



Title:	ACADEMIC LEARNING SPACES: BOOKING AND UTILIZATION POLICY
Approved:	November 17, 2021
Approved by:	DEAN'S EXECUTIVE ADVISORY COUNCIL
Audience:	FACULTY-WIDE
Purpose:	TO ESTABLISH THE EFFICIENT AND EFFECTIVE BOOKING AND UTILIZATION OF ACADEMIC LEARNING SPACES
Contact:	DIGITAL SOLUTIONS RESOURCE COORDINATION TEAM 1-877-266-0666 (OPTION 3)

1.0. PURPOSE

The UBC Faculty of Medicine (FoM) uses over 150 videoconference and over 250 non-videoconference academic learning spaces distributed across the province of B.C. to facilitate undergraduate and graduate degree programs, health professional programs, post-doctoral training, faculty development, continuing professional development, educational services, research innovation and excellence, and Faculty business.

Working together with our health authority and university partners across the province, the FoM will maximize and efficiently utilize all academic learning spaces to achieve the goals established in both the UBC and the FoM strategic plans. Effective academic learning space management is a collaborative, ongoing process requiring a consistent and transparent framework for optimizing the use of all facilities and making strategic decisions about the need for physical and/or virtual space.

This policy governs the booking and utilization of FoM academic learning spaces. Two separate policies govern the allocation and management of academic [administrative](#) and [research](#) spaces assigned to the FoM.

The purpose of this policy is to:

- Make the most effective use of available academic learning spaces across the FoM.
- Establish transparent, agreed-upon principles and guidelines for the assessment of academic learning space bookings and the allocation of academic learning spaces.
- Establish roles and responsibilities for the allocation and management of academic learning spaces, and resolution of issues related to bookings.

2.0 GUIDING PRINCIPLES

The following principles promote accountability, equity, transparency, flexibility and effectiveness in the booking and utilization of academic learning spaces across the FoM. The FoM operates in the context of a partnership between UBC, health authorities and partner universities. The Digital Solutions Resource Coordination Team supports FoM Departments, Schools, Centres/Institutes, Programs and Units to operationalize these principles.

2.1 OWNERSHIP

FoM academic learning spaces are institutional assets owned by the University of British Columbia, health authorities, or other university partners and operated by the FoM. They are shared resources, and are prioritized for use by the FoM, university partners, health authorities, students, and the community through the guidelines set out in this policy.

2.2 OPTIMIZATION

FoM academic learning spaces will be allocated in a manner that aims to use the space to its fullest capacity, and aligns with the intended use of the space, such as the requirement for videoconference or other specialized room equipment or technology.

2.3 NECESSITY FOR PHYSICAL SPACE

Allocation of FoM academic learning spaces will be prioritized for teaching and learning that require in-person participation for pedagogical needs, accreditation requirements, or governance decision-making. Virtual meeting options are encouraged for activities whenever possible and when in-person participation is not needed.

Users of FoM academic learning spaces must follow the University's health and safety requirements, and any public health guidelines and provincial advisories, as applicable. In the event of public emergencies, bookings in support of emergency response plans will take priority.

2.4 PRIORITIZATION

The outlined priorities and booking allocation criteria serve as a framework for carrying out advance booking and general booking allocations for FoM academic learning space in a transparent and equitable manner.

2.5 EQUITY

FoM academic learning spaces will be booked in a fair and equitable manner, supporting excellence in transformative teaching and learning, research innovation, and in accordance with outlined priorities and booking allocation criteria.

3.0 ROLES AND RESPONSIBILITIES

3.1 The Dean

The Dean provides stewardship of all FoM academic learning spaces and is responsible for ensuring the use of these spaces supports the UBC and FoM strategic plans.

3.2 Event Coordinators

Event Coordinators plan and administer their Department/ School/ Centre/ Institute/ Program/ Unit activities in academic learning spaces. They are responsible for:

- Providing a designated point of contact(s) to collaborate with Digital Solutions Resource Coordination Team in booking academic learning spaces and resources.
- Determining and submitting booking requirements to the Resource Coordination Team in accordance with advance and general booking guidelines and timelines.
- Booking only needed spaces and regularly reviewing booked rooms to ensure all rooms booked are still required.
- Managing, updating, and canceling their academic learning spaces bookings in a timely manner.
- Communicating with the Resource Coordination Team on booking changes, changes to the booking organizer contact, cancellations, and resolution of issues requiring involvement from event coordinators from a different unit. If the booking conflict is between event coordinators on the same team, the event coordinator can elect to resolve the issue without involving the Resource Coordination Team.
- Ensuring academic learning spaces requested are the most appropriate spaces for the planned activity.
- Understanding how individual booked rooms are accessed and coordinating any additional access needed for afterhours events.
- Distributing booking confirmations and access information to participants.

