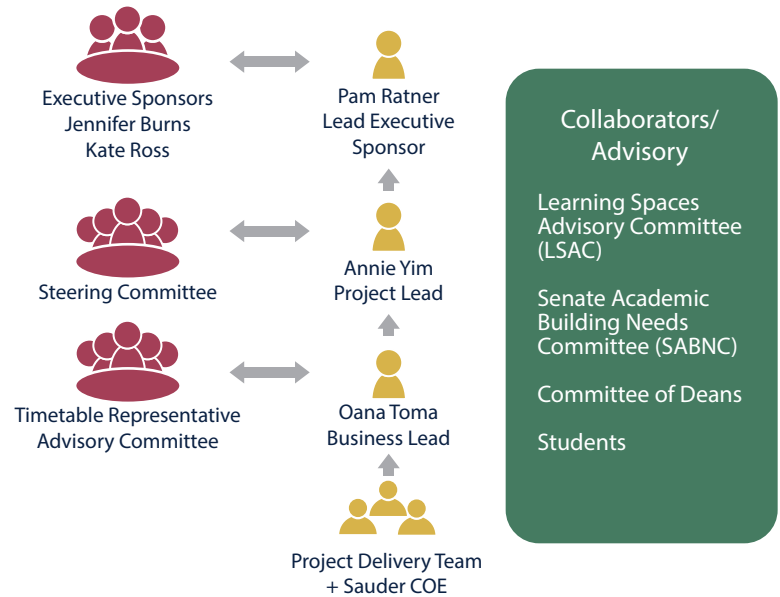# Vancouver Scheduling Project

Information Bulletin - October 2020

The strategic plan has identified education renewal, program redesign, practical learning, interdisciplinary education and student experience as key strategies. We will be teaching differently in the future and our infrastructure must support that work.

Dr. Pam Ratner
Vice-Provost and Associate Vice-President, Enrolment and Academic Facilities

Project Governance

Executive Sponsors
Jennifer Burns
Kate Ross

Pam Ratner
Lead Executive Sponsor

Steering Committee

Annie Yim
Project Lead

Timetable Representative
Advisory Committee

Oana Toma
Business Lead

Project Delivery Team
+ Sauder COE

Collaborators/ Advisory

Learning Spaces Advisory Committee (LSAC)

Senate Academic Building Needs Committee (SABNC)

Committee of Deans

Students

Goals

◆ Support excellence in transformative teaching and learning.

◆ Achieve agility and ease in administration and user experience.

◆ Ensure optimal and effective use of the institution's teaching space and resources.

◆ Ensure reliable, integrated, and accessible data that enables informed and strategic decision-making.
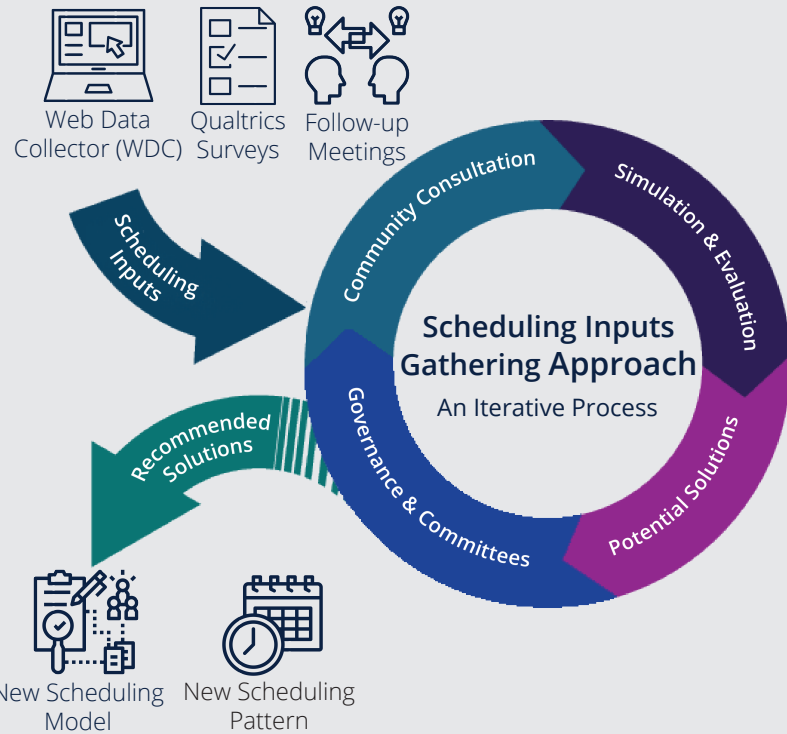
◆ Support academic success.

