

Concourse Manual

Version 3.0
January 14th, 2010

Intellidemia, Inc.

This is version 3.0 of the Concourse Manual. Notable changes from the last manual (version 1.1 dated May 21st, 2009) include:

- Reorganization for consistency with new interface
- Addition of notification and file features
- Rewriting of Managing Users section to account for invite feature
- Expansion of search parameters and explanations

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1 Getting Started with Concourse

Welcome to Concourse. We're glad you've decided to join us!

Concourse is your portal to course information. With Concourse, you will easily be able to:

- Find and preview syllabi throughout the entire academic community.
- Link course content to a syllabus in an easy and intuitive fashion.
- Synchronize your calendar with the activities detailed in the syllabus.
- Exchange teaching ideas and methodologies.
- Archive course content in a secure and searchable database.
- Streamline institutional workflow and accreditation.
- *And much more!*

You are about to unlock the power of Concourse. This guide will help you understand all of the features and functions included in Concourse. If this is your first time using Concourse, rest of this chapter will get you up and going within a matter of moments.

1.1 Signing Up

To begin using Concourse, please follow these easy steps:

1. Visit the Concourse Login page and go to the Sign Up area.
2. Enter your email address.
3. Enter a password.
4. Confirm your password.
5. Click **Sign Up**.

You will soon receive an authentication email at the address you provided with instructions to complete account creation. Once authenticated, you will be able to log in and start using Concourse by continuing to the Login page. And when you log in for the first time, be sure to visit the Account page to update your profile (see [Section 4.1 \[Updating your Profile\], page 12](#)).

If you do not receive an authentication email from us within a few minutes, check your spam filter. If you continue to have difficulty, please contact us for further assistance (see [Section A.5 \[Additional Support\], page 21](#)).

1.2 Navigating

Concourse is organized into 3 general areas, described below. Each of these general areas can be accessed at any time using the navigation bar at the top of every page.

- *Dashboard*: This is the main page where you will find a list of the courses you are a part of, see summary information for them, and access tools for course creation and management. The dashboard is the place where you will normally arrive after logging in.

- *Course*: Each course is comprised of 5 main areas: Syllabus, Files, Info, Users, and Settings. All information related to a specific course can be found throughout these areas.
 - *Syllabus*: The Syllabus area is where you view, edit, and print the syllabus. It also shows descriptive information such as the date of last revision.
 - *Files*: You can add, manage, and download course content from the Files area.
 - *Info*: The Info page is where you find general and role specific information about the course, as well as links to the publish the syllabus publically or to a calendar.
 - *Users*: User management, such as adding users to a course and responding to registration requests, is performed on the Users page.
 - *Settings*: Access rights related to a course and its groups are applied from the Settings area.
- *Account*: Features related to account management, such as changing your profile, password, and preferences, are found here.
- *Search*: The Search page is used to locate courses based on general keywords or specific parameters, like a course number.

Remember, not all course areas and content will be available to every user. Access to the various areas and course content is determined by the system and course administrators.

For a more in-depth look at the organization behind Concourse, please see the full Concourse site map (see [Section A.1 \[Concourse Site Map\], page 15](#)).

1.3 Registering for a Course

Registering for a course is easy. By following the steps below, you will be well on your way to taking full advantage of Concourse.

To register for a course,

1. Go to the registration area by clicking the **Register** tab on the dashboard.
2. If you have recieved an email with a registration code, select this option and enter the code. If not, continue with the steps below by searching for a course.
3. Locate courses by entering keywords or advanced criteria and press **Submit**.
4. Select the course you wish to register for and click **Register** on the right side of the result row.
5. Choose your desired **Group** and **Section(s)** and then press **Submit**.

If the administrator of the course allows for open registration with your selected group, congratulations! You are now registered and can continue on to view the course. It will also be listed on your dashboard so you can visit it at anytime.

However, if the course administrator has set the registration setting for the group you selected to “Ask”, a registration request will be generated and the course administrator notified. If the administrator then approves the request, you will be registered for the course and it will appear in your active course list the next time you return to the dashboard.

Unfortunately, if the registration setting for the group is set to “Deny”, you will not be allowed to register for that course under the selected group. If you are still interested in joining the course, we suggest you try registering with a different group or contact a course administrator directly.

2 The Basics

2.1 Finding Courses

The fastest way to find a course is by entering keywords directly into the search bar on the top right of every page. This will look for courses matching any mix of all your keywords within your home institution. After submitting your search, a list of matching courses will be displayed in the Search page. You can then click on the title or designation of the course to view the course syllabus.

