

A Newsletter for the BCIT Community September 17, 1992 Issue 1

Welcome ... To all faculty and staff!

hope you had a great summer. I would like to take this opportunity to let you know about some of the continuing and new projects that will shape the coming school year.

One of BCIT's new initiatives is employment equity. Our goal is to have a workforce that reflects the community we serve. To help us achieve this goal, we will be conducting a census this fall.



Students arrive for orientation on September 8, 1992

The Enrolment Management Project will continue this year. We experienced a 30 per cent increase in applications over last year and as a result almost all our full-time technology programs are full for the start of classes and part-time registrations remain strong. Throughout the coming academic year the SIMS project will be implemented and "drop-in" sessions have been arranged for orientation purposes. A revised proposal on the organization of the education group is circulating and, depending on the feedback, we hope to move forward shortly. We will also continue to pursue the Bachelor of Technology degree with the provincial government. The current thinking is that the legislation will go forward in 1994.

Acquiring the latest equipment for our students has always been a high priority. That is why we initiated the High Tech, High Promise capital campaign a year and a half ago. The campaign wraps up this fall and all signs indicate we will reach our \$10 million goal.

In another initiative, this month sees the beginning of the new cardiology program, the first of its kind in Canada. The program attracted many applications and the industry has been very generous in its donations of equipment and classroom aids.

Looking at our facilities, the coming year will see the completion of the technology block, the refurbishing of some trades buildings and the beginning of construction of a new connector building linking SW1 with SW3. These improvements will help ease the shortage of office space, classrooms, computer labs and trades shops. We will also continue to work with the Student Association and the architects to make the Campus Centre a reality.

I encourage all of you to participate in the United Way campaign. We raised more money than ever last year for this most worthwhile cause. This year I would like to see us increase our participation rate.

I wish you all a good year.

John Watson

New construction, renovations, and improvements continue throughout campus

onstruction and rebuilding continues at a furious pace at BCIT. It seems there is hardly a corner of the campus that has not been touched by the extensive improvements. Here is a brief summary of some of those projects.



TECHNOLOGY BLOCK

This eight million dollar threestorey, classroom, office and lecture hall building could be ready by January. At this point the exterior is near completion. "We are really concentrating on getting the classrooms and computer labs ready for January," says John Wong, the project's co-ordinator. That means the first two floors will be ready by January and the third floor by February. This will be the newest building since 1984.

Completion date: First two floors open in January. Third floor by February.

CONNECTOR BUILDING

This \$3.4 million office building will link SW1 with SW3 near White Avenue. This three-storey building will house about 125 faculty and support staff and include seminar rooms and offices. An architect, B. James Wensley Architects Ltd., has been selected; construction is planned to begin in January.

Completion date: December 1993.

UPGRADING FOUR TRADES BUILDINGS

The buildings of Carpentry (NE4), Plumbing (NE6), Automotive (NE18) and Small Engines (NE20) experienced major face lifts this summer and fall. Besides being upgraded for seismic requirements, all four buildings had their asbestos cement cladding removed and replaced with fibreglass insulation and new metal exteriors. A sprinkler system has been installed as well.

These buildings have been on site since the late 1940s when they were brought over from England as war surplus buildings.

Completion date: end of October.



KYLE CREEK

A pathway which forms part of Burnaby's pedestrian and bicycle trail has been built beside the creek. Lighting has been improved and part of the creek has been dredged. Also the area between the tennis courts and the SAC building has been paved, landscaped and improved lighting added.

Completion date: mid-September.

MAQUINNA RESIDENCES

Seven buildings now have been renovated. The exterior siding has been replaced with cedar siding and acrylic stucco. A fire lane between the buildings has been paved following consultation with student residents.

Completion date: late November.

FOOD PAVILION/TOWN SQUARE CAFE

Tenders have been received for renovations to the Town Square meeting rooms C and D and the cafeteria; the meeting rooms should be completed by late December. Renovations to the Town Square cafeteria will begin in the spring 1993.

Completion date: Fall, 1993.

