

# BCIT DEVELOPMENTS

VOL. 2, NO. 3 March '77

## Annual Report Out

The Annual Report of BCIT was tabled in the Legislature Friday, March 4th, by the Hon. Pat McGeer, Minister of Education.

The report is now a public document and a copy will be distributed to each faculty member through the internal mailing system.

Changes have been made in its style to make it a multi-purpose document. As an annual report it complies with the BCIT Act in reporting requirement requirement to the Minister. It also represents the Principal's Report to the Board of Governors. Combining both purposes with good graphics, the report becomes an excellent information tool for public consumption.

A great deal of work was put into original manuscripts by all departments as members reflected on the past year and looked ahead to next year. All did a superb job. From the manuscripts information was boiled down to a common style and a cohesive look at what the Institute is all about. Credit for this goes to Information Officer, Vicky Parr.

I would like to thank each and every member of the faculty for the cooperation received and their tremendous input. I would also like to mention we'll be doing it again -- all too soon.

Dick Melville

## Name the Building

The Principal's Executive Committee has recommended the establishment of a committee to develop a policy of naming the buildings on the BCIT campus and recommendations relative to this policy. R.C. Mason has accepted the Chairmanship of the committee consisting of the following persons:

Cliff McAdam	Business Management Div.
Sid Anderson	Engineering Division
Grace Camden	Health Division
Pat Burns	Core Division
Lundy Sanderson	Department Heads
Pat Terry	Student Association
Lynn Hunter	BCGEU, Local 59

The representatives all have good historical knowledge of BCIT and will undoubtedly produce some meaningful recommendations.

## BOG Member Seconded

George Suart, SFU's Vice-President in charge of administration, and a member of the BCIT Board of Governors, has been seconded to the Ministry of Education for three months.

Suart's assistance was requested by Dr. Walter Hardwick, BC's Deputy Minister of Education.

"The ministry has been working on some new legislation affecting the province's community colleges," explained Suart. "This legislation will probably be introduced during the current sitting of the house and I have been asked to help set up the machinery to put it into operation. I look upon the invitation as a great opportunity to become involved in something new.

Suart has considerable experience and expertise in the educational arena over and above his ties with SFU. He has been a member of the Capilano College Council and was a West Vancouver School Board trustee for four years. In 1975 he chaired a three-man commission which looked into the administrative set-up of Vancouver Community College.

## INTERESTED IN AN EXCHANGE?

BCIT has agreed to participate in appropriate staff exchanges with international colleges. In the U.S. the Community College Cooperative For International Development has been established for this purpose and is presently comprised of seven or eight colleges. They are working with the Association of Canadian Community Colleges in an effort to promote staff exchanges and already the Williamsport Area Community College of Williamsport, PA. has communicated their interest in

arranging an exchange with BCIT, NAIT and Red Deer College because of the similarities in program content.

Eric Crossin, Forest Resources, is BCIT's representative on the International Project of the Association of Canadian Community Colleges and, should you be interested in a staff exchange, Eric (local 273) would be pleased to provide you with the necessary information.

## STAN RICHARDS RETIRING



Stan Richards, Head of the Health Division will be retiring at the end of the academic year.

Gordon Thom paid tribute to Stan Richards at an evening dinner meeting the Principal convened, to meet with the Health Division advisory committee chairpersons and Health department heads. Gordon Thom praised Stan Richards for his role in the development of one of, if not the outstanding, Health Divisions in

educational institutions of our kind in Canada. The leadership of Stan Richards, who has been here since the inception of this program, has been very significant in the national recognition given our health programs.

Plans for the future are not yet definite but Stan hopes to combine retirement relaxation with work. At the present time he is not sure what this work will entail so look for future DEVELOPMENTS for more news.

## "Over-the-Hill" Gang Issues Challenge!!

There's a gang of faculty guys on campus who admit to being over-the-hill when it comes to playing basketball, but when the game is over and this group is under-the-table at the Villa, they talk a pretty good game.

So good, in fact, that they are throwing out challenges to all comers.

The "Over-the-Hill" Gang is exactly what they call themselves and the team is comprised of Mark Angelo, Ray Young, Bruce Rothe, Brian Leslie, Lee Vishloff, Tom Neilson, Keith Hartley, Werner Hooge and Bill Robertson.

To quote team captain Mark Angelo, "We'll play any school team or outside group."

The Gang has played ten games to-date and have seven victories to their credit (Editor's Note: the win record seems to be due to the fact that only kindergarten classes have challenged them to-date). All games are played in the SAC Gym 8:30 to 10:00 pm Wednesday.

Anyway, the challenge is there for any team to take on the Gang for an evening of fun.

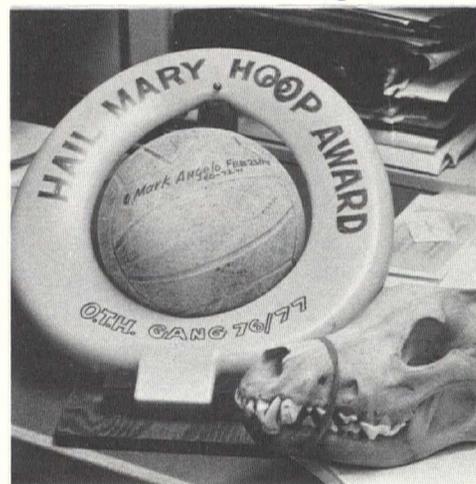
The Hail Mary Hoop Award, pictured here is presented every Wednesday nights at the Villa Pub to the player making the best fluke shot of the night and it must reside on the winner's desk until another winner is presented with it.

