

Convocation '96 — June 20, 21



Leanne Suderman receives her award from Brian Gillespie at Convocation.

Grad takes prize for highest academic standing

Walking down the aisle to receive the Governor General's Bronze Medallion at Convocation was good practice for CAD/CAM graduate Leanne Suderman, who joins her groom at the end of another aisle later this week.

Suderman received this annual award for achieving the highest academic standing in a diploma level, post-secondary program. Her academic standing for her second year of studies in Mechanical Design and Manufacturing Technologies, CAD/CAM option, was 95.19.

She says she is a perfectionist by nature and rather competitive. Her quest to be at the top of the class put her at the top of the institute. "It was a lot of hard work and winning this award is really an honor," says Suderman.

Prior to coming to BCIT, Suderman worked in industry designing wheelchair lifts for stairways where there is no elevator. She trained for this position in a one-year program in architectural civil drafting at a local college, and describes her training at BCIT as a means of upgrading her skills.

"I wanted more of a challenge and the BCIT program interested me because it is practical and has a good reputation in industry," says Suderman.

Now that she has successfully completed the program, Suderman is looking forward to her wedding and a relaxing honeymoon before pursuing a job search in programming and customizing.

Speakers bring greetings, congratulations to graduates

Graduates were all ears at Convocation '96 as keynote speakers provided insight and leadership in their chosen fields.

Larry Achtemichuk, vice president and general manager Western Region IBM Canada Ltd., addressed the Engineering Technology graduates and focused on today's dynamic work environment. He told the audience they can change the way things are done if they seize the opportunity to shape the future.

Dr. Charles Wright, director of Clinical Epidemiology and Evaluation, Vancouver General Hospital, secured attention of Health Sciences and Electrical and Electronic Technology graduates when he said he wanted to talk about the depth and importance of their ignorance. Sighting examples of how knowledge evolves, he told

the graduates that the greatest thing they possess is the confidence to grow and change.

David Bentall, president and CEO, The Dominion Co. Inc., couldn't miss the enthusiasm and energy of the crowd at the Friday morning ceremony. He discussed principles that he found helpful in his career and concluded by offering three strategies for the future: develop a career plan, be willing to move, and seek out mentors.

Ted Rogers, president and CEO, Rogers Communications Inc., was warmly received by Business, Computing and Academic Studies and Trades Training graduates. He summarized major career moves and advised students to always try to use someone else's money, never give up and have faith in yourself.

BCIT confers first bachelor's degree

In a ceremony president Brian Gillespie described as "perhaps the biggest milestone in BCIT's history," Computer Systems Technology graduate Joe Defries received BCIT's first bachelor of technology degree.

"Today's ceremony has moved BCIT into another era — an era of providing a practical degree option in post-secondary education. Now we can open even more doors to career and job opportunities," said Gillespie after the Friday ceremony.

Defries, who works in project management at BC Hydro and is part-owner of Able Security and Alarm Systems, has been working towards the degree for four and a half years through part-time studies.

He began his commitment to lifelong learning in 1972 when he graduated from BCIT with a diploma in Electrical Engineering. Before embarking on a degree in Computer Systems Defries took an additional 13 core courses to meet the pre-requisites.



Joe Defries proudly displays his bachelor of technology degree.

"I am thrilled and excited to earn this degree. It opens up so many doors and provides opportunities where they didn't exist before,"

says Defries, who is contemplating his next step. "I am thinking about doing a business degree next."

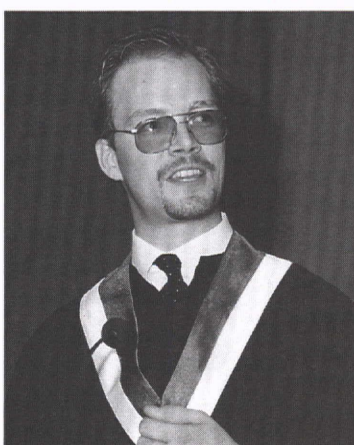
Valedictorians bid BCIT adieu

*"If you can't find the road, blaze your own trail.
If you can't see the sun, catch a shooting star.
For it isn't by birth that we win or we fail,
it is by making the best of whatever we are."*

— Jim Paterson,
School of Business valedictorian

Taking the stage before peers, instructors, family and friends, this year's valedictorians spoke eloquently on the challenges they faced during their time at BCIT and the support they received to overcome them.

School of Engineering graduate Kazamir Falconbridge has honed his public speaking skills as president of BCIT's Toastmaster's Club. As valedictorian he had the opportunity to demonstrate his talent before family and friends.



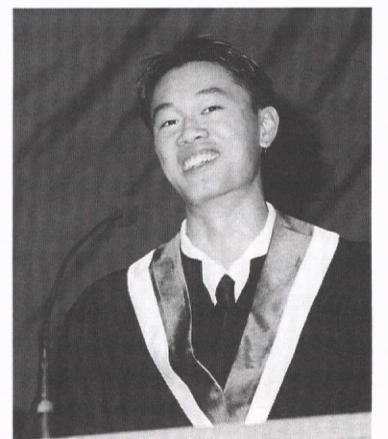
School of Engineering valedictorian Kazamir Falconbridge

He reflected upon the skills students learn at BCIT, noting in particular teamworking skills. "Teamwork amongst students is essential for success at BCIT, and those teamwork skills we learned will help us build a better future for our children," he said.

Falconbridge thanked BCIT staff for the challenges they placed before the students, parents for understanding and everything they've done over the years to make graduation possible, and fellow students for all the help and support with no strings attached.

School of Health Science graduate Laura White delivered a rhyming message thanking her support network:

"Thanks to our parents, who've helped more than they know, and to friends who have been there for high times and low. Thanks to our instructors for giving their best, pushing and prodding so we could pass the test."