IMPROVED ACCESS TO FACILITIES AND REFURBISHED CLASSROOMS

Eight washrooms have been renovated for handicapped access and all elevators updated. Four SW1 labs were refurbished during the summer - Medical Radiography, Cytogenetics, Non-Destructive Testing and the new Cardiology lab. As well, the old barbershop was renovated to accommodate International Education, Student Association, the Internal Auditor and Alumni Affairs. Admissions, the Registrar's Office, Student Records and CEC all benefited from the renovations.

Project completed.

CENTRAL HEATING PLANT

A \$600,000 upgrade, including installation of new domestic hot water boilers, was completed to replace heat exchangers in various buildings. This will reduce heating costs.

Completion date: late September.

FIBRE OPTICS INSTALLED

There is now an underground fibre optic cable connecting the Computer Resources Centre to buildings SW1, SW3, SW5, NW1 and NE1. This will reduce the number of existing underground cables and provide greater technical capabilities of data and voice communication throughout our Burnaby campus. The next step will be to complete the fibre optic cable as a network loop and to link individual buildings to the network.



November 4 is Census Day at BCIT. This census will be one of the first steps in BCIT's employment equity program.

What is Employment Equity? And why is it so important that BCIT take a leadership role?

The demographics in British Columbia have changed and these changes are clearly reflected in our student population. In order to continue to serve our student population well, our workforce needs to become representative of the diversity of the community that we serve.

So, Employment Equity is not just a "nice thing to do." it's a crucial part of our future success as a leading institute of technology. Our commitment to employment equity is clearly reflected in our recently developed Policy on Employment and Educational Equity.

To begin our employment equity program, we need a demographic picture of the BCIT workforce. That is why we are conducting a census this November.

A committee of representatives from across the Institute has worked with Wendy Waite, Director of Employment Equity, on this project.

The Committee representatives are:

Graham Anderson, Instructor, Chemistry; Shameem Hameer, Administrative Assistant, School of Engineering Technology; Larry Hannah, Technical Staff, Electronics Technology; Elinor Hudon (alternate Debbie Taylor), President, Staff Society; Tom Kozar, Chair, BCGEU Instructors; Muriel Louie, Support Staff, Learning Resources Unit; Ann McArthur, Instructor, Physics and Educational Council representative; Michelle Philippe, BCGEU Support Staff: Paula Pick, Institute Librarian; Mike Wanstall. Chief Instructor and Educational Council representative; Walter Watkins, Director, Physical Plant; Charlie Young, Instructor, Environmental Health

"Watch for more information about Employment Equity and the BCIT Census over the next few months."

Workshop features founder of Fuzzy Logic



Dr. Mo Jamshidi of the University of New Mexico shows the C development fuzzy software to participants of a workshop held at BCIT, July 13-15.

Imagine a television set which automatically increases its brightness as the room grows darker, or a dishwasher that senses how many dishes are loaded and makes decisions about the best way to wash them or a vacuum cleaner that changes power when it moves from carpet to a bare floor.

These are just a few of the over 100 patent applications of intelligent control systems by Japanese manufacturers. These products feature a kind of intelligence and human-like characteristics including the ability to perceive, reason, learn and make decisions using limited information.

One method of knowledge representation, processing and reasoning is through "Fuzzy Sets" and "Fuzzy logic."

This past summer the second British Columbia Workshop on Intelligent Control and Applications was held at the Sheraton Inn and BCIT, July 13-15. It featured keynote speaker Professor L.A. Zadeh of the University of California, Berkeley, the founder of the concept of Fuzzy Logic in the mid-1960s.

A BCIT computer lab was used for the workshop. Drug Svetic and Jim Armstrong gave a demonstration of control systems in the pulp and paper lab and lectures were given by workshop co-organizer C.W. de Silva of UBC, M. Bojadziev of BCIT, G. Bojadziev of SFU and M. Deutsh-McLeish of Guelph University.

In a survey evaluating the workshop, participants were very satisfied and hoped Maria Bojadziev and others would work with the same vigour and energy towards the third B.C. Workshop on Intelligent Control and Applications next year.

The workshop was sponsored by BCIT, UBC, SFU and the Advanced Systems Institute of B.C. along with the help of the BCIT Technology Centre.

Terry Jorden Media Relations

Five out of the eight "Fuzzy" participants from Dynapro Systems Inc.