Once at the Search page, if you would like to perform a more advanced search or refine your keyword search by adding additional criteria, expand the search pane on the left and enter additional search parameters. The full list of search parameters includes:

- *Keyword*: Use the keyword parameter to find courses that include the terms you've entered anywhere throughout the course syllabus.
- *Institution*: This list includes all of the educational establishments within your Concourse installation. By default, the institution parameter will be set to your home institution. You can change your home institution by updating your profile within the Account area.
- *Keyword Mode*: Change the keyword mode to determine how your keyword phrase is interpreted. "All words" will find courses that contain your mix of keywords anywhere in the syllabus. "Any word" will match course containing at least one of your keywords. "Exact phrase" will only match courses that have the keywords consecutively.
- *Course Title*: The course title is the full descriptive name for a course.
- *Course Designation*: The course designation is comprised of the subject code and number for the course, such as ART-213.
- *Campus*: The physical site where a course is offered.
- *School*: An academic administrative unit, such as the School of Medicine.
- *Department*: The formal faculty group responsible for instruction in a general area. For example, Electrical Engineering can be a department within the School of Engineering.
- *Term*: The unit of time made up of its session and year, such as Spring 2009.
- *Credits*: The amount of academic value awarded for a course.
- *Registration*: You can choose between all, my, and other courses. "My courses" encompasses courses which you are or have been registered for. "Other courses" are courses which you are not a part of.
- *Time Frame*: You can choose between all, past, current, and future courses. Courses with an end date prior to today's date are considered past courses. Current courses are those where today's date is between the start and end dates for the course. Future courses are courses whereby the start date is after today's date.

Remember, search criteria are additive. Therefore, if you enter "History" as the course title and "Spring 2010" as the term, you will find all courses with History in the course title that are offered in the Spring 2010 term.

Finally, it is worth noting that all parameters (besides keyword) match courses with an exact phrase present. That is, if the course title is “Introduction to Management”, and you search for “Intro”, you will find the course. However, if you enter “Intro to Management” as the course title, it will not be returned as a result. Therefore we recommend always starting with a combination of keywords only.

2.2 Viewing a Course

You can reach a course through a number of routes, such as searching for and selecting a course from the results or directly from your dashboard. Whichever the route, once you arrive at a course, you will be able to view sections of the syllabus, review course information, and if permitted, access the Edit, Files, User, and Settings areas for the course.

Registered and Guest Access

If you are registered for the course, you will automatically see the content that applies to the sections you are in and is visible to your registration group. If you are not registered for the course, you will be considered a “guest.” As a guest, you will see a guest indicator and all the content available for the group designated as the guest group by the course administrator. Also, as a guest you can quickly register for the course by clicking the **Register** tab.

Changing Sections

If you are registered for the course, the sections you are associated with will be automatically selected for you. If you would like to modify the sections you are viewing, just select the sections you wish to see using the Change View panel and press **Set**. If you are a guest in the course, by default you will view content from all course sections, but you can change this using the same technique.

Quick Jumping

The change view panel provides a series of “jump-to” links that are consistent with the content in the syllabus. Use these links to quickly scroll to that point in the syllabus. If the syllabus contains a schedule, the **Today** link will automatically move your screen to the next schedule entry after today’s date.

2.3 Printing a Syllabus

From the Syllabus area, you can print the content you are viewing by clicking the **Print** link. Only the syllabus will be selected for printing so you will not see tabs and title bar in your printout.

Printing to PDF

At this time Concourse does not have native support for publishing PDF syllabi. However, some popular browsers already have an embedded print to PDF feature which will allow you to transform the would-be-printed output directly into a PDF. If not, one such free PDF printer is offered by CutePDF and can be obtained by visiting <http://www.cutepdf.com>.

3 Working with Courses

3.1 Creating a Course

Making a new course is easy! To create a course, just click **Create** from the dashboard. Then select if you would like to clone an existing course or start from scratch with a new course. Cloning a course will not only copy all the existing syllabus content, but also reproduce the settings and group permissions for that course. If you select Clone Course, you will first be directed to the Search area to find a course to clone before you can continue with the instructions below.

Next, you will be presented a series of parameters to setup your course, some required and some optional, which are described in more detail below. If you elected to clone a course, these parameters will be automatically filled in with the data from the course you are cloning. Once you complete this information, just click **Create** at the bottom of the screen and you're ready to go!

