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| Policy No. & Title: | **A104: TIMETABLES** |
| *Policy Sponsor:* | Senior Vice-President, Academic |
| Effective: | 2017-04-26 |
| Next Review: | 2022-04-26 |
| *Approvals:* | CC-16-08 |

## 1. PURPOSE

The purpose of this policy is to clarify decision making as it relates to the development of Timetables in support of the College's Vision and Mission.

## 2. DEFINITIONS

*Academic Space*: Any space where College-approved instructional activity may be scheduled.

*Scheduling:* The process of assigning approved College academic activities into a specific time and space to create a Timetable and/or examination time.

*Timetable:* A list of all courses, with days and times, in a particular time frame from specific perspectives (e.g. student, faculty, Academic Space).

*TSFC:* The Timetabling, Scheduling and Facilities Committee.

## 3. POLICY

### 3.1. Scope

This policy applies to the creation of Timetables for the College. The principles will remain consistent across the College.

### 3.2. Principles

  3.2.1. The Scheduling of Academic Space will be prioritized to meet the needs of the College's Vision and Mission.
  3.2.2. All Academic Space is administered by the College.
  3.2.3. Timetables, as developed through the Scheduling process, are developed in collaboration with academic faculties to optimize resources and meet the needs of the College.
  3.2.4. Scheduling decisions coordinate the needs of students, faculty and physical space to create a Timetable.

### 3.3. Administration

  3.3.1. Timetables are produced using a centralized Scheduling process facilitated by the Centre for Academic Excellence. This centralized process does not include Regional Campuses.
  3.3.2. Associated addenda to this policy may be amended by authority of the Policy Sponsor.

**4.    REFERENCES**

Board Policy:

A-05: Vision and Mission

Policy Related Documents:

TOR24: Timetabling, Scheduling and Facilities Committee (TSFC)

**5.    ADDENDA**

Standard 1: Responsibilities

Procedure A: Scheduling Guidelines

Procedure B: Timetable Changes

Procedure C: Exam Scheduling

Appendix 1: Student Initiated Timetable Changes

Policy No. & Title: A104: Timetables

*Addendum:* **Standard 1: RESPONSIBILITIES**
*Issued by:* Senior Vice-President, Academic
Effective: 2017-04-26

## 1. PURPOSE

The purpose of this document is clarify responsibilities that apply in the Scheduling process.

## 2. DEFINITIONS

Academic Planning: Activity carried out by the School or Campus leading to the identification of the staff, space, time and related non-financial resources required to deliver the approved instructional activity.

## 3. RESPONSIBILITIES IN THE TIMETABLING PROCESS

3.1. Senior Vice-President Academic:

Implements the principles and administration of this policy and approves changes to associated Addenda.

3.2. Director, Centre for Academic Excellence:

TSFC Co-Chair, directs the development and implementation of a central Scheduling function for the Scheduling of Academic Space.

3.3. Academic Support Coordinator

TSFC Co-Chair, coordinates the development and implementation of a central Scheduling function for the Scheduling of Academic Space.

3.4. Academic Managers and Program Coordinators:

Lead Academic Planning activity that complies with this policy and its parameters, procedures and standards.

3.5. Academic Planners:

Confirm and provide information required for academic program needs. Information is formally communicated through the Data Collection Utility (DCU) process.

3.6. Facilities Management and Community Safety:

Provides timely and accurate updates to the inventory of Academic Spaces prior to the commencement each term of the Scheduling process; consults with a representative designated by the Director, Centre for Academic Excellence to plan for future Academic Space needs; ensures that all Academic Spaces are adequately furnished and maintained (excluding instructional technology) within budget constraints.

3.7. Information Technology Services:

Maintains and publishes a record of software availability by computer lab room; maintains and furnishes instructional technology within Academic Spaces within budget constraints.

3.8. Scheduling Analyst

Oversee scheduling activities in accordance with this policy and its attachments.

3.9. Schedulers:

Create and maintain the academic schedules in accordance with this policy and its attachments.

3.10. Standing Committee of Deans for Scheduling-Exceptions:

Reviews and decides whether approval is granted for requests for scheduling exceptions.

3.11. Office of the Registrar:

In conjunction with the Schools and area campuses, maintains accurate and complete curriculum data on the Student Information System; communicates availability of Timetables to students.