Telephone Tag

Voice Processing system planned to handle increased phone usage

In July 1991 the registration switchboard for part-time courses received as many as 1,600 calls a day. For the same month in 1992 the telephone was answered 2,300 times. And that doesn't count the number of callers who hung up before it was answered.

At the main switchboard as many as 920 calls were answered daily in June of 1991. In June of 1992 the number had increased to 1,146. On a busy day the main switchboard has handled 1,800 calls. And the number of direct dialled calls can total an amazing 3,500 a day.

"There used to be days when it was slow and we could catch up on some of our paperwork," said switchboard operator Jeannette Boldt. "But now there isn't time for even that."

And while the volume of calls has steadily increased Jeannette says the amount of time spent on each call has increased. She said many callers are confused or unable to ask the right questions or explain what they want. She said many callers seem to expect her to "read their minds."

To help meet the increasing pressure on telephone services at BCIT, the Institute is planning now to install a voice processing system. Last spring BCIT applied for and received special debenture funds from the ministry to purchase the system.

Voice processing systems are used by other colleges and universities like UBC, Kwantlen College and Fraser Valley College and private organizations as diverse as AMOCO, Bank of Montreal, B.C. Hydro, CIBC, Canadian Airlines, and Fletcher Challenge.



Lisa Pedersen Student Services Receptionist

A voice processing steering committee was formed in June to assist in the implementation of the system. Installation is scheduled to be complete by April 1993. As well, user committees from most areas of the Institute are working to insure the system meets our needs.

Put simply this system will make it easier to contact people, reduce the use of the PROFS system, reduce telephone tag, and increase our efficiency in communications.

When you talk to Gil Moore, the manager of support services, the first thing he says is "It's not just an answering machine." And the second thing he says is "it won't remove the human element from the telephone."

"We are not going to turn BCIT into a push button institution," he said.

Here are some of the features of the new system:

- access to voice messages in or out of the office 24 hours a day
- urgent messages can activate a pager, cellular telephone or another number
- avoid telephone tag
- receive accurate detailed voice messages while talking on the phone, away from your desk, or out of the office

- broadcast messages to a group or all employees like an All PROFS note
- have callers greeted with a personalized greeting
- take pressure off a receptionist in busy periods.

Here are a number of things the new system WON'T do.

It won't:

- cause staff reductions
- change most telephone locals
- change the type of telephone you use.

As you travel deeper into the system you learn there are three basic modes of operation: voice mail, telephone answering and call processing. Voice mail allows BCIT employees to review stored messages, send messages and complete other options. Telephone answering allows callers to leave messages and call processing allows callers to route themselves to extensions or information mailboxes using single digit dialling menus.

There will always be an option for the caller to choose an operator or receptionist if the provided options are not helpful.

Terry Jorden Media Relations BCIT and Open Learning Agency announce new Bachelor of Technology Degree

Hundreds of graduates of two and three-year engineering technology diploma programs across Canada will now be able to transfer those credits towards a university degree following an agreement between BCIT and the Open Learning Agency (OLA).

The Bachelor of Technology Degree in Technology Management will be granted by the Agency's Open University. Students must have graduated from a BCIT engineering technology diploma program or a recognized equivalent at another institution. To earn the degree students must complete a BCIT advanced diploma in technology management along with courses in English, the Humanities, and the Social Sciences.

Advanced diploma programs are currently offered in computer systems, mechanical technology and geographic information systems.

There are now four program areas where Open University and BCIT have collaborative agreements.

- 1) Bachelor of Administrative Studies
- 2) Bachelor of Health Sciences
- 3) Bachelor of Technology (Computer Systems)
- Bachelor of Technology (Technology Management)

Media Event to promote Rivers Day

The Fish, Wildlife and Recreation program is helping to organize a big media event on September 22 to promote Rivers Day. John Watson, Dave Chowdhury and Mark Angelo will be river rafting down the Thompson River along with provincial cabinet ministers Tom Perry, Advanced Education Training & Technology, John Cashore, Environment, Lands & Parks, and Darlene Marzari, Tourism, and various members of the news media.

This is a major media event to draw attention to the importance of B.C. rivers, many of which are threatened by pollution, dams, industrial developments, etc.

During this raft trip a document outlining a proposed river strategy will be released which includes recommendations on legislation and policy relating to rivers.