Required Information

- *Course Title*: Enter the full descriptive name for a course, such as “Introduction to Marketing.”
- *Institution*: Select the institution that will be offering the course.
- *Start and End Dates*: Enter the dates over which the course will be in held.
- *Sections*: Enter the course sections you would like in a comma separated list. Example section lists include “1,2,5,7” or “1YR, 2YR, 3YR, 4YR, GRAD.” *Note: If you are cloning a course, you can choose to maintain the existing course sections or enter new ones. By entering new sections, all syllabus content will be applied to every section.*
- *Group Name*: Enter the initial group name for the course. This group will automatically be granted edit and administrative rights and you will be placed in this group upon creation. In most cases, “Instructors” will be the initial group. *Note: If you are cloning a course, you will instead select a group that already has administrative rights.*

Optional Information

- *Course Designation*: Enter the designation for the course, which is comprised of its subject code and number, such as “ART” and “213” respectively.
- *Campus*: Enter the physical site that will be offering this course, such as “Springfield”.
- *School*: Enter the academic unit that will be offering this course, such as the “School of Music”.
- *Department*: Enter the faculty body that will be offering this course, such as the “Department of Classical Studies”.
- *Term*: Enter the term for the course, which is comprised of the session and year, such as “Spring 2010”.
- *Credits*: Enter the amount of academic value awarded for the course.

After creating the course, you can always return to update the optional information. This is done by visiting the Settings page. If for any reason you need to change the required course

information, please contact us for further assistance (see [Section A.5 \[Additional Support\]](#), page 21).

3.2 Editing a Syllabus

The syllabus editor is the core of Concourse. It is where you can collaborate with others on adding, modifying, organizing, and removing syllabus content. You can also apply content to all or a subset of course sections (see [Section 3.3 \[Using Sections\]](#), page 9).

Every syllabus within Concourse has a hierarchical structure. Through our research, we have identified a series of items (i.e. components) that are common to syllabi and their general structure. For example, a syllabus may have an item called Contact Information. Within Contact Information, any number of instructors and assistants may be found, each of which has any number of office hours that belong to them. It is with this structure that we have modeled our syllabus editing experience. [In the above example, Contact Information is the parent item to the Instructor item whereas Office Hours is a child item (see [Section A.2 \[Syllabus Structure and Item Outline\]](#), page 17).]

All syllabus editing is done from the Edit page. If you have editing permission, the edit link will be present within the Syllabus area. Once at the Edit page, you will see a master view of the syllabus on the right, meaning that the content displayed will be from all of the sections in aggregate. On the left you will see all of your available editing controls, side-by-side with your syllabus content. In addition, shading is used to help identify the bounds of the item and which controls apply to it.

3.2.1 Add a New Item

To add an item, click the green **Add** link that corresponds to the information you wish to include.

Adding a new item will automatically open the item in edit mode, which is described in detail under the next heading. Since every item contains a different set of parameters, we suggest you add and save a few items and their children to get a feel for how the editor works before entering the content of your syllabus.

Adding Schedule Items

The schedule item contains detailed information about the timing of course activities. The two ways of adding schedule entries are:

- *Add Schedule Entry*: For adding single schedule entries.
- *Add Recurring Entries*: For adding schedule entries that occur more than once. When entries are added with this tool, every entry will have the same type, times, and location and repeat on the selected days of the week between the selected date range. You can then return to edit the individual entries to customize them.

3.2.2 Edit an Item

To edit an item, just click the yellow **Edit** button to the left of that item. If you just added the item, it will already be open in edit mode.

In edit mode a dialog will be displayed where you will be able to enter information about the item and, in most cases, select applicable sections. For example, the edit mode for the Book item will display fields such as Author, Publisher, Edition, and ISBN. Each item also contains a Notes field, which should be used to enter data that does not appropriately fit under any of the other fields presented.

Fields, including all Notes fields, where large or complex information may be characteristic, rich text formatting is available. This includes typical formatting options such as bold, italics, underlining, bulleting, numbering, and justification. If you are looking to directly cut and paste large pieces of syllabus information, this is the most efficient way to do so.

Once you've entered your desired information, just click **Save** and the information will be formatted and placed on your syllabus. While most items allow for free text entry, specific formats are required for fields, such as dates and times. You will be prompted upon saving if any data formatting standards are not yet met.

If at anytime you want to exit edit mode without saving your changes, just click **Cancel**.

Link Files to Items

If you have uploaded files to your course, you can easily link them to your course syllabus where they make the most contextual sense. When editing an item, you will see a dropdown that lists all of the files for your course. Select a file and click **Attach** to insert that file directly into the syllabus. To remove the link, click **Detach**. Remember, you must click **Save** in order to save your changes.

Note: Detaching a file will not delete the file from the course. To remove the file entirely from the course, go to the Files page.

Send Item Notifications

If you would like to automatically email users in the course regarding the edits you just made, click **Save and Notify**. This will bring up a second dialog to customize the email that will be generated by Concourse for everyone who can view the item. That is, if the item applies to sections 2 and 3 (see [Section 3.3 \[Using Sections\], page 9](#)), only those enrolled in section 2 and 3 will receive the notification.