3.3 Booking Resources: Digital Solutions Resource Coordination Team (RCT)

The Resource Coordination Team is the FoM's central academic learning spaces booking team. They are responsible for:

- Establishing and communicating on booking guidelines, timelines, priorities, processes, and procedures, booking confirmations, changes, conflict resolution and rate structures (where appropriate) for FoM academic learning spaces.
- Assessing, allocating, managing, updating, canceling and communicating about the status of booking requests, the rationale for allocation decisions, and any booking changes.
- Leading the resolution of academic learning space booking conflicts, in collaboration with event coordinators, and inter-site room bookers or local room bookers. If a booking request cannot be accommodated, the team will provide details explaining the reason and/or may request more information to assess the request. Wherever possible, alternative options (physical or virtual) will be offered.

3.4 Booking Resources: Digital Solutions Service Desk and AV Technicians

The Digital Solutions Service Desk is the first point of contact for all FoM information technology needs including information assistance with the equipment in FoM academic learning spaces.

3.5 Booking Resources: Inter-site Room Bookers

Larger regional sites (Victoria, Prince George, and Kelowna) have staff dedicated to assist with academic learning space bookings. The Inter-site Room Bookers assess and allocate bookings at their regional sites for local sessions in accordance with the policy. At some sites, Inter-site Room Bookers can also act as Event Coordinators for their site by submitting advance booking requests.

For all videoconference enabled sessions, Inter-site Room Bookers must communicate with the Resource Coordination Team on booking changes, cancellations, and conflict resolution for their respective regions.

3.6 Booking Resources: Local Room Bookers

Local Room Bookers have the ability to book a specific room(s) at their site, in accordance with the policy. Local Room Bookers must communicate with the Resource Coordination Team on booking changes, cancellations, and conflict resolution for their respective sites.

4.0 PRIORITIZATION OF ADVANCE BOOKINGS IN PHYSICAL SPACE

The FoM carries out an annual advance booking process for academic learning spaces, separated into two priorities. The first priority are UBC FoM teaching and learning activities, and activities that support the FoM [governance committee structure](#) or External Councils that have a requirement to meet in person. The second priority are activities in support of Education, Research, and Organization program planning and business operations in UBC FoM Departments & Divisions, Schools and Research Institutes & Centers, Administrative Service Units, as well as health authority activities, and other university-based health sciences education (UBC, UVIC, UNBC, UBCO) not covered in the first priority.

Booking requests for reoccurring education, research and administrative activities that require physical space for the upcoming academic year are confirmed during the advance booking period before academic learning spaces are then released for general booking. Activities that fall outside of the first and second priority are able to be booked during the general booking period.

The Digital Solutions Resource Coordination Team works to fulfill all advance and general booking requests in accordance with this policy and based on availability of FoM academic learning spaces. The Faculty of Medicine assesses and allocates advance bookings for physical space based on the prioritization framework below. When there are competing advance booking requests for the same day, time, and space from users within the same priority group, the booking allocation considerations (See section 5.0) are evaluated and used to make the booking decision.