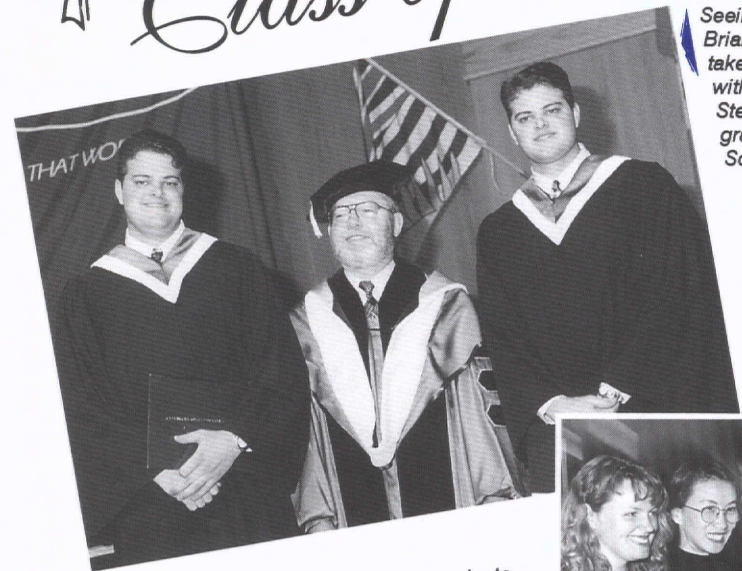


Computer Systems Technology valedictorian Thomas Tong

In the Friday morning ceremony School of Business graduate Jim Paterson was well received by the audience prompting laughter and smiles as he reflected on his two years at BCIT. He stressed the unique sense of community at the institute and joked that he was job-ready now that he has developed crucial business skills including writing excellent memos and using bullets on the computer.

Valedictorian Thomas Tong thanked the instructors and BCIT staff who have led the way with guidance and wisdom. "You are more than instructors, you have been our mentors and friends these past years," said Tong.

Class of 1996



Seeing double? President Brian Gillespie did a double take when he shook hands with twins Craig and Stephen Vernon, who graduated from the School of Business.



Graduates enjoy the day with friends and family.



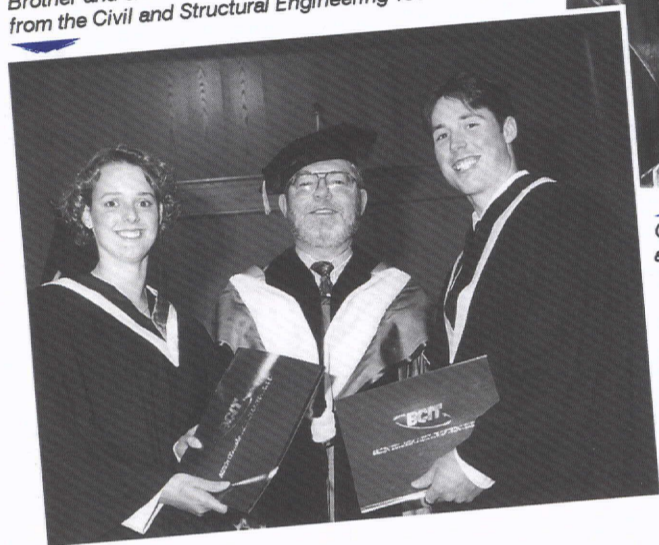
Brother and sister Carla and Gordon Carlson graduate from the Civil and Structural Engineering Technology.



Cardiology graduates share a moment and their appreciation with instructor Kristin Warburton.



Malaysian students in the International Tool and Die program Mohd Izam Tarbus, Shamsul Bin Abbas and Azmee Bin Saari.



Tom Blockberger presents Jayde Home with the Broadway Printers Limited Award in Tourism Management on behalf of his father Richard, who recently passed away. Tom's mother Julia is an active member of the Tourism Management advisory committee.

Graduating Awards

Hard work and dedication were rewarded at the Graduating Award ceremonies on Wednesday, June 19. Thanks to generous support from our donors, students from all areas of the institute were recognized for their accomplishments in the second year of their technology.



The Pentland family are longtime supporters of BCIT's Prosthetics and Orthotics Technology. Arne and Mabel Pentland each presented a Pentland Enterprises Ltd. Company Award. Arne presented one to Martha Lantos and Mabel presented one to Sarah Pennington.



This calls for a toastmaster

As Kazimir Falconbridge completes his term as President of BCIT's Sunrise Toastmasters Club, he continues his objective to increase staff enrollment for next year.

"Staff involvement is very important and has kept the club afloat all the way along," says Falconbridge. "We really need staff to promote Toastmasters among the students."

While he hopes more staff will join Toastmasters in the upcoming year, Falconbridge says it is equally important that faculty mention the weekly meetings in the first few lectures in September.

"I only found out because an instructor mentioned it to me," he says. "There is a credibility factor that comes from instructors."

Alison Dewhurst, LMS System Coordinator in the School of Trades, has been a member of Toastmasters since January of 1996.

"Toastmasters has helped me to develop better listening skills, evaluation tools and a higher level of self-confidence," she says.

While the club achieved a greater recognition among the BCIT community this year, increased enrollment from eight

to 42 and gained attention from the trades students, Falconbridge says there's still more to be done.

"We have five staff and two alumni members," he says. "I'd like to see those numbers rise considerably."

The BCIT community can count on the incoming executive, which includes Jeremy Tiffen, Kees Roodbol, Crystal Sawyer, James Branco, Suzanne Klomp, Alison Dewhurst, Marsh Heinekey and Steven Seewald, to vigorously promote the Toastmasters club among both staff and students in the upcoming year.

— from Crystal Sawyer

First Technology Management ADP graduate receives award

Honored, grateful and very happy — that's how Mark McDonald describes his feelings about winning the Lieutenant Governor's Award for Advanced/Post Diploma Studies.

"It gives me a real boost to get this recognition, especially after getting to know so many other excellent candidates in the advanced program at BCIT," he says.

McDonald was presented with a silver medallion, awarded for high academic standing and outstanding involvement with the institute and with fellow students. According to instructors, McDonald more than met the criteria, achieving an 87 per cent average in the program and playing a major leadership role. In fact, he is continuing that leadership role as one of the key people involved in establishing a Technology Management Association for professionals in the field.

McDonald, the first recipient of BCIT's advanced diploma in Technology Management, was also awarded the first bachelor of

technology in Technology Management from the Open University. The BCIT program he began in April 1992 consisted of three sections: management courses, advanced technology courses related to his technical specialty and a graduation project that allowed him to explore ways to improve his employer's organization.

"As most working, part-time students can tell you, the biggest challenge with any program is time management," he says. "I've been fortunate to have a family that has supported me throughout my studies."

He'll have an opportunity to repay that "family support" as he draws upon the skills learned in Technology Management to help wife Lori launch a new business. While McDonald is on the lookout for new challenges in his position as a materials specialist with Powertech Labs, he plans to make a real contribution to establishing Lori's business, which will offer consultation services and products for child-proofing homes.

Carpentry student receives Lieutenant Governor's Award

The Lieutenant Governor's Award for Trades/Vocational Studies is presented annually at graduation to the student in a pre-employment or apprentice program who achieves high academic standing in a trades program and has contributed in a positive way to the life of the

institute or the community at large.