3.2.3 Reorder an Item

Items can be reordered using the black **Up** and **Down** arrows. Reordering an item will swap it with a similar item that is either above or below it. To maintain consistency, the top-level items (e.g. Institutional Policies) cannot be moved.

3.2.4 Delete an Item

To delete items from the syllabus, just click the red **Delete** button. You will then be prompted to **Confirm** this action. *Remember, deleting an item will remove it and its children from the syllabus.* For example, if you delete an assistant under the contact information item, you will also remove any office hours associated with this assistant.

3.3 Using Sections

Subsets of a course are generally referred to as sections, which contain common basic attributes such as course title or description, but can be held at different times, in different room, and taught by different instructors or assistants. In Concourse, you are able to assign syllabus items to any mix of sections using the “master syllabus” shown in the editor, thus eliminating the burden associated with managing and updating multiple documents for multiple sections across multiple platforms.

Sections can be most easily demonstrated with an example. For instance, as an instructor for a course with three sections, you can assign your contact information to all three sections. If you then have different assistants for each section, they can assign their contact information to just their respective section. Thus, when a student registered for section 1 views the syllabus, they will see your contact information and only the contact information of their teaching assistant. Plus, when you as the instructor update your contact information, you only need to do it once for all your students to see the change.

Assigning Sections

The selection of applicable sections is done during editing. When in edit mode for any item that can be used on the syllabus more than once, a section selector noting the sections the item is currently applied to is shown at the top of the edit dialog. Just click **Change** to reveal all the available section selections, choose which sections this item should apply to, and click **Save**.

It should also be noted that sections are inherited from parent items. That is, if an instructor assigned to Section 1 adds office hours, these office hours will automatically be assigned to Section 1.

3.4 Posting Files

Adding files to your syllabus starts with uploading your file. Within your course, click the **Files** tab. Once there, enter a file title, and if desired, a long description. This title will be used during editing to identify the file, so be sure this name is informative, short, and unique. Then select browse for the file and click **Upload**. Your file will then be listed below.

After the file has been uploaded, you can link it to items in your syllabus (see [Section 3.2 \[Editing a Syllabus\], page 7](#)). You can also edit the details of the file by clicking **Edit** in the row for file and remove the file by clicking **Delete**. Note that if you choose to delete the file, this will also remove any links to the file from the syllabus.

3.5 Applying Settings and Permissions

You can control general course settings and group specific permissions from the Settings area. This includes the ability to set which user groups can edit the syllabus and whether your course can be cloned. This page can be accessed by anyone who is part of a group with course administrative permission. The full set of course settings and group permissions are described below.

Course Settings

Course settings are applied to the course as a whole and are detailed below. Click **Save** at the bottom of the panel after you are satisfied with your selections.

- *Course Visibility*: This setting determines whether or not this course should be shown to users searching for courses.
- *Clone*: This setting determined whether users are able to clone your course.
- *Guest Group*: This setting determines what non-registered users will see when they visit your course. For that reason, it is advised that the group designated as guest not be provided administrative access or edit permissions.
- *Public Group*: This setting determines what public users (those not logged into Concourse) will see when they visit your course. Public users will never receive administrative permission regardless of the selected groups settings.

Group Permissions

Groups are used to classify a set of users under a common permission scheme per course. For each group, there are several categories of permissions, described below. To change permissions for a group, first select it from the dropdown. The current settings will then be loaded. When you are done changing permissions for that group, click **Save**.

- *Administrative*: This setting determines whether or not the users in this group will have access to the User and Settings pages. Remember to be careful to whom you provide administrative access, as they will have the ability to change any setting and content related to the course.
- *Registration*: This setting determines what happens when a user attempts to register for your course. If the registration permission is set to Allow, any user will be able to join the course under the given group. If set to Deny, users will not be able register for the course with this group. If set to Ask, a request for registration will be generated and the course administrators notified. These requests are handled on the Users page (see [Section 3.6 \[Managing Users and Registrations\]](#), page 11).
- *Syllabus*: This setting determines whether group users can see, and furthermore, edit syllabus content. The current list of items will match the major items already included on the syllabus. Three levels of permissions can be selected for each syllabus item: None, View, and View + Edit. Selecting None means that a user will not see the syllabus content. View allows the user to see but not edit content. View + Edit grants access to make content changes per the edit mode for the item. Remember, if you want to provide access to the Edit area, you must select View + Edit for the syllabus as well.
- *Files*: Similar to syllabus permissions, this parameter determines whether users can see files, and furthermore, add, edit, or delete them. By selecting None, the Files tab and any files attached to the syllabus will not be visible. View will give users access to the Files area for download only and show the files on the syllabus. Edit will give users in that group full control over files.