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*Addendum:*    **Procedure A: SCHEDULING GUIDELINES**
*Issued by:*    Senior Vice-President, Academic
Effective:    2017-04-26

### 1.    PURPOSE

The purpose of this document is to establish Scheduling Guidelines to operationalize the principles established in Policy A104.

Scheduling guidelines have been created in three categories:

- Students
- Faculty
- Academic Space

### 2.    SCHEDULING GUIDELINES

2.1.  Scheduling Guidelines - Students

2.1.1  Classes will be scheduled between 8:00 a.m. to 10:00 p.m. Monday to Friday.

  a)  Limited exceptions may be required due to time, faculty availability, and space constraints in the Scheduling process.

  b)  In certain cases, 7:00 a.m. classes and Saturday classes may occur.  These exceptions will be authorized by the Chair of the affected programs.

  c)  When required, the Scheduling process will incorporate appropriate travel time.

2.1.2  The preferred maximum length of a student day (from start of first class to finish of last class) is 9 hours.

2.1.3  Preferably, if a student is scheduled for class on a specific day, they may be scheduled for a minimum of 2 class hours per day and a maximum of 9 class hours per day. Exceptions may occur if necessitated to accommodate such activities as clinical placements, field placements, camps or extended labs, etc.

2.1.4  The preferred maximum consecutive class hours - per day for a student is 5, but a student may be scheduled for up to 7 consecutive class hours per day.

2.1.5  The preferred maximum gap between scheduled classes on a given day is 2 hours.

2.1.6  Timetable changes may be requested by the student in accordance with Appendix 1.

2.1.7  Unsupervised hours will be assigned after a Timetable is created.

2.1.8  Schools may request scheduling exceptions for a program which are reviewed and may be approved by the Standing Committee of Deans for Scheduling-Exceptions.  These exceptions may be related to:

- Time blocks required to accommodate arrangements with external agencies relating to clinical and field activities must be identified in the Academic Planning process prior to DCU entry.

- Curriculum needs may require scheduled time for preparation and clean up.
- Any requests outside of the pre-approved scheduling ties.

2.2 Scheduling Guidelines - Faculty

    2.2.1 Full-Time (FT) Faculty:

        2.2.1.1 Scheduling guidelines for FT faculty follow the Academic Collective Agreement.

        2.2.1.2 Whenever possible, FT coordinators are scheduled for one non-contact day to provide for coordinator duties.

        2.2.1.3 The teaching week for FT faculty may occur in accordance with section 2.1.1.

        2.2.1.4 A FT faculty member may request a scheduling exception. All requests for scheduling exceptions must first be approved by their Academic Manager (except medical accommodation and committee membership which require a different approval process as noted below) and will be reviewed by the Standing Committee of Deans for Scheduling-Exceptions. These exceptions are independent of any SWF deliberations. Reasons for possible scheduling exceptions include:

- Medical accommodation, when approved through the College health care agent
- College approved committee membership, issued annually by HR
- Scheduled classes the FT faculty member must attend in pursuit of College-approved, work-related upgrading, maintenance or advanced credentialing.

        2.2.1.5 Timetable changes may be requested by faculty in accordance with Procedure B.

    2.2.2 Non-Full-Time (NFT) Faculty

        2.2.2.1 NFT faculty will be scheduled in the same manner as FT faculty.

2.3 Scheduling Guidelines – Academic Spaces

    2.3.1 Every effort will be made to ensure that Academic Space assigned in a Timetable meets the teaching and learning needs of students and faculty.

    2.3.2 Academic Spaces, where appropriate, will be flexible in nature in order to accommodate the growing and changing needs of the College.

    2.3.3 Requests for the use of academic space for non-academic purposes will not be accepted until after all academic uses have been scheduled each term.

    2.3.4 The scheduling of instructional activity in more than one academic space at the same time may not be permitted.

Policy No. & Title:  A104: TIMETABLES

*Addendum:*      **Procedure B: TIMETABLE CHANGES**

*Issued by:*       Senior Vice-President, Academic

Effective:        2017-04-26

## 1.   PURPOSE

The purpose of this document is to establish when Timetables may be changed.

## 2.   TIMETABLING CHANGE GUIDELINES

There are four windows of opportunity where Timetable change requests can be considered during the Scheduling process. They are:

    Stage 1 - Prior to creating the first draft Timetables.
    Stage 2 - Prior to Upload and Release of Student Timetables
    Stage 3 - After Upload and Release of Individual Student Timetables
    Stage 4 - Student Initiated Timetable Changes

As scheduling activity proceeds through these stages, the complexity involved in making changes increases.  Change requests that require Timetables to conflict with Schedule A: Scheduling Guidelines may not be implemented (except as noted in 2.3 below).