This year's recipient was Steve Beck from the Carpentry program. Beck performed at the top of his class in each of his four years of apprenticeship training and achieved a 82 per cent average.

SPECIAL SCHOOL OF BUSINESS EDITION



Gordon Farrell

Netting customers

Jumping on trends early in the game can result in a competitive edge. For Marketing instructor Rob Duncan the trend was the Internet and the result is what he describes as an obsession.

In the last three years, Duncan has become an expert on Internet marketing and research. He currently combines his teaching position at BCIT with work in a market research company that is a "virtual corporation" of consultants. "There is no head office and we communicate through technology rather than the traditional office model. This allows greater flexibility and opportunities to work on a number of different projects," he explains. Duncan was recently featured as a guest speaker at a national conference on emerging marketing and research technologies in Toronto.

His interest in the Internet crossed over to the classroom, where he introduced his market research students to on-line information systems. "I feel that all our students should have some experience on the Internet before they graduate, it's what is going on in industry," he says.

Consistent with BCIT's mandate for up-to-the-minute training, Duncan has introduced a new four-week, intensive, hands-on course called Effective Marketing through the Internet. "The course will take place in the Advanced Management Technology Lab in the IBM building. This lab is an incredible place, probably one of the best installations of its kind in

the city," Duncan explains about the 24 Internet-accessible consoles.

The course will be offered in October 1996 and if the demand is there, there are plans to keep running it back to back. Duncan says the course is geared to middle managers, senior executives and business owners, who want to know how to develop an on-line marketing strategy, and how to evaluate whether it is viable for their businesses. The course goes beyond strategy, offering intensive, hands-on training on how to develop a web marketing

presence and how to use the Internet for marketing goods and services.

"Anything that can be sold by pictures or words can be sold on the Internet. What people may not

realize is that Internet commerce was valued at \$400 million in 1994 and is projected to reach \$13 billion by the year 2000. These numbers represent a big market for the researchers," adds Duncan.

While the main psychological barrier to this marketplace is consumer perception of a lack of security, Internet lore says that there is still not one documented case of Internet fraud. A wide variety of encryption techniques have been developed that involve scrambling numbers and verifying user identities. These are all ways of protecting your credit card number. Duncan concludes: "There is little difference between giving your card number over the phone and over the Internet."

— from Sheila Rees

Message from the dean

It has been an exciting and challenging year for BCIT and the School of Business has undertaken many initiatives and instigated extensive planning for the future of the School. These initiatives and plans are reflected in our two year Operational Plan.

Working together with industry is integral to the success of our students.

Working together with industry is integral to the success of our students. One of the most important vehicles for this is the advisory committees and throughout the past year I have had the opportunity to meet with each of the School of Business advisory committees. While the committees differ with regard to operation and constituency, there is no difference in the high level of dedication and advice their members offer.

The School of Business will be offering degrees in selected areas as required by industry and recommended by industry advisory committees. To date, the proposed Accounting degree has cleared the ministry's initial review and a full proposal is under development with classes planned for September 1997. The Management degree, which will shift to outcome based skills as a paradigm for the workplace, is currently being reviewed by the Technology Degree Committee. I anticipate that faculty will soon be developing detailed learning modules with the expectation that classes will begin in September, 1997. It is also an exciting time for the

Tourism option. Program Head Bob Brett and Associate Dean Randy Vandermark are working with a provincial consortium to develop a Tourism degree.

Looking forward on the education front, the School of Business continues to improve the quality and standards of the programs we offer. In particular, we are looking forward to a curriculum review of all of our first year business foundation courses. This type of review is an opportunity to make changes that reflect what our advisory committees see in the business community. Another way of ensuring quality standards is to promote collaboration and cooperation between faculty who are experts in their fields. Professional development, both formal and informal, allows faculty to stay up to date with industry and deliver current practice.

Quality review must include some key performance indicators, such as application rate, retention rate, graduation rate, employment rate and employer satisfaction. Our stakeholders, including students, graduates, employers, professional associations and other post-secondary institutions, can provide the necessary feedback and it is imperative that they are included in the quality loop.

As technology continues to evolve, we must make a concerted effort to stay on top of current trends. In the School of Business we utilize technology where it will provide benefits to our customers, looking at ways to continually expand communications and learning. In this area we are striving to facilitate the learning focus and

promote a commitment to lifelong learning.

As we move towards a more self-sufficient financial model in the School of Business, as reflected in our Operational Plan, we are examining the opportunity for greater financial independence that lies in focused Industry Training. In addition, we have established an Enterprise Team, comprised of individuals from all areas of the School that generate revenue. A subcommittee is currently examining ways of improving our level of customer service. The first step in the plan will be implemented in September, 1996 when the second floor of the IBM Technology Building will become a customer service centre with extended hours and more diverse services, including portfolio analysis and Prior Learning Assessment.

We are examining the opportunity for greater financial independence that lies in focused Industry Training.

The growth of our Part-time Studies and Industry Training, which is also outlined in the Operational Plan, will be reflected in the activities in the new Downtown campus. Throughout the School we are looking at new courses and industry training opportunities for the new campus. The School of Business team is ready to meet the challenges ahead, knowing that together we will achieve further success.

— from Gordon Farrell



Dr. Bob Gayton, chair of the Chartered Accountants Education Foundation presenting Gordon Farrell, dean of BCIT's School of Business with the donation. Also pictured are Margaret Briscall (L), associate dean, Financial Management and Dr. Don Carter (R), executive director of the foundation.

Financial Management receives donation

On April 26, 1996 the Chartered Accountant's Education Foundation presented \$10,000 towards the

Financial Management Research Centre. This donation will be used to fund research into the

innovative, instructional delivery methods using new technologies.

Award marks pinnacle in Marketing grad's career

These days, 1981 International Marketing grad Carol Borghesi is all smiles. Last month, Borghesi became the first woman named Marketing Executive of the Year for her implementation of the BCTel Telesales Centre in New Westminster.

Borghesi can easily describe her career as a steady climb up the corporate ladder. In July of 1981 she was hired as a product analyst in residential long distance services. Since then, she's been promoted steadily and in 1989 she became the first female sales manager in BCTel's history. Borghesi is now the assistant vice president and adds the Marketing Executive of the Year Award to her list of triumphs.