"The participation of several cabinet ministers is an encouraging sign that this government may be more sensitive to river issues," Mark said. Mark Angelo has been working on this River Strategy for the last two years through both BCIT and the Outdoor Recreation Council, which represents the environmental and recreation groups around the province.





Aircraft Maintenance graduate Janet Longmuir receives her certificate from Brian Gillespie, Vice President of Education, on August 14 during the Sea Island Campus graduation. Janet was one of 13 AME grads and 14 aircraft structures students to graduate. Western Propeller's Rollie Bach (right) gave the graduating address.

Transit service changes considered

BCIT was recently informed by BC Transit that it was considering changes to North Burnaby Transit services, changes that could directly affect BCIT staff and students travelling to BCIT by bus. BC Transit is interested in hearing from the BCIT community about these changes.

The proposed changes include the introduction of an express route along Broadway between Brentwood and downtown Vancouver which would reduce the number of transfers for Vancouver residents travelling to the Burnaby campus and Burnaby residents travelling to Kaslo or the Downtown Education Centre.

Here is the proposal according to BC Transit:

- 1.Introduce a direct bus service along Hastings Street between SFU and downtown Vancouver. This responds to a long-standing request to eliminate the transfer at Kootenay Loop between Burnaby local routes and Vancouver trolley services.
- 2. Introduce a direct service along Broadway between Brentwood Mall and downtown Vancouver. This will improve service to Broadway, which is a major travel destination in the region. Also depending on the option chosen, this route could provide a direct connection between BCIT and the Broadway catchment area or North Burnaby residents to Kaslo and DEC.
- 3.Redesign local routes within North Burnaby to provide a more defined north-south connection.

If you have any comments or concerns BC Transit would like to hear from you. For copies of the proposed options contact Pura Noriega at 264-5000 local 5125 at BC Transit.



BCIT Translates!!

Staff at BCIT often encounter the need for translators when dealing with students, their families and occasionally with external agencies. The Personnel/Employee Relations Department asked staff to volunteer to have their names on a list, to be available to act as translators. Thank you to all staff who volunteered.

Should you encounter the need for a translator, when providing service to the BCIT community, simply phone Personnel at 8824 and identify the language for which you need a translator. You will be given the name, telephone local and profs I.D. of an employee who can speak that language.

To date, we have translators available for the following languages: Afrikaans, Chinese (Cantonese and Mandarin dialects), Croatian, Dutch, Fijian, French, German, Hindi (including Gujeradi and Kutchi), Hungarian, Italian, Korean, Norwegian, Polish, Punjabi, Spanish, and Swahili.

If you are a staff member and would like to volunteer your name for the Translator's List, please contact Colleen Redenbach at 432-8824.

In addition, we are especially interested in hearing from those individuals who are proficient in sign language.

Coming attraction

"What goes in - the good, the bad, and the ugly."

The first Health Fair of the year is coming to the SAC building in the **racquetball court lobby** on **Wednesday, September 23.** It will run from 11 am to 2 pm and it's **FREE**.

Attractions will include free food samples, nutritional information and recipes, free posters, doctors and nutritionists to answer questions, Lakeview dental with free toothbrushes, representatives from ICBC, the RCMP, Alcohol and Drug Education Service, ANAD, the Dairy Foundation, Beef Info Centre, Diabetes Association, M.A.D.D., and other. Medical Services is sponsoring this so come and check it out. If you have any questions you can give us a call at 432-8608.

Technology Transfer: Display of BCIT Staff publications

The Library is preparing a display for Science and Technology Week (October 17-25) of recent publications written or produced by BCIT faculty and staff. If you are a published author/creator (textbooks, software, etc.,) and wish to be included, please notify the Institute Librarian's office before September 30. We will need a loan copy for the display.



BCIT employees are being encouraged to form a team and participate in Walk for Aids, the annual pledge walk September 27 at Ceperley Park near Second Beach in Stanley Park.

Last year an estimated 4,000 walkers registered and raised \$300,000 to go towards the Vancouver Persons with Aids Society and other aids support organizations. Registration starts at 9 am. Opening ceremonies and a pancake breakfast begin around 10 a.m. and the 10-kilometre walk starts at 11 a.m. There will be a concert after the walk.

For more information call Walk for Aids at 688-9255.