### 2.1.  Stage 1 - Prior To Creating First Draft Timetables

Changes to the Academic Planning information submitted to the Schedulers can occur up to the time of the blackout period in the Scheduling cycle.  During this blackout period, Scheduling data must remain constant so that the mapping of specialized programs may be completed and to run the Scheduling process.  During this phase of the Scheduling process, academic block, faculty, and room Timetables are created.

### 2.2.  Stage 2 - Prior to Upload and Release of Student Timetables

Draft program Timetables are distributed to Schools for review.  Schools are given two weeks to:
- Check for omissions and errors,
- Submit contract faculty names to be slotted in against 'TBA' faculty, and
- Identify issues that may require change.

After the end of these two weeks, only those changes listed in Rule 2.3 below are considered.

Other types of Timetable changes include 'Other/Desirable.' These changes are only implemented if they adhere to the Timetabling guidelines set in this document. Changes which require an extensive adjustment to other course deliveries may be negatively considered.

2.3. Stage 3- After Upload and Release of Individual Student Timetables

Once Timetables have been issued to students, only requests approved by a Chair or delegate for extenuating circumstances (defined below) will be considered. Changes requested by faculty members or coordinators are not considered at this time.

Where a change of location or timing has been requested, faculty and students must continue to use the space and time scheduled until confirmation of the change is sent by the Schedulers to the Chair or delegate. Changes for extenuating circumstances must adhere to the collective agreement and follow faculty, student, and room constraints. Extenuating circumstances may include:

- Addition or deletion of a course section,
- Change in enrolment resulting in a section exceeding room capacity,
- Change to teaching assignments,
- Emergency medical or Health & Safety requirements.

2.4. Stage 4 – Student Initiated Timetable Changes

Students may make a request for Timetable changes in accordance with Appendix 1.

2.5. Non-Warranted Change Requests

Non-warranted change requests will not be considered at any time.

Non-warranted change requests include but are not limited to:

- Changing the scheduled time for the benefit of faculty or personal preference, or
- Changing rooms due to personal tastes.

2.6. Physical Condition of Scheduled Space

Change requests arising from the physical condition of the scheduled space (e.g., poor ventilation, noise, uncomfortable furnishings, etc.) are considered to be a Facilities Management issue and are not processed by the Schedulers. Concerns of this nature are directed to the course Chair or delegate for follow-up with Facilities Management. The Chair or delegate will liaise with the Schedulers if a space change is required.

2.7. Technology in the Classroom

Change requests arising from technology issues in a timetabled space (e.g., missing software, faulty equipment, older hardware, etc.) are considered to be a service department issue and will not be processed by the Schedulers. Concerns of this nature are directed to the course Chair or delegate for follow-up with the appropriate service department. The service department will liaise with the Schedulers if a space change is required.

2.8. Non-Academic Change Requests

When change requests occur for non-academic uses which would result in the cancellation or disruption of teaching or instructional activities, such requests will not be granted without the approval of the relevant academic manager.

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| Policy No. & Title: | A104: TIMETABLES |
| *Addendum:* | **Procedure C: EXAM SCHEDULING** |
| *Issued by:* | Senior Vice-President, Academic |
| Effective: | 2017-04-26 |

### 1.   PURPOSE

The purpose of this document is to establish the process by which Exams are scheduled in order to minimize student conflicts and support student success during the Exam Period.

### 2.   DEFINITIONS

*Exam*: Evaluations that take place during an Exam Period and are scheduled by the Scheduling Office.

*Exam Period:* College Council approved time period noted on an academic calendar during which Exams occur.

*Test*: Evaluations that take place outside an exam period and are scheduled within the school.

### 3.   EXAM SCHEDULE GUIDELINES

3.1.  Exam Scheduling

   3.1.1.  A student is not required to write more than two (2) Exams per day.

   3.1.2.  If there is more than one (1) exam on a day for a student, there is a minimum three (3) hour break between the Exams.

   3.1.3.  Exemptions from sections 3.1.1. and 3.1.2. may be considered for online programs if requested by a student registered in this type of program and approved by the academic unit.

   3.1.4.  An Exam may not be forced to a specific day or time, unless there is an approved exception.

   3.1.5.  Exams are scheduled starting no earlier than 8:00 a.m. and ending no later than 10:00 p.m. throughout the Exam Period.