On Winning the Marketing Executive of the Year Award

"It's been the highlight of my career," says Borghesi. "The group of people I've joined as a recipient is a heady list. I can't recall an experience where having the recognition of one's peers in the industry feels so good." Borghesi joins the likes of Jim Pattison and Mohawk Oil CEO Bill Duncan.

"It is important that people in general become more generous with praise."

The experience has taught Borghesi some valuable lessons. "Remember that you never ever do anything by yourself," she says. "I've been successful because of the team of people I've been so privileged to work with. They are the real heroes."

She adds, "Never assume someone feels appreciated; it is important that people in general become more generous with praise."

On Her Accomplishments

The Telesales Call Centre is a telesales channel for both business and residential customers, and plays a key role in retaining and increasing long-distance usage, as well as winning back customers who have left BCTel.

"I was chosen for this award because BCTel faced an environment of impending competition. The Call Centre was conceived and executed with astonishing speed," she says. "Under normal circumstances we'd still be in the planning stages. In our case it was more like six months."

"Human beings don't change in the absence of a compelling reason. Our reason was full blown competition," she explains.

"Suddenly, our consumer long distance market could seamlessly connect to other long distance carriers — by seamlessly I mean they could connect without dialing a series of other numbers. I knew we had to do something, and something quick."

"There is great wisdom in saying, 'Hey, this is new to me.'"

Borghesi recalls the ambiguity she faced at the start of the project. "I believe that you'd better know what you don't know and be willing to learn it. There is great wisdom in saying, 'Hey, this is new to me.'"

The Call Centre team took on the task to learn everything possible about world class call centres. "Today, we are able to use that knowledge in working with others," she says.

The marketer credits her manager, Ken Crump, Executive VP of Corporate Services and Chief Financial Officer, for the support she received. "He said to me, 'I trust you, I believe in you. Go get 'em.' That means a tremendous amount in a company of this size," she says.

On Choosing BCIT

"It was a tremendously practical way to acquire education and knowledge that I needed," she explains. At 21 years old, Borghesi already knew the value of earning power, and wanted to maximize her educational experience. "Instead of university, which ultimately gives you the ability to think better, I wanted a job," she says. "Marketing seemed to have the most likely practical application, and the course of study, how and why people buy things, was of interest to me."

"He said to me, 'I trust you, I believe in you. Go get 'em.'"

"It must have been divine insight that caused me to choose International Marketing in 1979," she smiles. "I've benefited from that perspective over and over again."

On Beginning her Career

Hired at BCTel almost immediately after graduation, Borghesi says she was careful not to ruffle feathers in establishing herself. "I was

respectful — in any new position you have to take time to figure out the culture and watch you don't step all over it," she says.

Her strategy worked, because only 18 months later she became sales merchandising coordinator for the newly formed Business Telecom Equipment, where she was responsible for sales promotion, trade show coordination and direct marketing.

On Women in Marketing

"I knew women would come into their own in the period late '80's–90's," she reveals. "There are lots of talented men and women in the business — different perspectives are healthy."

On Being a Mother

Borghesi has also beaten the odds when it comes to balancing her career and beginning a family. "I have to give credit to BCTel. I have never been held back," she says.

"You have to take time to figure out the culture and watch you don't step all over it."

"Someone asked me if the Telesales Project could have been taken away from me because I was pregnant; I was shocked, but realized women still have a long way to go in many places, even if that's not been my experience."

"I was as healthy as a horse, with raging hormones and all," she remembers with a grin. "The Grand Opening of the Telesales Centre was November 1; my due date was November 8. Everyone was more than a little concerned that the grand opening could be upstaged by the grand entrance of my baby!"

On Taking Time Out

Although her sometimes 14 hour days don't leave a lot of playtime, Borghesi's family always comes first. "Because of the amount of time I spend at work, any spare time I do have I spend with my family," she says.

Some of her favourite pastimes include entertaining, watching movies, attending theatre, reading, horseback riding and walking.

On Her Future

"We are facing the challenges of technology and competitive change, and my interest in this business has become ever stronger," she says. "It's my desire to be part of our success and how I will do that could take a number of directions. No doubt I will be in sales and marketing."

— from Crystal Sawyer



Carol Borghesi receives the Marketing Executive of the Year award from the Sales and Marketing Executives of Vancouver at a Gala dinner on May 16 at the Wall Centre Garden Hotel.

Carol Borghesi (nee Judd), as she graduates from BCIT's International Marketing program in 1981.



BCIT presents teamwork approach

The project phase of the Operations Management teamwork skills initiative has drawn to a successful conclusion. Thirteen Faculty members from four departments teamed up to develop and deliver a unique "integrated-across-the-curriculum" approach to teaching team skills and teamwork. The approach was to strategically weave more than sixty major learning outcomes through the fabric of twelve specifically identified courses over the two year program.

While integration across a curriculum is not unique, the Operations Management approach is perhaps a one-of-a-kind in North America. To create a real team experience, the students learn and work in "Learning Teams." These teams operate for a term across all the team-focused courses. The teams sit together around tables in class, they are responsible for their academic performance and they evaluate each other's team skills. In this model, students cannot be carried by the team. Each student must pass their individual work before team grades can be included.

As this team skills initiative moves into the ongoing maintenance and development phase, the faculty team are extremely satisfied by the success of the initiative over the last two years. More than 90 per cent of the students felt that the

integrated-across-the-curriculum approach and the use of learning teams are effective for learning teamwork and other course subject materials. Students believe they have learned a lot. They gave themselves a failing grade for their team skills at entry to the program and felt they had a first class knowledge of teamwork upon graduation.

As for the faculty team? They felt they learned a lot and enjoyed the process. Working together as a team provided a sense of enthusiasm for trying to provide a quality learning experience for the students. The faculty learned from each other and developed new learning strategies they can take into all their classes. As project coordinator, Chuck Spong says: "These people are good, really good! They are doing some great stuff in their classes."

The program would like to thank the team for a job well done. The Teamwork team members are: Chris Gadsby, Wilf Ratzburg, Sydney Scott-Hallem, and Ben van der Woerd from Administrative Management, Lorraine Robson from Communications, Barbara Davis from the LRU and Steve Dudra, Keith Hartley, Shirley Mauer, Gary Sagar, Lorna Shapiro, Bill Sheriff, Chuck Spong and Ron Wlock from Operations Management.

— from Chuck Spong

SPECIAL SCHOOL OF BUSINESS EDITION

Graduate applies skills in solving problems at work

For James Ingham job satisfaction means customer satisfaction, and the skills he developed in BCIT's Operations Management program keep him satisfied at Hughes Aircraft of Canada Ltd., where he works as a quality assurance engineer.

