related Knowledge Base Books

- [**Assessment Book**](#)

Institutional timelines, procedures, and review processes for assessment at A-State.

- [**Canvas for Educators**](#)

Guides faculty on using Canvas to create assignments and activities that support assessment data collection.

- [**Surveys and Evaluations**](#)

Provides guidance on using survey tools, including those used for student course evaluations. These evaluations can inform future changes to improve learning outcomes.

- [**Campus Resources**](#)

Lists external tools and services provided by other university offices that support teaching, learning, and assessment.

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