# Success from the Start

## How a new community college got a running start on syllabus management with Concourse Starter

### Five Years Young With Age-Old Challenges

The College of Eastern Idaho (CEI) is widely known for providing open access to affordable, quality education that meets the needs of students from the surrounding community. While CEI officially gained community college status in 2017, their history dates back to 1969, with the establishment of the Eastern Idaho Vocational Technical School. Throughout the years, the name and status may have changed, but the commitment to student success has remained strong.

With the community college status came new and different rules and regulations, such as accreditor expectations for syllabus management. CEI initially established a rudimentary syllabus management process. Over time, they realized a need for a robust process with measures in place to ensure consistency and access to all syllabi. With a visit from the Northwest Commission on Colleges and Universities (NWCCU) accreditor next year, CEI committed to implementing a syllabus solution.

### The First Step is the Hardest

CEI's first step toward better syllabus management was understanding the existing syllabus management process. Initially, all faculty members began with a Word-based template that contained school policy information. Instructors would then add their course-specific information and send the finalized syllabus to their departments. At least, that's what was *supposed* to happen. In reality, some syllabi never made it to the department office, and those that made it did not always contain the most up-to-date or accurate course and campus information.

Even with budget and time constraints looming in the background, CEI moved forward with their search for a cloud-based syllabus solution. They knew that the inconsistent and unreliable nature of the current syllabus process would not improve without intervention. Every day without an effective syllabus solution was one day closer to that seven year accreditation visit. They knew their search had ended when they discovered Concourse.

### Highlights

Became a community college in 2017.

Seamlessly transitioned from Concourse Starter to Concourse, the structured syllabus solution.

Met accreditation standards and achieved syllabus consistency.

Syllabi are now available in a cloud-based solution for efficient discovery by prospective, current, and transfer students.

## Concourse

## Starting to See a Difference

Implementing new technology is never easy, even for seasoned administrators. CEI understood this, and decided to move forward with a phased approach. While targeting fully structured and template driven syllabi for Spring 2022, CEI began their syllabus management journey with Concourse Starter, the upload-only edition of Concourse. Faculty were able to easily upload their syllabi and as a result, quickly became comfortable with the Concourse interface and functionality.

Another benefit of beginning with Concourse Starter was that they could easily upload historical syllabi. CEI was now realizing their goal of a cloud-based syllabus repository.

Taking small, intentional steps allowed CEI to methodically introduce the campus community to a whole new world of syllabus management - one that would accommodate their offline processes while offering so much more in the areas of efficiency, consistency, and accessibility.

## Picking Up the Pace

With a strong start, CEI wasted no time moving on to the next phase of their implementation. Working closely with their Concourse implementation team, they constructed syllabus templates with institutional, program, and course-specific information.

CEI then introduced a template management process infused with best practices, applied controls to ensure consistent course information, and provided training for end users. Academic and technical administrators, template managers, and faculty members also took advantage of Concourse's rich asynchronous training offerings.

CEI achieved their goal of structured, template driven syllabi for Spring 2022. Proper planning and phasing for the campus-wide introduction of structured syllabi delivered on CEI's expectation of increased consistency and accessibility.

## Maintaining the Momentum

CEI is proud to have implemented such a widely-used and intuitive solution to manage syllabi. Now that all syllabi are in a single location, collection and semester audit of syllabi happens in one place. Program and course templates assure current and accurate content. School administrators are able to track syllabus views and edits with the click of a button. Syllabus review workflow is efficient and effective, and students can locate specific course details with ease. Syllabus management is a continuous process. CEI is now well-positioned to support this evolving process with ease.

> **With proper storage and management of syllabi, plus a solid, college-wide template for policies, this is the first time I am hearing positive comments about the syllabus process.**
>
> **Ryan Faulkner**
> **Dean of Online Learning**

## About us

Since 2007, we have been focused on one thing: helping our clients improve syllabus management. We know what it takes to make the syllabus management process smooth and seamless, and we are ready to help you put this powerful tool to work for your institution.

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