Ingham was hired five months before graduation as part of a nation-wide recruitment.

"Outside of British Columbia they concentrated on university graduates only, but BCIT students were in the running in B.C.," says Ingham.

He admits that the first few days on the job felt a bit like treading water. He jokes that there were so many acronyms flying around his first staff meeting, that he felt they were speaking a different language. "As soon as I got to know the job that changed very quickly," says Ingham, "and I realized just how well BCIT prepared me for the challenges of the workplace."

Now, nearly a year since he began at Hughes, Ingham is beginning to see just how well prepared he was through the eyes of a manager, and not just as a job-ready grad. There are presently a number of students working for Hughes on their practicums and, as their manager, Ingham sees in which areas the BCIT students excel.

"The BCIT students were able to very quickly take a problem and evaluate a high level solution for a proper fit. Students from other post-secondary institutions were unable to recognize that solutions are not always perfect just because the text book says they are," he explains.

Ingham had a similar opportunity to see how things fit during his two years at BCIT. A semester-long practicum at Creo Products and a part-time job as a production analyst for a mechanical engineering firm,

stood him in good stead when he applied for the job at Hughes.

Today, as a quality assurance engineer, Ingham makes sure that when a customer requests a product, all of their requirements are met. "This can involve everything from writing the promotional material from a quality point of view (how it works and what it can do for the client), to designing a quality management system and an activity schedule, to producing a final report," he explains.

Now, nearly a year since he began at Hughes, Ingham is beginning to see just how well prepared he was through the eyes of a manager, and not just as a job-ready grad.

The airtraffic control systems the company designs take close to three years from start to finish. "Throughout the project I work for the customer, concerning anything that will affect the product. This is primarily a technical position, but if human relations begin to affect the product then we deal with that as well," says Ingham.



Since beginning his job at Hughes, James Ingham realizes the value of his BCIT training.

Ingham is currently monitoring two airtraffic control systems, one of which is for the Canadian military. These projects involve a great deal of team working skills and Ingham thanks his experiences inside the classroom for helping him become an effective team member: "In school we were constantly being placed in group situations and I don't think many of us recognized how closely these

exercises reflect the work environment."

Ingham says it is difficult to single out a favorite part of the job, but his enthusiasm for his co-workers and the overall work environment is difficult to ignore. "The hardest part is telling people they could be doing something in a different or better way, but that's what quality assurance is all about," he says with a laugh.

— from Sheila Rees



International learning experience in India

Future International Marketing students will gain valuable information from a case study that is being written by BCIT instructor George Jacob.

Jacob is currently in India assessing a joint venture project between Canada's British Columbia Chrome and Concast India Private Ltd. in Bombay. The 50/50 partnership is another step in major global expansion by Columbia Chrome, the 300,000 square foot plant in Langley that specializes in repairing, rebuilding and manufacturing components for the mining industry.

Jacob, who avidly reads information from the Canada India Business Council, jumped at the opportunity to write the case study to use in his International Marketing class.

"It will be a very extensive case that can be used in university textbooks or summarized for use in first year classes," said Jacob before the trip.

Book publisher Irwin has expressed interest in publishing

the study, and Jacob has solicited support from the Asia Pacific Foundation, who will feature the project in an upcoming issue of "Asia Insights."

Jacob plans to spend a week interviewing the management team at Concast India Private Ltd. and assessing the investment climate.

"This partnership has taken four years to develop — the economic climate has undoubtedly changed and there could be considerable risk involved," he says.

Jacob adds there is a 70 per cent failure rate with joint ventures. "It is much like a marriage, there are no guarantees," he says. "It is especially difficult when two cultures and two management styles are involved."

The instructor says he won't be making recommendations for the companies, but instead will focus on what others can learn from this experience.

— from Crystal Sawyer

BRIDGING THE GAP BETWEEN SCHOOL AND WORK

High school students make hands-on learning their business

For a student growing up in a Yukon town of 1500 where temperatures average -30°, opportunities could easily seem bleak. Luckily, students of Watson Lake Secondary School have learned: opportunity arises when you create it yourself.

The high school allows students to learn hands-on business practices, not from a textbook, but by actually running their own business. Bears Co. is a convenience store within the school that is completely run by students and guided by a board of directors and mentors like BCIT's Marketing department.

Brian Giffen, Small Business Instructor at BCIT, met with the students in February when they visited small business and tourism classes to present their business plan and receive feedback.

"BCIT has been a mentor for over three years through Randy Vandermark," says Giffen. "He helped them in planning the business, setting up the business plan, and establishing realistic objectives." Throughout the year students consult Vandermark on business issues and keep him informed on the operation of Bears Co.

Students who run Bears Co. must deal with all financial and staffing issues, communication, team building and customer relations. The management team consists of a president, controller, sales manager and an administrative/marketing manager.

Jane Jacobs, past sales and marketing manager for Bears Co., says, "Bears Co. gave me a passion for business. I learned that you will be a manager or you will be managed. I prefer to be the manager."

Bears Co. has also supported several student initiated activities, such as a line of teddy bears called Bed Buddies that were designed and manufactured by a student. Management of Bears Co. has represented the Watson Lake Chamber of Commerce in Alaska's Convention and Trade Fair, and in March 1996 received the National Partners in Education Award by the Conference Board of Canada.

Board of directors member and town manager Andy Nichols comments, "Because of the limited job opportunities in the community most students who remain [here] will need entrepreneurial skills to make a

living. [Bears Co.] provides a means of communication between business and education."

Giffen was particularly impressed with the students' visit in February and their interaction with his own classes. "They were extremely team oriented and hungry to learn about new things," he says.

BCIT's small business students were on hand during the forum to provide suggestions for the marketing of Bears Co. "It was very interesting to see my students feeding back the information we've been teaching them," says Giffen.

Small Business Marketing graduate Jim Paterson remembers, "I was really impressed with the maturity of the students. They've learned great skills in management, dealing with people and negotiating, and above all they've gained a great sense of accomplishment."

"It is an incredible experience to see what kids can do given the opportunity," he says.

— from Crystal Sawyer

SPECIAL SCHOOL OF BUSINESS EDITION



Wolrige Mahon stacks the deck with Financial Management grads to become one of BCIT's top employers.

HAPPY EMPLOYERS

Wolrige Mahon stacks deck with grads

One of BC's largest independent chartered accounting firms is also one of the top employers for our graduates.