   3.1.6.  Invigilators cannot be attached to an Exam prior to running the exam schedule, unless there is an approved exception.

   3.1.7.  Invigilator preference or availability will not be taken into account, unless there is an approved exception.

   3.1.8.  Student Exam timetables are released to students a minimum of five (5) weeks prior to the start of the exam period.

   3.1.9.  Schools are responsible for ensuring invigilator Exam schedules are conflict free and meet the requirements of the Collective Agreement, where applicable.

3.2.  Exam Scheduling Changes

   3.2.1.  Criteria

      3.2.1.1.  Changes to an Exam schedule may only be initiated between the Scheduling Office and Academic Planners.

      3.2.1.2.  Changes to an Exam schedule must be supported by the applicable school Chair.

3.2.1.3. Changes may occur provided the change is conflict free for students and meet the guidelines defined in section 3.1.

3.2.1.4. Changes meeting the above requirements may only be requested under the following conditions:

- If an Exam has to be manually scheduled by Scheduling Office because of student conflicts, a time will be selected based on the minimum number of student conflicts.

- Consideration will be given to requests to move the Exam if a room is available closer to the school's pavilion.

- Consideration will be given to requests to move an Exam where the last scheduled class for that Exam was the previous day.

- Consideration will be given to requests to increase the break between Exams if the last scheduled Exam on one day and the first scheduled Exam on the next consecutive day are less than twelve (12) hours.

- All deadlines are strictly enforced

3.2.2. Schedule Change Opportunities

3.2.2.1. Before the Schedule is Created

- Practical evaluation during exams (specific invigilator required)

- Exam requiring technical expertise (specific invigilator required)

- Exam with forced day and/or time (rationale required)

- Other (rationale required)

3.2.2.2. After the Schedule is Created

- Day and/or time change (rationale required)

- Room change (rationale required)

- Add/Delete exam (rationale required)

Policy No. & Title: A104: Timetables

*Addendum:* **Appendix 1: STUDENT INITIATED TIMETABLE CHANGES**

*Issued by:* Senior Vice-President, Academic

Effective: 2017-04-26

## 1. PURPOSE

The purpose of this document is to establish Guidelines by which students may request changes to Timetables.

## 2. GUIDELINES

STEP 1: Students request a timetable change through their professor (see **Note 1** below), which must be received **on or before the 10th day of classes for the term.**

STEP 2: Faculty member determines if the request is feasible with the outcome being:

 i. Denied – faculty member tells students that the class time/day will remain as is

 ii. Approved – continue to Step 3.

STEP 3: FOL survey (see **Note 2** below) is initiated by the faculty member, which gives the students the opportunity to vote on the change anonymously. This survey will be open to all students for 48 hours.  Should students fail to respond, they shall be deemed to approve.

STEP 4: Assuming 100% approval for the change (see **Note 3** below), the request is sent to the Academic Planner (AP) via email from:

 i. One student representing all students, OR

 ii. The students' request is forwarded by the faculty member. The email must contain the following information:

  1) Rationale for the change

  2) Course code

  3) Original time/day/room

  4) Proposed time/day/room

  5) FOL survey results.

STEP 5: AP forwards the request to the Chair for review with the outcome being:

 i. Denied – AP sends an email informing the students that the Chair did not support the request

 ii. Approved – continue to Step 6.

STEP 6: The AP determines any possible domino or negative effects associated with the change, applying the same criteria used for Other/Desirable changes and looks for an available room. If a room is available a hold will be requested with the outcome being:

 i. Denied – an email is sent to inform the students

 ii. Approved – continue to Step 7.

STEP 7: The AP forwards the initial request, along with the survey summary, to the Scheduling Office, and copies the Chair to indicate their approval. This information must be forwarded to the Scheduling Office on or before the 15th day of classes.

STEP 8: The Scheduling Office confirms the request meets the Other/Desirable criteria and makes the change.

STEP 9: The Scheduling Office informs the AP that the change has been made.

STEP 10: The AP informs the faculty member and student representative that the change has been made.


*NOTES*:

1. The students' main point of contact through this process shall be their professor.

2. Voting must be done via an FOL survey. No class lists or other documents will be accepted.

3. There must be 100% registered student support for the requested change. Every reasonable attempt will be made to give all registered students an opportunity to vote. Students must be aware that failure to respond to the survey constitutes approval for the change.