When a new course is created, you name the initial group. A guest group is also automatically created, which was described in more detail in the previous heading. You can then add any number of additional groups using the **Add New** link. Once you enter a unique new group name, click **Add**. By default, this new group will not have administrative access,

the registration permission will be set to Ask, and they will have View permission for all syllabus items and files.

To rename or delete a group, first be sure to select it from the dropdown and then click **Rename** or **Delete** respectively.

3.6 Managing Users and Registrations

The management of users is done through the Users page. This page allows course administrators to set groups and sections for current registrants, add multiple users to the course at once, and respond registration requests. All users within a group designated as administrators (see [Section 3.5 \[Applying Settings and Permissions\], page 9](#)) will have access to this page.

Manage Users

Each user already registered for the course is listed in this panel. From here, you can change a users applicable sections and group. To make changes to the users group or sections, make your selections and then press the **Save** button inline with their row.

If you wish to drop a user from the course, click **Drop** and then **Confirm** the action.

Add New Users

While users have the ability to make a request to register for your course individually, you can add multiple users at once using this panel. Just enter a comma separated list of email addresses for the users you wish to have in your course, select what group and sections you want them to be a part of and press **Submit**. All users with Concourse accounts will be automatically enrolled. Those without will be sent an email invitation with a unique code they can later use to register for your course.

Registration Requests

If a user seeks to register for your course under a group with Ask registration permission (see [Section 3.5 \[Applying Settings and Permissions\], page 9](#)), their request will be shown here. Once received, you can allow or deny the request. Even if you intend on allowing the request, you can first modify the sections or group associated with the user's original request. Just click **Allow** when you are satisfied with the section and group selections to enroll the requester or **Deny** to reject the request.

4 Account Tools

4.1 Updating your Profile

Your profile consists of your contact information and home institution. Your name will be used to identify you in places such as the class list, so be sure to complete this part after signing up.

To update your contact information or home institution, visit the Profile page within the Account area. After entering your selections, just click **Save**.

4.2 Changing your Password

Here's how to change your password.

1. Log in to Concourse and visit the Account area.
2. On the Password page, enter your current password.
3. Enter and confirm your new password and click **Save**.

Here are some password tips to help prevent anyone from breaking into your account:

- Never reveal your password to anyone. We will never ask for it nor do we have access to it.
- Never write down your password.
- Change your password periodically.
- The strongest passwords include combinations of upper and lowercase letters, numbers, and punctuation.

If you've forgotten your password, you'll need to reset your password (see [Section 4.5 \[Resetting your Password\]](#), page 13).

4.3 Changing your Preferences

To change your user preferences, visit the Account area and click **Preferences**.

At this time, the only available preference is opting in or out of email notifications generated from the syllabus editing process. If you wish to not receive notifications, uncheck this preference and click **Save**.

4.4 Dropping a Course

If you would like to drop a course, please follow these steps.

1. Go to the dashboard and click the Manage tab. You will then see a list of your current courses.
2. Find the course you wish to drop and click the **Drop** button. You will be prompted for confirmation.
3. Confirm that you wish to drop the course by clicking the **Confirm** button.

4.5 Resetting your Password

If you're unable to log in to Concourse, please follow the steps to reset your password.

1. Click **Forgot Your Password?** from the Login page.
2. Enter your email address and click **Submit**. You should soon receive an email at the provided address with instructions on resetting your password.
3. Complete your password reset by following the instructions.

The reset code in the email is only valid for a limited time, so please read and follow the instructions as soon as possible. If the code does expire, you can repeat the process, and we'll send you a new one.

4.6 Synchronizing your Calendar

Concourse can transform course events directly into internet calendars. Therefore, using popular calendar platforms with iCalendar (Internet Calendar) support such as Google Calendar or Microsoft Outlook, you are able to synchronize your calendar with your course and always stay up-to-date with class meeting times, homework, projects, and even office hours.

After setting up the feed, all office hour and schedule events will be synchronized with your calendar. Meeting times themselves are not directly synchronized with your calendar as they are often an embedded part of the schedule.

At this time, Google Calendar and Microsoft Outlook 2007 are the only calendar platforms we fully support. However, if you use another calendar platform that supports the iCal standard, you will likely have success synchronizing with Concourse.

In order to setup your course calendar feed, begin with the steps below. Then, choose whether you plan to use Google Calendar or Microsoft Outlook and continue

1. Visit the course you wish to obtain the feed to.
2. Click the **Info** tab.
3. Locate and copy the iCalendar link.

Setup for Google Calendar

4. Sign in to Google Calendar and continue the subscription process by following the instructions found here: <http://www.google.com/support/calendar/bin/answer.py?hl=en&answer=37100>.