4.1 PRIORITIZATION FRAMEWORK FOR ADVANCE BOOKING OF PHYSICAL SPACE

First Priority	<ul style="list-style-type: none">• UBC Faculty of Medicine teaching and learning activities with pedagogical approaches or accreditation requirements for <u>in-person participation</u>. This includes curriculum in FoM undergraduate, graduate, health professions programs, postgraduate training, FoM continuing professional education and faculty development, and public education initiatives. <p>Examples are: lectures, seminars, tutorials, case-based learning, clinical or technical skills labs, training with specialized equipment, simulation training, Academic Half/ Full-Days, Annual Research Day(s) Canadian Resident Matching Service (CaRMS) and MD and/ or PhD interviews, Objective Structured Clinical Evaluations (OSCEs), all Rounds, Exams, and the Vancouver International Summer Program.</p> <ul style="list-style-type: none">• Activities that support the FoM governance committee structure or External Councils and <u>have a requirement to take place in person</u>.
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Second Priority	<ul style="list-style-type: none"> • All other UBC Faculty of Medicine activities in support of Education, Research, and Organization program planning and business operations in Departments & Divisions, Schools and Research Institutes & Centers, Administrative Service Units Examples are: meetings, workshops, training sessions, conferences, and events. • Health authority activities. • Other University-based health sciences education (UBC, UVIC, UNBC, UBCO) not covered in First Priority. Examples are: Pharmacy, Dentistry, Nursing.
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If after self-evaluation, a user cannot determine where their activity falls within the prioritization framework, contact the [Resource Coordination Team](#) (1-877-266-0666) for assistance.

4.2 GENERAL BOOKING

Outside of the advance booking period(s), general bookings for academic learning spaces are processed on a first come, first served basis. In the case of competing requests for the same day, time and space, the booking allocation considerations are used to make the booking decision. (See section 5.0)

During general booking, all FoM stakeholders are encouraged to book academic learning spaces for their program needs. These include UBC student-initiated activities outlined in [UBC Policy UP9 – Booking and Rental Space Policy](#), such as administrative meetings or other similar activities of student clubs, faculty-sponsored student groups, or other similar organizations that are supported by UBC.

Community group bookings are also accommodated, if academic learning spaces are available and the following criteria are met: not-for-profit health education-related organizations that have an affiliation with UBC Faculty of Medicine, the University of British Columbia, a Provincial Health Authority, or the Federal or Provincial Ministries of Health, and other activities per UBC and Health Authority policies. Examples are: Special lectures and events, paid event space rentals.

5.0 BOOKING ALLOCATION CRITERIA

During both **advance booking and general booking**, when there are competing requests for the same day, time, and academic learning space within the same priority group, the booking allocation criteria are evaluated and used to make booking decisions. The booking allocation criteria are listed in order of priority.

If a requested academic learning space is unavailable, the Digital Solutions Resource Coordination Team will provide other physical space options and/or virtual meeting options to the event organizer.

5.1 BOOKING ALLOCATION CRITERIA MATRIX

	Criteria	Description
1	Necessity for Physical Space	Following the prioritization framework, the requirement for the activity to take place in person is the first consideration in the booking allocation.
2	Functionality of Rooms/ Technology Available	Bookings that require the use of rooms with specialized equipment and/or specific layout will be prioritized for such spaces. These include: simulation rooms, clinical skills rooms, wet labs, teaching labs, and videoconference rooms.
3	Occupancy	Room occupancy should match the group size and functional needs of the activity, making every effort to achieve maximum seat fill occupancy rate.
4	Booking Complexity	Bookings that require multiple rooms, and/or locations with restrictions and special conditions will be prioritized for such spaces.
5	Room Location	A group's proximity to a room, or desired booking location.
6	Historical Booking	Bookings that have typically occurred in the same space(s) with the same requirements year over year will be considered, as relevant.

6.0 PROCEDURES AND GUIDELINES

Detailed information on how the policy is implemented is posted on the Room Booking site on [MedNet](#), and will be regularly updated.

6.1 RESOURCES AND TOOLS

To support Event Coordinators in their booking needs, the FoM scheduling tool and resources are made available on [MedNet](#). Information on bookable academic learning spaces, availability, room configurations and photos, training and how-to guides, technical support services, and frequently asked questions (FAQs) will be kept up to date and accessible for all.

6.2 BOOKING TIMELINES AND PROCESS

Booking Timelines for each upcoming academic year, which runs between July 1st of the current year to June 30th of the following year, are determined based on the Advance Booking process (see section 6.2.4), and the General Booking process (see section 6.2.4). Booking timelines, number of booking windows and bookable dates within each window are determined each year before March for the upcoming academic year. All booking requests for FoM academic learning spaces are processed centrally by the Resource Coordination Team or in partnership with the Inter-site or Local Room Bookers. Booking timelines will always be structured to prioritize completion of the annual Advance Booking process before rooms are released for the General Booking process.