BCIT gay and lesbian group formed

During the summer the Gays and Lesbians at BCIT (GALA BCIT) held its first meeting to plan activities for the academic year.

The group intends to offer support to gay and lesbian staff and students who experience discrimination, produce an information brochure, provide information on health issues, screen gay-themed films and organize a dance.

The next meeting of the group will be September 23 at 12:30 pm SW1-2570. (The following meeting will held on October 7.) For more information contact Gordon (5301) or Mark (8964).

Organization changes in the School of Business

New Associate Dean for Administrative Systems

The School of Business welcomes Lorna Shapiro. Lorna joins BCIT with extensive experience in both administration and operations management, most recently with Digital Equipment of Canada. A committee composed of Keith Hartley and Gary Sagar (Operations Management); Frank Williams and **Richard Yates (Administrative** Management); and Wendy Waite, Don Deans, Gordon Farrell and the Dean narrowed the search from a strong field of 33 candidates to a short list of three. Lorna arrived August 25th, just in time for termstart madness!

• Brian's back in Broadcasting

A warm welcome to **Brian Antonson** who is back from his two-year leave, during which he served as General Manager of CFVR. And best wishes to **Annie Dosen** who while recuperating from surgery, is being backstopped by **Iris Waterston**.

New acting administrative officer

Charlotte Boychuk has joined the School from the School of Health Sciences as Acting Administrative Officer, replacing **Regina Trineer** who is on maternity leave for six months or so.

• And more changes ...

The School is completing the decentralization of part-time and business client studies. Debbie Saxby will be relocating to the Dean's office and will continue to coordinate business training for corporate clients. Mike Powley, having completed his assignment as Acting Director returns to the Marketing faculty. Laura Davie moves to Operations Management; Jean Covell to Financial Management; Terri Carde to Administrative Management and Vicki Forbes to Marketing Management. Each will now work directly on part-time studies coordination with their respective departments.

PEOPLE

Michael Madsen Alumni Profile Financial Management, 1990

Some Guys have all the luck. Or maybe it is just like that saying: The harder you work the luckier you are.

In 1990 when Michael Madsen graduated from Financial Management, he was the recipient of the Dean's Award in the School of Business as well as the Governors General's award. In 1991 he earned his Bachelor of Administrative Studies through the Open Learning Agency's joint degree program with BCIT. Then in July 1991 he took second place in the CA taxation examination. He is studying for his CA designation this fall while articling with BDO Dunwoody Ward Mallette.

And what is Michael's recipe for success?

"From my point of view all it takes is hard work," he said. My wife will testify that I spent a lot of time studying. I don't consider myself overly brilliant. My strategy is just to work harder than everybody else."

He said one of the factors in his success has been in learning to thrive in the competitive learning environment of BCIT.

"I thought the quality of education was good. The instructors are obviously experienced and up to date with industry practices. The material within many of the courses was current and very user-friendly. The program served the needs of the students instead of sticking to a rigid following of the text books. There was a lot of competition between the students, mostly in the upper end of the classes."

"And the instructors encouraged that competition," he said. "Sometimes they would broadcast the results of exams on overhead projectors in lecture halls." "It was a close knit group. It was not like a university setting where you have a different group of people in each class. At BCIT you were actually following the same group all over the place. So you get very close to a lot of the people."



Michael Madsen



Don McRae



Li Pheow Yeo and Michael Harrison

Don McRae in Taiwan

Welding instructor Don McRae spent a month in Taiwan this spring working as a consultant on the construction of a Copper Foil Process Plant.

He says working overseas, in unfamiliar cultures, is very important.

"It broadens your mind, that's for sure," he said. "I was very happy with the trip to Taiwan. The people in the plant were very friendly."

Don was in the city of Chia-Yi, a centre about the size of the Lower Mainland. He was employed by Engineering and Construction International of Tucson Arizona to install an electrical bus bar, which is a system that carries very high electrical current to the copper melting pots.

Don, who has been a welding instructor for the past 15 years, is no stranger to working in far flung places. He has worked overseas before. He spent time in a copper mine in Mexico, and with a petroleum project in Iran, and various projects around Canada.

Don was impressed with the design of the plant inside and out and the domestic wage rates. "It certainly destroyed the myth that they were working for nothing," he said.

