**Faculty - Frequently Asked Questions**

Concourse
Syllabus

1. **I am unable to log into Concourse.  What should I do?**
   Please ensure you are logging in through the JagNet portal using either Chrome or Firefox internet browsers.  If this does not work, then please contact us at syllabi@southtexascollege.edu so we can further assist.

2. **Do I need to complete all of the items in the syllabus?**

   You are only required to complete the items that your department chair has asked you to complete.  If you're not sure, refer to your department chair for guidance.

3. **I'm missing a course syllabus on my Concourse dashboard.  What do I do?**

   Course syllabi are generated from data feeds using data from the student information system.  A possible cause for a missing course syllabus could be that the course you have been assigned has not been updated in the student information system.  If you are missing a course syllabus, please send an email to syllabi@southtexascollege.edu and include your name, A# and course information (CRN).

4. **My course syllabus is on my dashboard but it has another faculty's name?  What do I do?**

   This likely happened if the course was initially assigned to another faculty and was then updated to change to a new faculty.  You should still be able to edit the syllabus.  However, you can send an email to syllabi@southtexascollege.edu and provide the course information (CRN) to have the faculty's name updated.

5. **My course syllabus has the incorrect meeting time/days? What do I do?**

   This likely happened if the meeting times for the course were changed from the time the syllabus was generated.  Please submit an email to syllabi@southtexascollege.edu and include your name, A# and course information (CRN) and request for the meeting time to be updated.

6. **Can I copy content from one syllabus to another?**

   Yes.  Using the copy feature, you are able to copy content from another syllabus.  Please refer to the user guide for instructions on copying content.  You can only copy items that you have permission to edit.

7. **Am I able to see course syllabi from a previous term?**

   Yes, if the previous syllabi were completed through Concourse, you should be able to view, and copy, from syllabi for courses offered during a previous term.

8. **I've completed my course syllabus.  How will students be able to view and when?**

   Student view of course syllabi will be available the day before classes begin for each full term.  Students can view their syllabi through the Syllabi icon under the Student Apps section in Jagnet.  They can also access syllabi through Blackboard if the faculty has made the content available.

9. **What if I teach minimester courses that are not available until later in the term. When will students be able to view?**
Student view of course syllabi will be available prior to the start date of the minimesters.

10. **Can I copy content from an old section outline?**

   If you completed the section outline through Concourse, you should be able to copy content from a previously completed section outline.

11. **If I make a change to my syllabus on JagNet, will it update in Blackboard or vice versa?**

   Yes, the content is linked and therefore any changes to the syllabus on Jagnet or Blackboard will update in both places.

12. **Can I use color font in my syllabus?**

   While the Concourse application does have the ability to add colored font, South Texas College strongly discourages the use of this practice due to potential ADA accessibility issues. Utilizing color font may impact the contrast of the document. For more information regarding Accessibility, please visit https://admin.southtexascollege.edu/pr/web/guidelines.html.

13. **Can I access Concourse off-campus (from home)?**

   Yes, you can access Concourse through JagNet from home. (Note: The application may not be available during scheduled downtimes due to maintenance provided by IS&P.)

14. **Are we supposed to complete the Curriculum Vitae section of the Account Profile?**

   Effective Fall 2022, all faculty will be required to complete their Curriculum Vitae (CV) through the Concourse Syllabi Management application. Steps to complete this can be found in the updated **Concourse Faculty User Guide**. Faculty have the ability to update their CV at any time.

15. **What is the deadline to complete the course syllabi (section outlines)?**

   House Bill 2504 states that course syllabi must be made available by the 7th class day for each session. The Curriculum Department will communicate the deadlines for each session before and during the term via Faculty/Staff news. However, check with your department chair for any possible internal deadlines as each department/division may designate their own deadline for the purposes of internal review.