For groups that do not fall within the Advance Booking timelines, the Resource Coordination Team will work with these groups on a case-by-case basis to determine a suitable approach in accordance with current Guiding Principles (see section 2.0).

To ensure timely completion of all booking request types for the General Room Booking process, a minimum lead time of 2 business days is required due to possible need for additional coordination. It is strongly recommended that even more lead time be given for complex bookings that require consultation between the Event Coordinator and the Resource Coordination Team. For urgent requests, the Event Coordinator should [contact the Resource Coordination Team](#) directly for assistance.

6.2.1 Booking Requests

For General Booking requests, Event Coordinators should use the FoM room booking search tool to search room information and submit their booking requests. The Resource Coordination Team will make every effort to fulfill the request as soon as possible in accordance with the policy.

If a booking request is received with less than 2 business days' notice, the Resource Coordination Team may not be able to fulfill the request. Due to limited physical space being available, there is no guarantee a physical space will be available for each booking request. Event Coordinators are encouraged to be flexible with their dates and consider virtual meeting options wherever possible.

6.2.2 Booking Changes

Event Coordinators should make every effort to update the Resource Coordination Team when booking needs change. This includes Event Coordinator contact, session date, session time, physical or virtual space needs, and technical support needs. The Resource Coordination Team will make every effort to accommodate booking changes in accordance with the policy. If a booking change request for an academic learning space is received with less than 2 business days' notice, the Resource Coordination Team may not be able to fulfill the request. For details on how to make a change to a booking, please refer to [the Room Booking site](#).

6.2.3 Booking Cancellations

Physical spaces are in high demand and early notification of booking cancellations is required to ensure academic learning spaces are fully utilized. Event Coordinators should review their bookings regularly and cancel any bookings that are no longer required. For details on how to cancel a booking, please refer to [the Room Booking site](#).

6.2.4 Advance Booking

The Resource Coordination Team carries out an annual advance booking process for the upcoming academic year, where regularly occurring FoM education, research, and administrative sessions are booked before academic learning spaces are released for general use. Each advance booking window includes two rounds of booking submission. Round 1 focuses on the first priority grouping outlined in the prioritization framework, and Round 2 on the second priority grouping. (See section 4.1)

Bookable periods for advance booking are outlined and kept up to date for each year on the [Advance Booking Page](#). To ensure fair allocation of rooms in accordance with the policy, advance booking requests outside of the bookable timelines will not be accepted.

6.2.5 General Booking

Once the annual advance booking process is complete, academic learning spaces are released for general use and can be booked up until the end of the bookable period. For more information on booking windows, please refer to the [Advance Booking Page](#).

6.3 Booking Conflict Resolution and Booking Reallocation

A **booking conflict** can occur in the advance booking period when there are competing requests within the same priority grouping, with the same booking allocation considerations score, for a specific purpose-built room for a specific date and time.

Should a booking conflict arise for a requested academic learning space that cannot be resolved, the Resource Coordination Team will take the following steps and work with Event Coordinators to help reach a resolution:

- Check if using an alternative room or virtual meeting is possible
- Check if an alternative date/time is possible
- Check with the other group to determine if they have flexibility with their event
- Check prioritization and booking allocation considerations frameworks to determine allocation

A **booking reallocation** occurs only when the Resource Coordination team has exhausted all booking conflict resolution steps and still needs to reallocate a purpose-built space from a pre-existing booking to accommodate another activity that requires the specific space. These incidents are rare and were historically referred to as “bumping”.

The Resource Coordination Team will make every effort to give Event Coordinators at least two weeks’ notice if they must initiate a booking reallocation. Depending on the complexity of the booking (i.e., a team meeting vs. a large conference with guest speakers from other locations) the Resource Coordination Team will do their best to not reallocate a booking prior to receiving consent from the Event Coordinator, if the scheduled booking is to take place in less than two weeks’ time, except under extreme circumstances. The Resource Coordination Team will explore all booking options (physical and virtual) and do their best to accommodate each activity’s requirements.

6.3.1 Dispute Resolution & Escalation Process

Clinical Academic Campuses, where academic learning spaces are in high demand and utilization is 40% of a typical week or greater (such as the Gordon and Leslie Diamond Healthcare Centre), are where most booking conflicts occur.