Objectives

• Support the pedagogical needs of various courses and programs, which vary across disciplines.

• Provide scheduling stakeholders with flexibility and adaptability for innovation and change.

• Simplify, streamline and align scheduling practices and processes.

• Leverage functionality in existing scheduling software (i.e. Scientia) to gain efficiencies in human resources, business processes and teaching space resources.

• Ensure appropriate allocation of space based on teaching requirements and increase utilization of teaching spaces.

• Improve access and capture of accurate scheduling data to support more informed strategic decision making.

• Mitigate student schedule conflicts allowing for increased availability of core courses.

Project Timeline

Phase 1				Phase 2		Operations	
Sept 2018 - Jun 2019	Jul 2019 - Apr 2020	May 2020 - Dec 2020		Jan 2021 - TBD		TBD	
Project Direction and Analysis	Consultation	Simulation & Evaluation		Implementation			Sustainment

Scheduling model & pattern approved

Go live

Vancouver Scheduling Project - Key Messages

- This project provides the University with an important and exciting **business transformation** opportunity.

- Evolution of our 20+ year old academic course scheduling model and pattern provides opportunity to better **align with the University's strategic plan** – to support transformative teaching and learning.

- Challenges with the scheduling system (i.e. Scientia) are due to issues with our current business processes, and are not technical in nature. Hence this is **not a technology project**.

- **Community consultation and engagement** is integral to ensuring the gathering of quality scheduling inputs with a pedagogical focus. These inputs will enable the team to conduct productive **simulations and evaluations of various scheduling options.**

- There are **no predetermined outcomes,** and **no solution will be "perfect".** To realize project goals and objectives, **trade-offs and difficult decisions** will be required.

- **Governance** has been established **to support decision-making with a broadened institutional perspective.**

Web Data Collector (WDC)   Qualtrics Surveys   Follow-up Meetings

Scheduling Inputs

Scheduling Inputs Gathering Approach
An Iterative Process

Community Consultation · Simulation & Evaluation · Potential Solutions · Governance & Committees

Recommended Solutions

New Scheduling Model   New Scheduling Pattern

Simulation & Evaluation - Key Messages

- Simulations were refined using information and feedback from WDC, Qualtrics and follow-up sessions.

38% submitted WDC inputs

85% submitted dept. Qualtrics survey

73% attended follow-up meetings

- **Two community informed simulations** will be conducted over the summer using a **Hybrid Model** and a **Coordinated Model**.

  > **Hybrid Model:** Academic units determine course dates and times, while Scheduling Services allocates general teaching space.
  >
  > **Coordinated Model:** Academic units provide scheduling requirements, constraints and considerations, while Scheduling Services leverages Scientia to produce the academic course schedule.

- **The Hybrid Model simulation will be conducted twice:** First, allocation of general teaching space will be based on 2019W classroom inventory, and then it will be based on future-state classroom inventory.

- Developed in partnership with Sauder Centre for Operational Excellence (COE), an **evaluation framework, consisting of KPIs and metrics that map to project goals and objectives,** will be used for each simulation.

- In early fall simulation results will be shared and the scheduling community will be asked to **consider and provide feedback for the proposed models and patterns in terms of feasibility and overall benefits** for UBC Vancouver.

- **Approval of the new scheduling model and pattern is anticipated for early December** with further opportunity for the scheduling community to contribute considerations during Implementation (Phase 2).

Simulation & Evaluation Timeline

PHASE 1								PHASE 2
May 2020	June	July	August	September	October	November	December 2020	Jan 2021

Conduct scheduling simulations & impact assessments

Project status report to scheduling community
Meetings with governance and advisory committees

Share final simulation(s) and seek feedback from community, steering committee and sponsors

Approval of scheduling model & pattern

New scheduling model & pattern planning & implementation begins