With 16 grads on staff, and a positive annual recruitment rate, Wolrige Mahon demonstrates that BCIT graduates are not only job-ready, they also compliment the firm's commitment to exceptional service.

When Denise Ashton, CGA, completed BCIT's Financial Management program in 1978, she had no idea that her new employer would one day place her in a position to hire fellow graduates.

"I joined Wolrige Mahon as an accounting student in the small business department. My next step was to earn my CGA (Certified General Accountant) designation through night school, luckily many of the courses I took at BCIT were

transferable towards the designation," explains Ashton.

Of the many things she learned at the institute, Ashton says time management was the most important skill she developed. "I see this reflected again and again in the BCIT students I interview. They are confident about accomplishing a large number of tasks in a short period of time. The powerful combination of skills and enthusiasm makes choosing the right candidate very difficult. Of course making this kind of a hard decision is a good position to be in," she adds with a laugh.

Ashton says that finding the candidates is not difficult. A recent posting recorded on BCIT's Voicelink Jobsline netted the same amount of replies as a traditional posting. "I think the jobsline works well for the students, as they can access

Employment Services from anywhere there's a phone."

Ashton comments that BCIT graduates tend to stand out for the practical knowledge they bring to the job, arriving with a strong accounting background and experience on the most up-to-date accounting and tax software. She knows first-hand that the required course schedule is demanding, but the results are impressive.

Once the students obtain their designation, they choose whether or not to stay in an independent firm or to go into industry. Ashton has done both. She spent two years working for the CGA Association as assistant director of professional services, then she returned to Wolrige Mahon in 1988 where she is a senior manager in the small business department.

— from Sheila Rees

Update '96

The School of Business had an exciting day November 17 hosting UPDATE '96. More than 135 high school, college and career counsellors as well as Instructors and government agency representatives from around the province came to spend the day learning about the School of Business and BCIT.

Gordon Farrell, dean of the School of Business, opened the event by welcoming our guests and telling them of the exciting new changes happening at BCIT. He also gave an excellent presentation on the School of Business and the upcoming bachelor of technology degree.

Shannon Cooper, a Marketing Management student gave our student presentation. She told our audience why she chose BCIT after trying university, her life here as a student and why all the hard work was well worth it. Shannon opened hats from student to Open House



Shannon Cooper and the Open House team invited the audience to check out Open House '96.

coordinator and closed her presentation with an invitation to all our guests to come to Open House '96.

The morning's presentations were followed by tours of the Campus and Broadcast Centre, and demonstrations in the Indy Lab. Many of our guests were surprised at the size of the institute and the technology we offer. As one person commented "BCIT has progressive, state of the art programs."

After lunch, our guests were invited to a School of Business panel discussion. The School's representatives provided more detailed program information and invited questions from the audience.

It was a successful day that gave our guests a positive impression of the School of Business and BCIT.

— from Regina Trineer

Closing in the distance

Going to night school isn't what it used to be if you're enrolled in Introductory Accounting with instructor Bob Nichols.

Nichols has just completed a pilot project offering the course in the new BCIT interactive videoconferencing facility, linking students on the Burnaby campus to students on site in Simon Fraser University's Harbourfront Centre in downtown Vancouver.

The 17 students in the program were split between the two venues with Nichols on site at BCIT. Communication was done over fibre optic cable, allowing the students to see, hear and interact with classmates downtown.

"Ultimately I would like to see more interaction between the two student groups," says Nichol, "but overall student feedback was supportive and three-quarters of the participants

felt they did better than they would have in a more traditional setting."

Nichols had the opportunity to show off the interactive videoconferencing facility to a group of industry contacts and educators at the Connections '96 Conference: Linking Teaching, Learning and Technology. "I did a demonstration from BCIT, connected to the SFU Harbour Centre, where the conference was taking place. There was a lot of interest from industry for what we're doing at BCIT," says Nichols.

The next stage in the project is a follow-up course in the fall and Nichols is looking forward to using the facility again. "It was a challenging job and it opened up a whole new way of teaching with aspects I can bring into the conventional setting, such as the use of computers in teaching."

— from Sheila Rees

Alumni reunion raises funds for student awards



The class of 1986 enjoyed the ten year reunion tremendously.

To commemorate 10 years at BCIT and the success of her students throughout the years, Marketing program head Glenna Urbshadt organized an alumni night for Sales and Small Business graduates on March 30, 1996. Proceeds from the event totaled close to \$2000 and are going to be directed towards student awards over the next few years.

Urbshadt was able to track down 650 of her 750 former students and was thrilled with a turnout of close to 350 people. "Organizing the event took close to 3000 phone calls," she says with a laugh, "and I don't plan on doing it again too soon, maybe it's

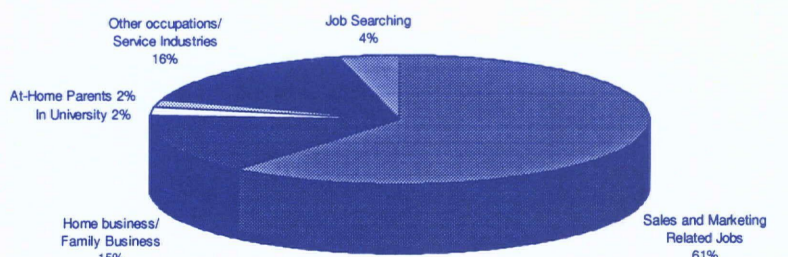
something we could do on a five-year basis."

An enthusiastic response after the event including thank you notes and networking opportunities pleased Urbshadt to no end. "It was great to hear what everyone is up to and it was also a chance to remind alumni that BCIT is still here and job postings have been coming in."

As part of the response, Urbshadt analyzed what her former students are doing. The results show a very high retention rate in their area of study.

— from Sheila Rees

Survey confirms grads applying BCIT education in related fields:



- Sales or marketing related jobs:61%
- Own home business/working in family business: 15%
- In other occupations/service industries: 16%
- Job searching:4%
- In University:2%
- Stay at-home parents:2%

Thirty years of broadcast grads attend reunion

Grads from the first thirty years of Broadcast Communications programs descended on the Broadcast Centre on April 26 for the department's annual Reunion. John Ansell, program head of Radio, organized the event and estimates close to 450 grads showed up to swap stories, handshakes and hugs and to recall their two years at BCIT.

