

UBC Learning Exchange External Review Terms of Reference

In line with UBC's commitment to ensuring that its programs and services are of the highest quality, an external review will be undertaken of the UBC Learning Exchange (UBCLE). The review will examine how well the UBCLE is carrying out its mission to work with the local community, enrich the educational experience of UBC students and DTES residents, and promote community-based scholarship.

Terms of Reference:

1. **Organization and administration:** Reviewers should consider whether the UBCLE is adequately resourced to meet its needs; whether its facilities are well maintained and properly equipped to carry out its mission; and whether its internal organization and leadership operate at a level ensuring maximum efficiency and responsiveness. Does the UBCLE's current reporting relationship serve its needs and goals effectively?
2. **Learning Exchange staff:** How fully are UBCLE staff members engaged in its planning and operations? Are members of staff encouraged to develop their skills and experiences? Is attention paid to the maintenance of staff morale? Does the unit reflect the University's priorities in equity, diversity, and inclusion in its hiring practices?
3. **Learning and research:** Review the mission and role of the UBCLE in supporting UBC's teaching, learning, and research goals as articulated in the University's strategic plan. How well does it support students and faculty in meeting the goals of community-based learning and scholarship? In what ways does it apply the principle of knowledge exchange in its dealings with the DTES community?
4. **Community engagement:** How well does the UBCLE meet the learning needs of those it works with in the community? Are its programs and activities up-to-date and relevant, and does it work effectively with community residents to adapt and improve those programs and activities? Does it contribute to the goal of supporting and advancing Indigenous rights as outlined in the University's Indigenous Strategic Plan? What activities are valued and what additionally needs to be created, modified or strengthened? What, if anything, should it stop doing?
5. **Campus Partnerships:** Review the ways in which the UBCLE partners with Faculties, Departments and other service units across UBC. Are partnerships valued, appropriate, and effective in supporting teaching, learning, research, and community engagement across diverse contexts at UBC?
6. **Collaboration with other programs and agencies:** How effectively does the UBCLE collaborate with other agencies, government programs, and NGOs dedicated to serving the population of the DTES?
7. **Future development:** Advise on opportunities for future development and enhancement. What should the UBCLE prioritize? What strengths should it build on and advance further? Is it sufficiently innovative?