

Profile of Institution A

A small community college with inefficient procedures for the collection and review of course information received a suggestion from their accreditor to update the documentation, standardization, and archival of their syllabi.

Before the start of each semester, the Provost's Office would send a communication to each faculty member regarding required elements for each syllabus, and ask that all syllabi be submitted to the Dean's office no later than two weeks after the start of the semester. Faculty would submit their syllabi to the Dean's office, then personnel in the Dean's office would conduct reviews of a sample of syllabi to ensure that the required information was listed, then the documents would be locked away in a file cabinet. Reviews of the syllabi would show that there was no consistency among formatting or content of the syllabi. There was also some difficulty in determining whether or not every instructor had actually submitted a syllabus.

The institution asked the Syllabus Geeks for help. During their initial investigation, the Syllabus Geeks learned that the institution needed a central repository for their syllabi in order to be in compliance with their accreditation. They wanted something that would be easy to use, and that faculty, staff, students, and the general public would be able to access.

The Syllabus Geeks were presented with quite a challenge. This institution needed help collecting, publishing, reviewing, and archiving syllabi, and needed a solution that would make searching for a finding a syllabus easy. The solution, it seemed, was simple: **Concourse Lite**.

Concourse Lite allows users to upload syllabi and other documents in portable document format (PDF) to the web for easy access. Instructors simply create their syllabi as they normally would, using text processing programs such as Microsoft Word. These documents can then be uploaded into Concourse. This is a great way for institutions to "hit the ground running" with Concourse, especially as an initial step in the full Concourse implementation.

Since implementing Concourse Lite, all syllabi sent to the Dean's office are uploaded into an online repository that is searchable by anyone. Administrators can keep much closer track of which syllabi have not been submitted by running reports and tracking the audit status of each syllabus.

In the end, the Syllabus Geeks saved the day! Not only did they help the institution meet their accreditation requirements, they also created a more efficient process for collecting, archiving, and publicly sharing syllabi.



Getting Started Survey

General

1. What is it that you expect to achieve throughout this pilot?
 - a. *Need to be compliant with regional accreditation. Need to create syllabus repository, updated limited syllabus documentation.*
2. Who will be involved with the administrative functions (school, campus, department, and course maintenance) of Concourse?
 - a. *Dean's office personnel will upload syllabi into the system and maintain all organizational information.*
3. Are there established content or workflow policies surrounding course syllabi?
 - a. *Currently instructors are required to submit their syllabi to the Dean's office, and the submission of syllabi is tracked in the Dean's office.*
4. How is your institution organized?
 - a. *We have one main campus, with seven distinct schools that each house several departments.*

Content

5. What do you currently know about syllabi at your institution?
 - a. *We currently have no established protocol for the review of our syllabi. This is something we hope to change by using Concourse. Instructors are currently required to provide students with a course syllabus and submit a copy of that syllabus to their department office. At this time, that is the only policy we have in place, and it is difficult to enforce.*
6. Where is the information for descriptions, outcomes, and policies stored at your institution?
 - a. *Content regarding outcomes come from each program, and the college Catalog contains course descriptions and policies. Course descriptions and outcomes are stored on documents on computers and hard copy files in filing cabinets in department offices.*

Item Permissions

7. Who do you expect to access Concourse?
 - a. *Anyone should be able to access Concourse in order to view uploaded syllabi.*
8. Who do you expect to be able to edit syllabi?
 - a. *Instructors will continue to create and edit their own syllabi.*
9. Who do you expect to view syllabi?
 - a. *Anyone visiting our school's web site searching for a syllabus should be able to view the syllabi.*
10. Would you like the public to be able to see complete syllabi, only certain parts of syllabi, or none at all?
 - a. *Everyone accessing Concourse should see the same information.*

Templates

11. Do you expect instructors to upload syllabi they create or will you introduce institutional and/or course-level templates?
 - a. *The Dean's office will upload each syllabus into Concourse. Faculty will not be uploading syllabi or entering any other information.*
12. Do you have a syllabus template already established?
 - a. *No.*
13. Do you find inconsistency among instructor syllabi, even if you have a current syllabus template?
 - a. *There is inconsistency among the look and feel of instructor syllabi, as we do not currently have an established syllabus template.*
14. Do you have policies you'd like to incorporate into each syllabus?
 - a. *We will not be creating syllabus templates at this time.*

Integration and Data

15. What student information system (SIS) do you use? Learning management (LMS)? Catalog? Curriculum? Assessment? Central authentication?
 - a. *Currently supporting a homegrown student information system. Working on central authentication. We currently do not use a learning management system.*
16. What is the process for creating courses in the LMS each term?
 - a. *N/A*

17. How do you anticipate users will gain access to Concourse?
- a. *A link will be placed within the academic section of our website that will redirect users to Concourse. All syllabi will be public so that there will not be a need for anyone to log in to access the information.*

Deployment

18. What's your timeline for the implementation? Milestones?
- a. *We want to be able to begin uploading syllabi right away. We would like to be able to use the Audit function to track syllabus submissions, and train four to five department personnel to upload each syllabus into the system for online access.*
19. What issues do you believe may arise that could keep you from meeting your implementation goals?
- a. *Since we are using Concourse to upload syllabi at this point, and the Dean's Office personnel will be handling Concourse on a day-to-day basis, our biggest risk factor would be one of these individuals resigning or being terminated from their position(s) and having to train someone in the interim.*
20. How do you anticipate training administrators and instructors?
- a. *The only individuals who will need to log in to Concourse will be the individuals in each department office who are uploading each syllabus each semester.*
21. How do you plan to validate that Concourse is functioning the way you expect, based on your implementation decisions?
- a. *The only thing we anticipate needing to evaluate is the process for uploading syllabi into the system. For that purpose, we would like a non-production system to conduct training for all our department personnel as well as testing the best way to link Concourse to our existing website.*
22. Who will support users and technical issues at your school?
- a. *Users will be expected to contact our IT help desk with question about accessing the system. We do not anticipate many technical issues since we will only be uploading syllabi and allowing any user to access the information.*

Once you have completed this questionnaire to best of your ability, please return it to your client success representative to schedule your Concourse kick-off call.