The department schedules this event for the last Friday in April every year. This year, the walls of the Broadcast Centre were covered with photos taken over the past three decades, as well as the usual "Where are they now" class lists, used to keep track of grads. Close to 2500 students have commenced training over the years, with about 2000 of

those completing the course. It can be a real challenge to track grads after they leave BCIT because not everyone "calls home" to say where they are, but the department knows where about 1200 grads are today, most of them still involved in the broadcast industry or a closely related occupation.

The broadcast family spent until the wee hours of Saturday at their Reunion, checking out the modern digital Broadcast Centre (Why didn't they have that when I was here?" was a common comment!—that's *progress*, folks!), bringing each other up-to-date on careers, families, etc., and making plans for getting together again next year.

—from Brian Antonson



Thirty years of Broadcast grads celebrate at reunion, April 26.

Half of broadcast grads placed before classes end

Half of this year's Broadcast Communications graduating class was placed before the school year even ended.

Since 1978, Broadcast grads have been entering full-time jobs in industry at any time during their final term here. When the industry offers a job opportunity, the successful applicant can leave their classes, taking a series of correspondence assignments with them to complete during their remaining months as a student. Industry personnel agree to

provide a thorough practical evaluation based on the student's work. All being well, these students graduate with their colleagues in June.

This year, 24 Radio students, 12 Broadcast Journalism students and eight Television students were placed before classes wrapped up in late May. Broadcast staff are delighted at this high number and expect the usual number of job opportunities over the summer and early fall to provide

positions for most other grads. These days, many Television grads find positions in the freelance market where they work for a variety of video and film productions and video production houses. Journalism students more commonly find positions in radio and television newsrooms. Radio students run the gamut from on-air work through copywriting, commercial and feature production and sales.

—from Brian Antonson



Standing L-R: Lexie McManus, International Student assistant, BCIT International; Chris Wilson, Part-time Broadcast Instructor; June Kim, second year Marketing Tourism student; Nevin Blumer, ESL teacher. Seated L-R, Employees of the Korean Cable Communications Commission: Seog Woo Kang, Joung Su Kim, Ho Keun Jeong, In Hyoun Han, Hee Soo Kwon, Young Su Oh.

Korean cable at BCIT

BCIT International is working with Broadcast Technology to host a professional study tour for six employees of the Korean Cable Communications Commission.

The Koreans are studying English as a second language while learning about Canadian cable and local broadcast television operations.

Part-time Broadcast instructor Chris Wilson is facilitating a series of seminars on management issues, program planning procedures and other fundamental concepts related to the cable and television industry as practised in Canada. Chris is also coordinating group visits to Canadian cable and broadcast industries.

Second year Marketing Tourism student June Kim is acting as

tour guide and translator for the group.

BCIT International has arranged local tours to Stanley Park, Queens Park, the Museum of Anthropology, an evening at a Canadian's Ball game and trips to Whistler and Victoria.

This project is a result of BCIT International's proposal to the Asian Pacific Foundation that coordinates institutional membership to seven Canadian Education Centers in Asia. Special thanks are extended to Wona Chae of the Canadian Education Centre in Korea for facilitating communications and relationship building for BCIT International and the Korean Cable Communications Commission.

—from Donna Hooker

OpMan revises program

As of September, BCIT's Senior Certificate in Operations Management will have a new name and focus.

The Applied Operations Management Senior Certificate program is designed for part-time students already working in a related field. In fact, current employment and endorsement from the employer are prerequisites for acceptance.

The goal is to prepare participants for greater responsibility in their careers through business and technical training.

There are four levels to the program. The Certificate portion (levels one and two) focuses on employability and resource management skills. Specialization (level three) allows students to select one of 10 career options. The Senior Certificate (level four) emphasizes consulting skills and an industry practicum. Students pursue levels three and four on an individual, self-paced basis.

For more information about prerequisites and program content, contact Joe Ribic, program head, (604) 451-6745.

—from Karen McDonald

Three attend broadcast convention

Three Broadcast Communications students attended the recent BC Association of Broadcasters annual convention in Penticton as guests of BC Gas. Each year, BC Gas sponsors an activity at the convention, and this year, they suggested sponsoring three students to attend the event.

Ethan Faber, Lisa Ottenbreit and Shauna Powers were chosen from a number of students who

submitted essays outlining their goals and intentions in attending the convention. Associate dean Brian Antonson and program heads John Ansell, Rob Riskin and Robin Piercey attend the convention every year, meeting with the people who form the department's largest employer group.

Excellent sessions covering a range of topics from Internet broadcasting to programming

and sales, from digital radio and cellularvision to motivational speakers, and the annual awards banquet kept the group hopping for three days. One of the students summed up the experience by saying it "far exceeded our expectations." And the contacts for future employment prospects now form a long list in each student's pocket.

—from Brian Antonson

Broadcast hosts news directors seminar

The Broadcast Centre hosted a seminar for delegates to the annual Radio Television News Directors Association conference on Saturday, May 4.

Conference organizers approached the Broadcast Communications department last fall asking that the department host a seminar revolving around "continuing education" for broadcast journalists. Broadcast Journalism instructor George Orr took on the challenge and developed a panel of current Journalism students, grads who are now working in the industry, and one grad who left the industry to start his own private business after several successful years in the broadcast industry.

Delegates heard the panel call for improved support for on-going education and professional development for people in radio and television newsrooms. This

prompted a lively exchange regarding conflicting elements of available time and available dollars for supporting such on-going training. Predictably, some delegates saw such training as an "investment", others saw it as a direct expense. All heard of the benefits some participants had gained that contributed directly to their work as broadcast journalists.

While they were on site, delegates took the opportunity to tour BCIT's Broadcast Centre and viewed the department's moves into digital broadcasting. One highlight of the conference was a demonstration of the new Broadcast News I-NES computerized newsroom management system that allows for on-screen editing of audio clips as well as text, and then on-screen delivery of newscasts on-the-air. This system will be in place and operating in



Broadcast Centre's radio newsrooms when students return in the fall.

The RTNDA conference was labelled a solid success and Broadcast's role in it was roundly applauded.

—from Brian Antonson

PROFILE

Consultant by day, instructor by night

Toula Spencer-Johnson spends her days as a management consultant for B.C. companies, conducting market analyses, feasibility studies, employee training and much more. At night, she teaches many of these skills to part-time students in BCIT's School of Business.

"I've been a part-time instructor here for 18 years," she says. "I love to teach, and I find teaching working adults very challenging and satisfying."

Spencer-Johnson has taught courses in management, human resource management, organizational behavior and supervisory skills, to name a few. Job satisfaction and a sense of accomplishment on the job are key subjects in each course. She notes that teaching provides her with a high level of both.