Please note that calendar feeds are automatically updated by Google Calendar every few hours. Therefore it is possible that the course syllabus and calendar may be out-of-sync for brief periods following a syllabus revision. If the calendar isn't refreshed after 24 hours, please contact us (see [Section A.5 \[Additional Support\], page 21](#)).

Finally, you may be interested in renaming the calendar with a more appropriate calendar name. To do this, click **Settings** at the bottom of the calendar list and select the calendar you just added under Other Calendars. Then enter a new Calendar Name and press **Save**.

Setup for Microsoft Outlook 2007

4. Open Outlook 2007.
5. Select **Account Settings...** from the Tools menu.
6. Select the **Internet Calendars** tab and click **New...**
7. Paste the link you copied from Concourse into the New Internet Calendar Subscription field and click **Add**.
8. Provide a folder name consistent with the course you are adding and click **Ok**.

Your calendar feed will then be shown in your list of calendars and updated everytime Outlook performs the Send/Receive process. This typically happens when you check for new mail.

Appendix A Additional Documentation

A.1 Concourse Site Map

The pages within Concourse are organized using the structure below. The major features available at each page are described to the right of the page name.

Secure areas accessible while logged in:

- *Dashboard*
 - *View*: This shows a listing of all the courses you are registered for and provides other descriptive information. Clicking the title of a course will bring you to the syllabus view for it.
 - *Manage*: Go here to drop a course.
 - *Register*: Visit this page to register for courses. If you've received an invitation code to a course, you should also go here.
 - *Create*: This area is used to create new courses or clone existing ones.
- *Course*
 - *Syllabus*: This area contains the course syllabus. You can choose change your view by jumping to a point in the syllabus or filtering by sections. With permission, you can enter edit mode for the syllabus. You can also print the syllabus from here.
 - *Files*: This page lists all the files that have been uploaded to the course. With permission, you can also add new files, edit details about them, or remove them from your course.
 - *Info*: This page contains general and user specific information regarding the course. You obtain the public and iCalendar links from here as well.
 - *Users*: This is where administrator add or remove users and manage current user registrations, including setting registrant groups and sections. They also respond to registration requests from this page.
 - *Settings*: This area allows administrators to set course settings and manage group permissions. From here, you can determine who has access to your course and in what ways.
- *Account*: This is where you create your profile, change your password, and set your preferences.
- *Search*: This is where you look for course based on general syllabus keywords or through specific parameters such as the course title or term.

Areas accessible at any time:

- *Public Syllabus*: This page shows the public-facing version of a course syllabus.
- *Login*: This is where you log in to the system using a valid email and password.
- *Logout*: When you're all done, you should come here. Be sure to then go on to provide your feedback.
- *Sign Up*: Go here to apply for a new account.

- *Authenticate*: After signing up, the Authentication page is where you confirm your newly created account.
- *Resend Authentication*: In case you lost your authentication email, go here to send a new one.
- *Request Password Reset*: If you forget your password, this is where you can request a reset password code.
- *Reset Password*: Once you receive your reset password code, come here to create a new password.
- *Privacy*: Learn how we handle and protect your internet privacy.
- *Term of Service*: Go here to see the conditions regarding your Concourse use.
- *Help*: [Offsite link] The Help area provides tutorials, guides, and other helpful information regarding Concourse.
- *Feedback*: [Offsite link] Visit our Feedback page to let us know what you think!
- *Intellidemia*: [Offsite link] The corporate homepage for the creators of Concourse.

A.2 Syllabus Structure and Item Outline

A syllabus within Concourse models the majority of syllabi used by instructors and institutions in a structured fashion. Through our research we have uncovered a series of elements commonly found on syllabi, such as books, contacts, and objectives. In Concourse, we refer to these components with similar contents as items. In the case of a contact entry item, the information included would consist of a person's role in the course (e.g. Instructor), their name, various forms of contact information, and accompanying notes.

Further, we have determined the relationships among all of these items, which we refer to as the syllabus structure. In this structure, the syllabus content is organized in a hierarchy. This means that every item must have a parent and they may also have children. To continue with the contact entry item example from above, a contact entry item has the contact information item as its parent and any number of office hour children.

In other words, your syllabus within Concourse can have contact information as a part of its outline. Then within contact information, you can include any number of contacts, each of which can have any number of office hours, just like a traditional syllabus.

Item Outline

The complete syllabus structure, including items and their relationship to one another, is shown in the outline below. This outline should help you understand how to best model your syllabi content in our system. If after reviewing this structure you feel that there are components on your syllabus that do not fit within any of the items below, please let us know what items we should consider adding (see [Section A.5 \[Additional Support\]](#), page 21).