In the event of a booking conflict, the Resource Coordination Team will lead the conflict resolution process between the two parties to help determine a suitable resolution based on the policy.

If after concerted effort, a booking conflict is not able to be mutually resolved between the Event Coordinators and the Resource Coordination Team, either party may escalate the incident to the Resource Coordination Team Lead for further assistance.

If after escalation, a resolution still cannot be reached between the Event Coordinator and the Resource Coordination Team Lead, either party can reach out to the Director, Space Planning and Facilities Management as the final escalation step.

6.4 COMMUNITY BOOKINGS

Processes and procedures for community bookings, including rental agreements, fees, insurance requirements, security and access arrangements may be found on [MedNet](#).

Rental, technical support, or other fees (e.g., custodial, security, etc.) may apply for events scheduled outside of business hours.

6.5 TERMS AND CONDITIONS

For updated terms and conditions on booking academic learning spaces, please refer to the [Terms & Conditions](#) page.

7.0 REVIEW OF POLICY

This policy will be reviewed by the UBC FoM Clinical Education Facilities Sub-Committee and the UBC FoM Facility and Capital Planning Committee every five years and may be revised at any time to reflect changes in institutional needs and priorities.

Appendix A - Definitions

The following definitions are provided to establish a common understanding of terminology related to the booking of shared academic learning spaces in the UBC Faculty of Medicine.

Academic Half-Day / Full-Day: A mandatory component of MD undergraduate or postgraduate Medical Residency curriculum, where time is protected from ward and/or patient duties for didactic or interactive teaching in the program.

Academic Learning Space: A wide variety of shared spaces used for teaching and learning. Academic learning spaces include lecture theatres, case-based learning rooms, clinical skills/enhanced clinical skills rooms, gross anatomy/multi-purpose/teaching labs, atriums and foyers, meeting and videoconference rooms.

Academic Rounds: Organized activities where patient care, challenges and treatment plans are shared and discussed amongst physicians and other allied health professions. Also referred to as Grand Rounds or Rounds.

Administrative Service Units: Units that support the administrative needs of the Faculty of Medicine, such as Finance, Human Resources, Space Planning and Facilities Management.

Advance Booking: An annual booking process where regularly occurring education and administrative sessions for the upcoming academic year are booked before rooms are released for general use.

Affiliated Regional Centre: Medium sized regional hospitals that can accommodate modest numbers of students, including 3rd and 4th year medical students, medical elective programs, Family Practice programs and some focused specialty programs for postgraduate residents. Faculty of Medicine academic administrative offices and student/resident facilities are provided here. Each facility is operated by one of the province's six health authorities, who are critical partners in UBC's effort to increase the number of health professionals in British Columbia.

Booking Complexity: Activities that require the booking of multiple rooms or involve a high-degree of complexity or resources to organize.

Booking Purpose: The need for the activity to take place.

Blended Meetings: When a portion of the attendees are participating in person via a room enabled with videoconference technology, with a number of attendees [joining online via collaboration tools](#).

CaRMS: Canadian Resident Matching Service

Case-Based Learning (CBL): An approach to small group learning for students in Years 1 and 2 of the MD Undergraduate Program. CBL cases are designed to shift the focus of student learning from foundational science to clinical knowledge and skills development, with opportunities to demonstrate communication skills and model professional behaviors.

Community Use: Community groups that meet the following criteria can book Faculty of Medicine rooms: not-for-profit health education-related organizations that have an affiliation with UBC Faculty of Medicine, the University of British Columbia, the Provincial Health Authority, or the Federal or Provincial Ministries of Health.

Community Education Facilities: Urban and rural sites where medical students and residents, student audiologists, speech language pathologists, occupational therapists, physical therapists and/or midwives are educated and practice in the community.

Continuing Professional Development (CPD): Educational courses, programs, and resources for physicians and other health care practitioners in a range of rural and urban settings.

Clinical Academic Campus: Large health care facilities that provide a wide range of care or can be highly specialized. The Faculty's clinical research programs are typically focused at Clinical Academic Campuses. Each facility is operated by one of the province's six health authorities, who are critical partners in UBC's effort to increase the number of health professionals in British Columbia.

Clinical Skills: A room set up like an exam room in a doctor's office with a patient bed and examination equipment, used for clinical skills practice. Booking requires approval.