"One of the most rewarding elements of what I do is the feedback from students after the course is finished," she explains. "Some earn promotions or more responsibility, others change

their career path as a result of what they've learned. It's extremely satisfying to know that you helped them accomplish that."

Another skill taught in some courses is time management — something Spencer-Johnson has practically raised to an art form. Not only does she run a consulting practice, while writing courses and teaching evenings and weekends, she also spent 15 years commuting from Nanaimo to do it.

"I was working in Vancouver and my husband was transferred to Vancouver Island. We moved, but my work was still here, so I commuted every day - you'd be surprised how many people do it," she says. "Last year Chris' work brought him back to Vancouver, so we've kept our house on the Island and rent a place over here. We're working in the same city now, but we're still commuting a lot!"

While they've gotten used to regular ferry rides, Spencer-



Toula Spencer-Johnson finds teaching very challenging and satisfying.

Johnson and her husband prefer spending time on the water on a smaller vessel — their boat. She adds that she loves the outdoors, and does a lot of hiking and walking. Tennis is another favorite pursuit.

"We also love to travel - we've been to North Africa, all over Europe, South America, Central America and throughout North America as well, and into Southeast Asia," she says. "But there's still so much we haven't seen — I hope to travel more."

The other major goal for the future is to continue teaching and

writing courses for BCIT.

Spencer-Johnson says she really supports the type of education BCIT provides through Part-time Studies, and wants to remain a part of it.

"I strongly believe that we offer the best value for the money in our courses," she says. "From what I've seen, they're the most practical and most hands-on courses around. What else could a student or their employer ask for?"

— from Karen McDonald

Celebrating 10 Years In Surrey



Last month, BCIT and the Surrey School District marked the tenth anniversary of their partnership in part-time education. President Brian Gillespie (r.) kicks off the celebration by cutting the cake with Dr. Wayne Taylor, Deputy Superintendent, Surrey School District (l.)

Part-time Studies instructor in print

Congratulations to Vijay Verma, Part-time Studies instructor in project management, on the publication of his book *Human Resource Skills for the Project Manager: the human aspect of management*.

This is the second volume in a three-part series beginning with *Book 1: Organizing Projects for Success*. This first book presents an overview of project human resource management, a model for effective management of project human resources, tips for external and internal project stakeholders and organizational design strategies.

Book 2: Human Resource Skills for Project Manager, presents an

overview of major human relations topics along with the practical guidelines that can be used to implement the human skills appropriate to project management.

Book 3: Managing the Project Team, will be targeted at project managers who operate in a global environment and work on joint projects characterized by cultural diversity. The book will focus on developing and sustaining the project team.

These books are used in study material to prepare project management professional (PMP) certification examinations conducted by the Project Management Group.

New initiative to address future training needs

The Operations Management Department, together with the Quality Resource Centre, have been developing an industry training unit specializing in quality, productivity, continuous improvement, process redesign and team skills development. This initiative is now being incorporated as part of the Performance Improvement Centre (PIC), which will be a centrepiece of the new Downtown campus.

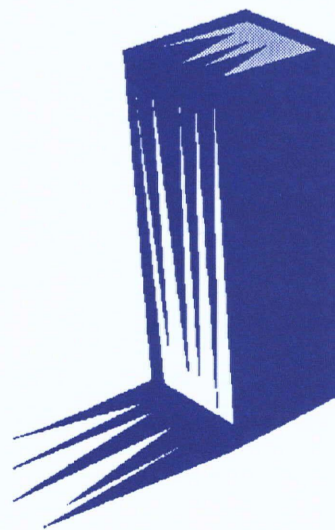
To give our entry into this field a jump start, the PIC has entered into a licensing agreement to deliver the EPiC (Education Professionals in Consortium) ISO 9000 training system. The EPiC training modules will help

prepare client companies for ISO 9000 registration. ISO 9000 is the international quality system standard being adopted by a wide variety of organizations, including educational institutions. To complete the offering, the PIC has also obtained the license to deliver team skills and quality improvement courses developed by Xerox Quality Services.

To launch the PIC's entry into this area, BCIT is hosting the ISO 9000 Executive Forum at the Burnaby campus on July 3, 1996. The keynote speaker for this event is Reg Shaughnessy who, as the international chair of the ISO 9000 technical committee in Geneva, is the

authority on the ISO 9000 standard and its benefits to organizations of all types. Reg Shaughnessy had this to say in a recent letter of support: "In my review I found the EPiC program to be exemplary. It is one of the most impressive and complete training systems I have seen in the arena of ISO 9000."

As a follow-up to the July 3. launch, the PIC will be offering a Summer Sampler Series covering a range of the ISO 9000 and Xerox courses. This will provide an opportunity for companies to sample what we have to offer so that they can make an informed decision about future training needs. It also is an opportunity for our staff to get



up to speed in delivering this new material.

— from Bill Miller

Events to Come

July 2 - July 12

- Mini-technology Summer Camp for students aged 11-14. An opportunity to explore chemical sciences, mining and petroleum technology. For information call 432-8723 or 432-8393.

Thursday, July 4

- Lunch and Learn on Strength for Energy. This session will cover the benefits and basics of strength training. From 1130 to 1230 in SW1-1015. Presenter is Charles Curtis of Fitness World and Curtis Personal Health Management Limited.

August

- Plan for BCIT's participation in the Gay Pride Parade this August. Contact Gordon Handford (6922) or Mark Miller (8964) for information. All are welcome.

Wednesday, August 28

- Lunch and Learn outlining the skills necessary to foster healthy and loving relationships with particular emphasis on resolving conflict. From 1200 to 1300, location TBA.

The BCIT UPDATE is published weekly throughout the school year by the Information and Community Relations Department within Marketing and Development.

Ideas, tips, fax or written submissions should be forwarded to the editor by **1500 Fridays, ten working days prior** to publication. The editor reserves the right to edit for brevity, libel and accuracy.

UPDATE is produced on Aldus Pagemaker Desktop Publishing software and printed on recycled paper.

Managing Editor:
Carol Dion, 432-8865

Editor:
Sheila Rees, 451-6900
profs rees

Contributors:
Brian Antonson
Stephen Barrington
Karen McDonald
Bill Miller
Sheila Rees
Crystal Sawyer
Chuck Spang
Regina Trineer

Photographer: Bert Schendel

Design, layout, and prepress production: Crystal Sawyer

Distribution: Jackie Azar



Please recycle your BCIT Updates in the White Paper recycling bin.