Concourse Access

Why can't my students see everything on my syllabus?

Students and faculty members must be logged in to Concourse to see all of the information on their syllabi. The Concourse system allows for “public” settings that only show certain aspects of a syllabus to someone who is not logged in to the system or not affiliated with a particular class. These aspects are the course description, course outcomes, course policies, institutional policies, and additional items. If you’re not logged in to Concourse, the system assumes you are “public”, and therefore will not allow you to see meeting times, instructor contact information, materials, or schedule.

The most common reason students can't see everything on an instructor’s syllabus is that the instructor is simply putting a link to their Concourse syllabus into their Desire2Learn course site, and the students are clicking the link and viewing the public syllabus. To avoid this, instructors and students should always access their Concourse syllabi via the Concourse widget in Desire2Learn.

Why do I have to wait until the day D2L course shells are available to edit my Concourse syllabus?

This date was selected based on the academic and operational tasks performed by each division in order to create courses and sections for the upcoming semester. As of right now, section syllabi for all upcoming semesters are set to be available in Concourse on the day that the Desire2Learn course sites are available. Instructors can still plan for their courses, including creating the information for their section syllabi, prior to the day that Concourse and Desire2Learn are ready to access for the upcoming semester. Faculty can then copy and paste the information into their section syllabus in Concourse on the date the syllabi are available.

I tried to access Concourse through myLCC and log in with my TUID and password, but I'm getting a message that says I don't have access. How can I get access to Concourse?

Faculty who are not teaching a class or taking a class will not have access to log in to Concourse until one of these conditions are true. Unless you need to make changes to a syllabus or access a syllabus for a class you’re taking, it isn’t necessary for you to be logged in to Concourse.

Concourse Training

Is there an online tutorial available?

Yes, an optional online tutorial is available through the Learning Management System, accessible via myLCC. Under the “Work” tab in myLCC, select “Learning Management System” under “Employee Tools” on the right side of the page. Upon signing in to the Learning Management System, select “Other Available Trainings” on the top left side of the screen. Concourse is in the list of Optional Trainings.
Assistance with Concourse

Who do I call for help/how do I know who to call for help?

For assistance with technical issues, such as accessing your section syllabus in Desire2Learn or any other technical issues with Concourse system in general, please email or call the LCC Help Desk at lcc1@email.lcc.edu or (517) 483-5221.

For assistance with editing your Concourse syllabus, or anything else outlined in this reference guide, please email or call the Center for Teaching Excellence at cte@email.lcc.edu or (517) 483-1680.

For questions regarding division and department policies and procedures regarding syllabi, including the use of Concourse, please contact your department office.

If I go to my department office for help, will they be able to access my syllabus?

Your department office staff may be able to help you with questions you have regarding editing your syllabus, or policies surrounding the use of Concourse, but most department support staff do not have access to section syllabi in Concourse. It is recommended that instructors seek assistance with the accessing and editing their Concourse syllabus through the Center for Teaching Excellence.

Using Concourse

Is it easy to copy and paste information into my Concourse syllabus?

Yes, you can copy and paste information from a word processing program such as Microsoft Word into your Concourse syllabus. Copying and pasting things like tables may require some additional formatting after pasting. The formatting tools in Concourse are similar to those in Microsoft Word, and are easy to use!

Why can’t I edit the course description or outcomes?

Course descriptions and student learning outcomes are created and set by each program. Since this is the case, and this information needs to be identical on each section syllabus for a particular course, faculty cannot edit these items.

Errors or other issues, including suggested changes to these items, should be communicated to the appropriate program or department office.

Where can I add additional information to my syllabus?

If you have information pertaining to your particular section that does not seem to fit anywhere else on the Concourse syllabus, you can add it to the “Additional Items” section of the syllabus near the bottom of the page. Just follow the prompts for editing in the yellow boxes that appear when in edit mode.
How can I edit the evaluation methods?

Just like the course descriptions and student learning outcomes, evaluation methods are set by each program. Some of the methods listed on the Concourse syllabus are required, and some are optional or “May be used.” Each method also carries a weight; some are set and some are weighted percentage ranges. Instructors can edit this section of the syllabus following the prompts in the yellow comment box that appears when in edit mode.

Keep in mind that required methods of evaluation should never be deleted from the syllabus. Instructors can edit the weights/percentages of each evaluation method ONLY if there is a range listed (i.e. 0-20%), and should contact their department to review the program and department policy regarding editing syllabi.

Who can change information on my syllabus?

There are key people in each division who have been appointed to update the master course syllabi. This means they can access any syllabus in their division, including section syllabi. Other than these individuals, faculty members are the editors of their section syllabi.

I see text in yellow boxes when I am editing my syllabus, but no other time. What is the purpose of this text, and can my students see it?

The yellow text boxes that show in Concourse when a syllabus is being edited are called Comments. These are notes to the syllabus editor, and have been provided as guidance regarding best practices for creating and editing a section syllabus in Concourse. These text boxes only show when in edit mode, so students cannot see the text boxes at any time.

I printed my Concourse syllabus and it's rather hard to read...why is that?

Concourse syllabi are not meant to printed; they are meant to be viewed online. Printing a Concourse syllabus may result in a multi-page document with unexpected formatting.

I am teaching an online course, and therefore don't have regular meeting times (except for my office hours, of course). How can I put this information in the Meeting Times section of the syllabus? It's requiring me to list days of the week in order to save any information.

If you’re teaching online, you are encouraged to list your meeting time information in the “Notes” of the Meeting Times section of the syllabus. This information is entered as free-form text, and will not require you to select days and times. Instead of selecting “Add Meeting Times” in this section, select the pencil icon (yellow circle) next to “Meeting Times,” and add your information to the “Notes.” Keep in mind: If you add this information to “Comments” instead of “Notes,” your students will not be able to see it as “Comments” are only viewable by a syllabus editor.
Is using Concourse mandatory for all faculty at LCC?

At this time, the policies regarding mandatory use of Concourse exist within each division. Instructors should check with their department office for information regarding such a policy. Keep in mind: Students will still be able to view a Concourse section syllabus even if the instructor decides not to edit any portion of it, by clicking on the Desire2Learn widget in Concourse.

If I use Concourse for my section syllabus, do I still have to send an electronic copy to my department office?

Instructors should check with their respective department offices regarding the policy for turning in section syllabi.

I see a "Save and Notify" button when I am editing a particular syllabus item. What does this button do?

Unfortunately, this is a piece of functionality that is not part of the initial Concourse package purchased by LCC. Clicking on “Save and Notify” will result in an error message at this time. At this time, there are no plans to acquire this functionality.

I teach a section with several other instructors. Do we each/all have the same access to edit the section syllabus?

At this time, the information that is sent from Banner to Concourse does not distinguish status of instructors. Anyone who is assigned to a particular section in Banner, regardless of status (lead or otherwise), has access to edit their section syllabus in Concourse.

I see incorrect information on my syllabus (outcomes, description, etc.). How do I correct this?

Information on each syllabus is approved and maintained by each program. If you see incorrect information in the course description, outcomes, evaluation methods, etc. this should be reported to your program or department leadership.

I accidentally deleted an entire section of my Concourse syllabus. How do I fix this?

If you have accidentally deleted a key piece of your syllabus, such as an entire course policy section, you can either manually add this information back into your syllabus by following the directions in the yellow text boxes or you can import the information from another syllabus, including the master course template. To do this, follow the steps to “Import Content from Another Syllabus in Concourse” on page 11 of the Concourse Faculty Reference Guide, located in the Concourse Tutorial in the Learning Management System (referenced above).