Visiting scholar

Li Pheow Yeo, a student from Temasek Polytechnic in Singapore, visited BCIT in late August as part of a world-wide MBA program in international business.

Mr. Yeo began his program taking classes and doing research in France, United States, Canada, and now continues on to Japan, Korea, Hong Kong and China.

He visited BCIT mostly to meet with Michael Harrison, dean of the School of Business, to organize possible student, faculty or program exchanges between BCIT and Temasek Polytechnic.

He was particularly interested in our Venture Program. "I find it is very unique and it has a very high success rate. I think it would be ideal to offer this program in Singapore," he said.

PEOPLE: New Faces

New Director of Institutional Research and Planning

Beatrice Saturley has been appointed as Director of Institutional Research and Planning.

Beatrice received a Bachelor of Arts from Simon Fraser University in 1978 and a Master of Economics from the University of Calgary in 1987.

From 1982 to 1985 she worked at the Southern Alberta Institute of Technology as an economist and from 1985 to 1989 as Manager of Institutional Analysis and Planning at that institute.

She then worked at Canada Mortgage and Housing as a Market Analyst for a year before becoming Director of Marketing Intelligence for Alberta Government Telephones in 1990.

Beatrice brings a great deal of broad-ranged experience to IRP and joined BCIT early September.

New Program Advisor

Rory Kine is the successful candidate for our recent Program Advisor position. Rory will be with BCIT until March 31, 1993.

He is a graduate of BCIT's Transportation and Logistics program and most recently has been working in a position which has involved marketing and promotion. While Rory was a student at BCIT he was very active in Student Orientation, Open House, and was the Student Association Recreation and Athletic Chair-person -- naming only a few of his activities.

CLASSIFIED

For Sale: Super lite factory-made utility trailer complete with locking top. Beige color excellent condition. Perfect for small car, and great for vacation. Contact Peter at local 8235 or 298-0906.

Gary Clifton



You may have seen Gary Clifton running around lately picking up plenty of donated medical equipment. He is the program head of the new cardiology technology program.

Gary comes to BCIT from the Royal Jubilee Hospital in Victoria where he was a senior cardiovascular technologist and clinical education coordinator. Since January he has been on and off campus meeting with the advisory committee, developing curriculum, fund raising and selecting students for the new program beginning this month.

Gary was born in Oklahoma, raised in Arizona, and mostly educated in California. After two years at UCLA, he enlisted in the navy and trained as a hospital corpsman. Soon afterwards he joined a field medical school with the U.S. marines for a one year program in emergency field medicine. While still in the navy he was accepted into the cardio-pulmonary school in San Diego and Grossmont College for a two-year biomedical technology/cardio-pulmonary program.

After a four year stint as a supervisor and staff cardio-vascular technologist at a large military hospital in San Diego, he left the navy and completed a Bachelor of Science degree at the University of California (Irvine) in 1984. He worked as a staff technologist at Anaheim Memorial hospital for two years, and then moved on to a senior staff technologist position at Cedars Sinai in Los Angeles where he was a member of the team which developed the coronary laser.

The cardiology program is presently the only one of its kind in Canada.

The Quack-a-thon is on!



Yes fowl fans, we're doing again! And we're going to keep doing it until it hurts. The 3rd annual quack-athon, takes place on **Wednesday**, **September 30th** and you are invited. Registration takes place on September 18 from 11:30 am to 1:30 pm in SW1, room 3190. For information call Glenn Millar at 8540 or Dawna McKay at 8496.

Reopening of the RIX

On August 24 the Rix re-opened its doors for the '92/'93 term with a few changes to the menu and new opening hours: Monday through Friday from 11 am till 6:30 pm.

Diapers!



Taking his time, 9 lbs. 1 oz. Branden Patrick Mark (McCauley) arrived on Sunday July 5, at 12:04 am determined to miss American Independence Day. The big grins on Steve and Patti's face are still there!

At 11:47 pm June 29, Terry and Kathy Jorden were elated at the arrival of a beautiful 8 lb 6 oz baby girl "Sara" at Burnaby General Hospital. Sara has a thick crop of black hair!

The **BCIT UPDATE** is published throughout the school year by the Communications Department of Marketing and Development.

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