

## Concourse Frequently Asked Questions

### Concourse Access

**I tried to access Concourse through myLCC and log in with my User ID and password, but I'm getting a message that says I don't have access. Who has access to the syllabi in Concourse?**

Employees (and the general public) can access most information through the [Concourse website for LCC](#) without needing to log-in via myLCC or Desire2Learn (D2L). Log-in is required to view class meeting times and faculty contact information on the section syllabi. In addition, staff who are responsible for editing course templates must be granted special permissions to access the templates for editing. Faculty must be assigned to a course in Banner, in order to obtain access to Concourse.

**I was just assigned to teach a course. Why can't I see the syllabus in Concourse?**

Faculty are not able to access their section syllabi for the upcoming semester until the D2L course shells are available, usually 2-3 weeks prior to the start of the semester. Any instructor changes made after that date occur on a nightly basis. This means you should be able to see your Concourse syllabus within 24 hours from the date Banner was updated with your assignment to teach the course. If this does not occur, you should contact the LCC Help Desk.

**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 needed to create courses and sections for the upcoming semester. Section syllabi for all upcoming semesters are set to be available in Concourse on the day that the D2L course sites are available. Instructors can still prepare for their courses, including creating the information for their section syllabi. Faculty can copy and paste the information from an external document into their section syllabus in Concourse on the date the syllabi are available.

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

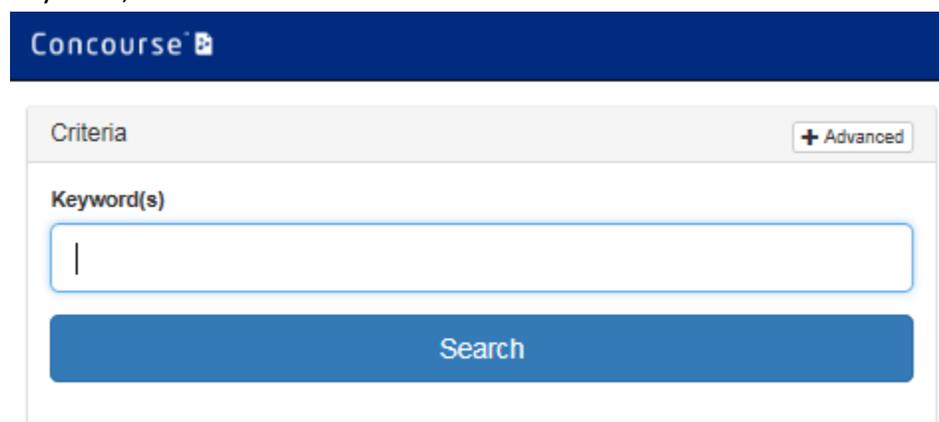
The most common reason students can't see everything on an instructor's syllabus is because the instructor has chosen to cross-list their D2L sites, and as a consequence, has only prepared one syllabus in Concourse for all of their sections. The best way to avoid this is to create a syllabus for one of the cross-listed sections, then import all of the information into the other syllabi.

### **What is the best way to search for a syllabus in Concourse?**

For faculty and students, their section syllabi will appear on the dashboard when they log-in to the system. When searching for other syllabus, the Advanced Search function is recommended. To do this, click the magnifying glass by the “Search” button in the top right corner.



You will be directed to a page where you can perform a Keyword search. Instead of entering a keyword, select “Advanced.”



You will then have the ability to identify specific course information (e.g., alpha code, session/semester, year, instructor, etc.) to include in your search.

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

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. On search results, only the primary or lead faculty will be listed for the section.

### **Who can change information on my syllabus?**

There are only a few people in each division who have permissions 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 want another faculty member to be able to edit my syllabus. Who do I need to contact about this?**

Faculty are expected to edit their own syllabi. If there is a unique situation where another faculty member needs to have access to edit your syllabi on a temporary basis, please contact your supervisor for approval. He/she can submit a request on your behalf to the LCC Help Desk.

**I work as support staff in my division. I see that other support staff have access to log in to Concourse, but I do not. Why is this?**

There are only a few individuals college-wide with access to log in to Concourse and make course template revisions. If you do not have permissions to make revisions in Concourse and feel that you should have this access, you should consult your immediate supervisor, and the Course Information Management Team (CIMT) representative. If approved, they can submit a request to the Help Desk on your behalf.

**What can I do to improve the accessibility of my syllabi?**

On your syllabus, if you include a link to a website, do not list the URL in the text, instead describe the webpage and add the hyperlink from that descriptive text. Also, if you add a table to your syllabus, identify the top row as the header. For directions, see the [Concourse Reference Guide](#).

**Using Concourse**

**Is using Concourse mandatory for all faculty at LCC?**

All faculty teaching courses in the Arts & Sciences, Health and Human Services, and Technical Careers Divisions are required to use Concourse for their section syllabi.

**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. Therefore, that information needs to be identical on all section syllabus for the course so faculty cannot edit those items. Errors or suggested changes to these items should be communicated to the appropriate program or department office.

**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. The required methods are identified by a yellow comment box, which is visible in edit mode. Required methods of evaluation should never be deleted from the syllabus. Your syllabus may

also include some optional methods. Each method carries a weight; some are set numbers and some are percentage ranges. Instructors should edit the weights/percentages of each evaluation method only if there is a range listed (i.e. 0-20%).

**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 appear in Edit mode in Concourse 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.

**Where can I add supplemental 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. As a reminder, faculty are not able to add student learning outcomes to their section syllabi.

**I am teaching an online course so I don't have regular class meeting times. How can I put this information in the Meeting Times section of the syllabus? It is requiring me to list days of the week in order to save any information.**

If you are teaching online, you are encouraged to list any 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 “Include Days and Times” in this section, add your information in the “Notes” section.

**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, student learning 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” in the [Concourse Faculty Reference Guide](#).

### **Can I print my Concourse syllabus to distribute it?**

While the Concourse system is accessible through multiple formats so it is easy for students to view electronically, it is possible for faculty to print copies for distribution. In the syllabus View mode, select Syllabus, and Print to access the print dialogue box.

### **Concourse Training and Assistance**

#### **Is there an online tutorial available?**

Yes, the online tutorial is available through the Talent Management System. Under the “Work” tab in myLCC, select “Talent Management System”. In the search box, enter Concourse Training for Faculty. Select the training and click the Request button. Click the Launch button to access the training.

#### **What other resources are available for learning how to use Concourse?**

The Center for Teaching Excellence (CTE) can provide face-to-face training and assistance for faculty. Department and division office staff can also answer questions regarding faculty and student use of Concourse. You can also download a copy of the [Concourse Reference Guide](#) from the [CTE Teaching and Learning Resources webpage](#). In addition, the [Concourse Syllabus Management System Faculty Reference Guide](#) is available in the Academic Affairs public workspace.

#### **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 editing their Concourse syllabus through the CTE.

#### **Who do I call for assistance?**

For assistance with technical issues, such as accessing your section syllabus in D2L or any other technical issues with Concourse system in general, please email or call the LCC Help Desk at [lcc1@lcc.edu](mailto:lcc1@lcc.edu) or (517) 483-5221.

For assistance with editing your Concourse syllabus, or anything else outlined in the [Concourse Reference Guide](#), please email or call the Center for Teaching Excellence at [cte@star.lcc.edu](mailto:cte@star.lcc.edu) or (517) 483-1680.

For questions regarding division and department policies and procedures regarding syllabi, please contact your department office.