- Syllabus
 - Meeting Times
 - Meeting Time+
 - Contact Information
 - Contact Entry+
 - Office Hours+
 - Description
 - Objectives
 - Outcomes
 - Materials
 - Book+
 - Other+
 - Deliverables
 - Deliverable Entry+
 - Evaluation
 - Criteria
 - Criterion+
 - Breakdown

- Breakdown Entry+
- Course Policies
 - Course Policy+
- Institutional Policies
 - Institutional Policy+
- Additional Items
 - Additional Item+
- Schedule
 - Schedule Entry+

+ = The syllabus can contain multiple instances of this item type.

A.3 Supported Browsers

Concourse is a graphic and Javascript intensive website, and you must have Javascript enabled to fully utilize Concourse. You should also use viewing resolutions of 1024x768 or higher.

We have certified our system on the following browsers. We recommend using one of them to obtain the best user experience.

- Mozilla Firefox 3+
- Google Chrome 3+
- Microsoft Internet Explorer 7+

Concourse has also been tested on a limited basis using the following browsers. While most functionality works as intended, it is possible that some unexpected behavior and display may be experienced.

- Microsoft Internet Explorer 6
- Safari 4
- Mozilla Firefox 2
- Opera 10

Concourse is not yet compatible for use with mobile device browsers.

A.4 Maintenance

Though we expect Concourse to be operable 24 hours a day, the Concourse system may be unavailable occasionally for scheduled maintenance to help improve your user experience. If needed, the maintenance window spans from 3AM to 5AM EST daily. Therefore, on days when upgrades are being performed, Concourse may not be accessible for a brief period of time.

In the event of an unexpected outage, we will work as fast as possible to restore service. We thank you for your patience during this critical restoration time.

A.5 Additional Support

If after reviewing the Concourse Manual you are still experiencing difficulty, we will be happy to assist you. Just visit our Feedback page at <http://intellidemia.com/connect/feedback.php> and send us a complete description of your issue. In most cases your request will be answered within a few hours.

Additionally, if you would like to send us comments or suggestions about Concourse, this manual, or have any other inquiry, we welcome you to do so using the same feedback form.

Thank you for using Concourse and we look forward to hearing from you!

Appendix B Glossary

A

Add Item: See *Item, Add*

Advanced Search:
See *Search, Advanced*

All Courses:
See *Courses, All*

Allow: To accept the pending request.

Allow (Registration):
See *Registration, Allow*

Ask (Registration):
See *Registration, Ask*

Attach (File):
See *Files, Attach*

Authenticate:
To verify your email address after signing up for Concourse.

Authentication Code:
See *Code, Authentication*

B

Bulk Add: To associate multiple users in a course with a single addition.

C

Calendar: See *iCalendar*

Campus: The physical site where a course is offered.

Child Item:
See *Item, Child*

Clone: To create a new course from an existing one. Content, settings, and permissions are copied during cloning.

Code, Authentication:
The unique code provided after sign up to authenticate your account.

Code, Invitation:

The unique code provided to register for a course.

Code, Reset Password:

The unique code provided to reset a forgotten password.

Course: An educational offering that consists of a syllabus and other materials.

Course Designation:

The short name for a course comprised of its subject code and number (e.g. ART-213).

Course Settings:

To perform functions related to group or general permissions for a course.

Course Title:

The full descriptive name for a course.

Courses, All:

Every course regardless of date or registration status.

Courses, Current:

Courses whereby the current date falls between the designated start and end dates of the course.

Courses, Future:

Courses whereby the current date falls before the designated start date of the course.

Courses, My:

Courses that a user is registered for.

Courses, Past:

Courses whereby the current date falls after the designated end date of the course.

Credits: The amount of academic value awarded for a course.

Current Courses:

See *Courses, Current*

D

Dashboard:

The main page where users typically arrive after login which lists the courses the user is associated and includes links to other areas in Concourse.

Department:

The formal faculty group responsible for instruction in a general area. For example, Electrical Engineering can be a department within the School of Engineering.

Delete Item:

See *Item, Delete*

Delete Files:

See *File, Delete*

Deny: To reject the pending request.

Deny (Registration):

See *Registration, Deny*

Detach (File):

See *Files, Detach*

Drop: To disassociate a user from a course.

E

Edit: To change content on a syllabus.

Edit Item: See *Item, Edit*

Edit (Permission):

See *Permission, Edit*

F

Field: A place to enter data

Field (Item):

See *Item, Field*

Files Course content that is uploaded for a course and may be linked to the syllabus.

Files, Attach:

To link an uploaded file to a syllabus item.

Files, Detach:

To remove the link between an upload file and a syllabus item.

Files, Delete:

To remove course content from the syllabus

Future Courses:

See *Courses, Future*

G

General Settings:

The settings that apply to the main aspects of a course. This includes search visibility and the designated guest group.

Group: A set of users registered for a course with a common set of permissions. Conventional group names include instructors, assistants, students, administrators, and guests.

