



SHELTON STATE
COMMUNITY COLLEGE

Quality Matters When it Comes to Syllabi

Shelton State Community College and Concourse Syllabus Management

Inconsistent and Inefficient

Without a comprehensive syllabus management solution, Shelton State Community College (SSCC) faced many of the same struggles other institutions have with syllabi. The process began with faculty downloading and completing a Microsoft Word template each semester for every course. A division chairperson would then collect and review all syllabi to approve or recommend additional revisions. Once approved, each syllabus had to be added to the LMS by the instructor and separately uploaded to a shared drive for archiving.

Inevitably, inconsistencies crept in. Faculty would often update a previous syllabus for the new semester rather than utilizing an updated template. Updated course descriptions and current policies were lost in the process. Inaccurate dates and broken links left students with syllabi that created obstacles to success rather than removing them.

Efforts by faculty and administrators to identify and address these issues

took significant time, and despite their best attempts the same problems would recur each semester. Altogether, this created major process inefficiencies. It also hindered SSCC's efforts to meet and uphold Quality Matters standards in their courses.

Finding a Solution

In 2019, SSCC started seeking a platform that would help with syllabus consistency and accessibility, provide an easier editing and revision process for faculty members, and facilitate adherence to Quality Matters standards. The College arrived at Concourse, a feature-rich syllabus management solution with robust template management, a consistent approach to content and presentation, seamless integration, and powerful reporting. Concourse was well positioned to address many of the content inconsistencies and process inefficiencies SSCC was experiencing and offered additional unanticipated benefits for students, faculty, and administrators.

About Shelton State Community College

Shelton State Community College is a two-year community college located in Tuscaloosa, Alabama. SSCC is one of the largest two-year colleges within the Alabama Community College System, enrolling over 7,000 students across its two campuses. SSCC is also one of six Historically Black Colleges and Universities (HBCUs) community colleges in the state of Alabama.



Concourse



Implementing Concourse

Implementing Concourse allowed SSCC to overcome the obstacles that previously impeded their efforts. The use of templates, permissions, and Concourse's Copy tool helped create consistency in syllabi across courses and semesters. The robust auditing and reporting tools in Concourse allowed them to design new and more efficient revision and approval processes and ensure compliance with Quality Matters standards. Perhaps most importantly, faculty found Concourse intuitive and easy to use, and with a native experience in Canvas, SSCC attained near 100% adoption within the first semester of use.

Lasting Impact

Instant consistency across thousands of syllabi. The consistency achieved across syllabi is a direct result of the Concourse design. Administrators are leveraging tiered templates, content population, and granular permissions to ensure that syllabi are and remain consistent and up-to-date with minimal effort. This is done while maintaining faculty flexibility and freedom. With almost 90% of the syllabus pre-filled before faculty are invited to apply their own touches, administrators and instructors alike are spending more time focused on teaching and the students.

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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Transcending Quality Matters

standards. Concourse now helps SSCC administrators and faculty demonstrate 16 of the 42 standards from the Quality Matters rubric as they produce more than 800 syllabi each semester. While reviews typically invite chaos as organizations collect documents and generate reports, Concourse provides a means to assure that syllabi are accurate, meet standards, and bring forth a smooth review. What was once a tumultuous process, is now organized and streamlined.

A stronger student experience.

Moving to a syllabus management system greatly improves the student experience at SSCC. With such a high degree of consistency and transparency, students can rely on their syllabi throughout the semester. Each syllabus now follows the same basic structure, yielding a familiarity that makes it quick and easy to locate important information, especially for those with accessibility needs. Students also have the ability to access the syllabi from any device and are able to better understand both the course material and important policies that are drivers in their success. Additionally, faculty can see if and when students are accessing syllabi.

About Quality Matters

The Quality Matters program provides professional development, a set of rubrics, and a course peer review process that work together to support faculty in improving the quality of online and blended courses. Quality Matters has received national recognition for its faculty-centered approach to continuous improvement in online education and student learning.

“Now we have a standard way to display syllabi. We know descriptions and policies are going to be correct. We are confident they are accessible. The entire experience is better with Concourse.”

Christine Wilson
Director of eLearning