Department: Teaching and research in the Faculty of Medicine is delivered through 19 departments, three schools, and 23 research institutes and centers. See link for more details.

Departmental Meeting Room: Meeting rooms or other spaces that units have funded the creation of. While the unit that provided the funding to build out & renew the room may have priority to book the space, these rooms are shared Faculty of Medicine academic learning spaces.

Education Programs: The UBC Faculty of Medicine delivers innovative programs in the areas of health and life sciences through a province-wide delivery model. Programs are available at the undergraduate, graduate and postgraduate levels, as well as through continuing professional education and public education initiatives.

Event Coordinator: A person who books and runs activities in FoM Academic Learning Spaces.

Exams: A formal test of a person's knowledge or proficiency in a particular subject or skill.

Functionality of Room: The intended use a space was designed for, including specialized technology and layout. For example, videoconference rooms and simulation labs.

General Booking (or Ad-hoc Booking): Following the advance booking process, rooms are made available to book for general use on a first-come-first-serve basis.

Historical Booking: Bookings from a unit or program that have typically occurred in the same space(s) with the same requirements year over year. Examples of requirements related to historical bookings: Location, size of group, priority group and historical schedules, department agreements/ existing agreements.

In-Person Participation: When an activity takes place in person, with no online attendees.

Inter-site Room Booker: Each of the Faculty of Medicine main regional sites (Island Medical Program, Southern Medical Program, Northern Medical Program) have staff dedicated to assist with room bookings. These Inter-site Room Bookers play a critical role making and approving room bookings at their location.

Laboratory (or Lab): Education or research activities that take place in a room equipped for scientific experiments, research or teaching.

Lecture Theatre: Large rooms (capacity of 50+) used for lectures and other events.

Local Room Booker: An onsite contact who has the ability to book a specific room or rooms at their site, based on the need of their job role.

Occupancy: The number of people a space is designed to hold, based on a room's function.

Objective Structured Clinical Evaluations (OSCEs): A type of examination used in health sciences to test clinical skill performance and competence. The exams are used to assess clinical competence at all levels of medical and health professional education, typically comprised of a series of clinical stations and consisting of multiple tracks.

Prioritization: The process of determining the relative importance or urgency of booking requests within limited physical space resources.

Public Education: Special events organized by the Faculty of Medicine and its partners aimed at educating the public. Example: Vancouver International Summer Program

Research Centers and Institutes: Most Faculty research is conducted under the auspices of 24 centers and institutes that are part of UBC or affiliated with it, in collaboration with our health partners. See link for more details.

Resource Coordination Team: The UBC Faculty of Medicine's central room booking team located in Vancouver, British Columbia.

Room Location: A user group's proximity to a space, or desired booking location.

Room Types: The following room types are bookable using [RoomFinder](#): Lecture Theatre, Case-Based Learning Rooms, Clinical Skills, Enhanced Clinical Skills, Meeting Rooms, Gross Anatomy Laboratory, Multipurpose Laboratory, Atrium/ Foyer, Plinth Laboratory. See [RoomFinder](#) for information about specific rooms, including capacity and room images.

School: Teaching and research in the Faculty of Medicine is delivered through 19 departments, three schools, and 23 research institutes and centers. See link for more details.

Simulation Training: Simulation based education is a core component of postgraduate Medical Resident training at the University of British Columbia. Simulation education allows early exposure to complex clinical scenarios, and internal medicine procedures in a low risk, formative environment. See link for more details.

Tutorial: A period of instruction given by a tutor, usually to a small group of learners.

University Academic Campus: Students and faculty in the [MD undergraduate program](#) are distributed in Years 1 and 2 among University Academic Campuses at UBC's Point Grey campus (Vancouver Fraser Medical Program), UBC's Okanagan campus (Southern Medical Program), the University of Northern BC (Northern Medical Program) and the University of Victoria (Island Medical Program).

Videoconference Room: The Faculty of Medicine offers faculty, staff and students videoconferencing rooms to collaborate in real time. These rooms are available throughout the province at our university campuses, hospital locations and clinical sites. All videoconferencing rooms are equipped with the technology to conduct a live virtual meeting.

Virtual Meeting: When an activity takes place entirely online, through collaboration tools. The Faculty of Medicine currently has different means to hold purely virtual meetings. See [MedNet](#) for more information.