Guest: A user who is not associated with a given course.

H

Hide from Search:

See *Search, Hide from*

Home Institution:

See *Institution, Home*

I

iCalendar: The file format used to transfer appointments to an internet calendar platform, such as Google Calendar or Microsoft Outlook.

Institution:

An educational establishment (e.g. Cornell)

Institution, Home:

The primary educational establishment that you are affiliated with.

Invitation Code:

See *Code, Invitation*

Item: A component of a syllabus that contains related fields and/or children items. Examples include contact information entries, books, and evaluation criteria.

Item, Add:

To insert another item on the syllabus.

Item, Child:

The subset of related fields and/or additional children that belong to a parent. For example, the book item is a child of the materials item.

Item, Delete:

To remove an item from the syllabus.

Item, Edit:

To change the content of a particular item on a syllabus.

Item, Field:

An individual piece of information related to an item. For example, a field within the book item is the publisher.

Item, Parent:

An item that has one or more child items.

Item, Reorder:

To move the placement of an item on the syllabus up or down.

Item, Top-Level:

The highest level item on the syllabus. They are generally regarded as the most major components of a syllabus, and help make up the structure of the syllabus itself. The list of top-level items include: *Meeting Times, Contact Information, Description, Objectives, Outcomes, Materials, Deliverables, Evaluation, Course Policies, Institute Policies, Additional Items, Schedule.*

Item Structure:

The overall organization given to the components on a syllabus.

K

Keyword Search:

See *Search, Keyword*

L

Label: A word or phrase that describes the category of information that follows.

Login: To access Concourse by providing a valid user name and password combination.

Logout: To exit Concourse.

M

My Courses:

See *Courses, My*

N

None (Permission):

See *Permission, None*

Notes: A field for general information that is not accurately categorized by the other item fields.

Notification:

A message for a system user. Notifications may be sent from user or automatically generated by the system.

Number:

The numerical identifier for a course within a subject area, often preceded by a subject code. May also denote the academic level of the course (e.g. ART-213 is a 200 level course)

P

Parent Item:

See *Item, Parent*

Password: A secret expression supplied by a user to gain access to Concourse.

Past Courses:

See *Courses, Past*

Permission:

The level of authorization given to a group for a given item.

Permission, Edit:

With this level of permission, users will be allowed to see and change the content in question.

Permission, None:

With this level of permission, users will not be able to see nor change the content in question.

Permission, View:

With this level of permission, user will only be able to see but not change the content in question.

R

Register: To become associated with a course, that is, join a group within a course and belong to at least one section of that course.

Registrant:

A user who is part of a course, that is, they belong to a group within a course and belong to at least one section of that course.

Registration, Allow:

To accept any user attempting to register for the course under the given group.

Registration, Ask:

To generate a registration request for each user attempting to register for the course under the given group.

Registration, Deny:

To prevent all users attempting to register for the course under the given group.

Reorder Item:

See *Item, Reorder*

Report: The output from the system containing organized information, usually with a common theme.

Request: To ask for permission to perform an action. For example, if the register permission for a course is set to ask, a request will be generated when a user tries to register using that group.

Requisite: The level of knowledge expected for successful course completion that can be used as a restriction in taking the course. Generally prerequisites must be completed before the given course while corequisites are taken simultaneously.

Reset Password Code:

See *Code, Reset Password*

S

Save and Notify

To first save edits to an item and then send a custom message.

School: An academic administrative unit, such as the School of Medicine.

Search: To look for courses matching specified criteria.

Search, Advanced:

The expanded search panel where detailed criteria can be entered.

Search, Hide from:

To prevent a course from being identified by search criteria and showing up in search results.

Search, Keyword:

A word or phrase that is entered to locate criteria matches anywhere within a course.

Section: A subset of a course, often with common attributes, such as a course designation (ART-213) and description, but each (ART-213-5) may be led by different instructors or be held at different times or locations.

Session: The name given to the semester, quarter, or other academic period during which a course is offered. For example, Spring or Summer II are considered sessions.

Subject: A discipline taught by a department. For example, the Computer Engineering and Power Engineering subjects may be taught by the Electrical Engineering department.

Subject Code:

The short version of a subject. For example, ACC is short for Accounting.

Syllabus: The centralizing document for a course containing an outline and the main points of a course of study.

T

Term: The unit of time made up of its session and year, such as Summer II, 2010.

Top-Level Item:

See *Item*, *Top-Level*

U

User: A person who has an authenticated account in Concourse.

User ID: The email address associated with the user.

User Management:

To perform functions related to users associated with a course.

V

View: To see the content of a course.

View (Permission):

See *Permission*, *View*

View + Edit (Permission):

See *Permission*, *Edit*

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