NEXT DEVELOPMENTS-

TUESDAY, APRIL 25TH

DEADLINE-

TUESDAY, APRIL 12TH



Hail Mary Hoop award (and winner?)

## DEVELOPMENTS

DEVELOPMENTS is published monthly for staff and faculty as well as extension division instructors and advisory committees.

It is sponsored by the Information Services Department and produced by Editor, Veronica Timmons.

If you have any news, events, or features you would like to see published please let the Information Services Dept. know. Or, we'll send you some 'Happening' forms for you to complete and return if you want an event covering.

Vicky Parr, Local 738, has the forms.

## JOANNE ...

## ON BENEFITS

This month the Long Term Disability Plan is featured for your benefit. Any other questions you may have will be answered by Joanne Pickering in the Personnel Department.

### What is Long Term Disability [LTD] Insurance?

LTD Insurance is provided through Great West Life for BCIT Staff Society members and excluded staff. It provides you with regular income to replace salary or wages lost because of a lengthy disability due to accident or sickness.

### What is the Long Term Disability Plan?

The plan replaces, tax free, 60 percent of your salary at the time of disability. Benefits begin if you have been disabled for more than 180 days or the expiration of sick leave **whichever is greater**. These benefits will continue for as long as you are disabled up to the age of 65.

You are encouraged to contact the Personnel Department as soon as you are unable to work and not delay in notifying them.

### Do I receive benefits if I cannot do my regular work?

LTD benefits will be paid for the first year following commencement of payments if you are unable to perform your **regular** work. After one year LTD benefits will continue as long as your disability prevents you from performing **any** work for which you are, or can become, reasonably suited by your education, training or experience, but not beyond your 65th birthday.

There is a rehabilitation feature. As an incentive to encourage you to return to gainful employment, prior to full recovery after a total disability, you may perform certain work without forfeiting benefits under this program. This plan allows you to receive increased income in connection with work performed in an approved rehabilitation program. Great West Life co-ordinates your LTD Insurance with only 50 percent of the earnings you receive during the first 24 months of rehabilitative employment.

### How do I qualify for benefits under this plan?

To qualify for LTD benefits you need not be confined to your home, but you must be under the continuous care and personal attendance of a physician (MD).

The plan does not provide benefits for disability resulting from pregnancy, intentionally self-inflicted injury, war or injury sustained while working for another employer or while committing or attempting to commit an assault or crime. In addition, LTD Insurance does not cover illness or injury due to alcoholism, drug addiction or the use of any hallucinogenic.

### Does it cover emotional disorders which prevent work?

Yes, the plan provides coverage for disability resulting from an accident or from sickness, including mental disease or derangement for which continuous treatment is received from a physician who is certified in psychiatry. However, psychoneurotic disorder, personality disorder or any other non psychotic mental disorder will not be paid after 12 months of benefit have been paid.



## tips on teaching

### GETTING FEEDBACK

As a teacher I want to know how well I am doing my job. The people who are in the best position to tell me are my students. They may not always know how, when, and whether to give me this feedback, but I make it a point of our "contract" that part of their responsibility is to tell me how useful (or hindering) I am in their efforts to learn.

My first point is: students are able to give feedback, or to "evaluate" me, but because of their previous experiences as learners, most of them are unable, or afraid, to give useful feedback. My second point is: I make it known from the beginning that I want feedback and that it is their responsibility to give it to me. I let them know that it is my responsibility to respond, and react, to their comments and for both of us to do something about it.

Giving lectures, presenting lab demonstrations, marking tests and commenting on term projects fosters the notion that I, the teacher, am all-knowing, or at least very knowing. It also implies that the student is not knowing, or at least knows little. It further implies that our interactions are strictly concerned with the transmission of information and skills, not with interpersonal aspects as well. Asking a student to evaluate an instructor in this kind of atmosphere will bring little useful reaction. Students in the past have tried to impress me by giving me grandiose comments, by circling all 3's (on a scale of 1 to 6), or by making flippant remarks. Very rarely has a student had the courage, or ability, to speak up honestly and "evaluate" me.

What can be done about it?

I look for feedback in two ways. Informal and formal feedback. Formal - attendance, participation, atmosphere, mood of the class, preparation for classes, readings, and assignments, all these give some indication of how I am proceeding in making my classroom a pleasant and useful place for the students. Of course the informal indicators are not very "scientific", they are based on hunches and can therefore be either right on, or way out.

There are several ways to check the accuracy of my perceptions. Formal - I ask the students point-blank: What is happening today? You people don't seem to be with me? or, "I don't seem to be able to interest you in my goods? (the appropriateness of such comments will depend on many factors, including level of trust, size of group, my previous handling of feedback).

The most useful way to get pretty honest feedback is to ask the students to write on a piece of paper their responses to these questions: "What was the highlight of today's sessions - and why?" and "What part of today's session could have been strengthened why, and how?" Adding their names to it is optional. This takes about 5 minutes for a student to write and little time for me to read and respond. And respond I must. Otherwise this communication will be of the one-way type and this is precisely what evaluation should not be.

If I can respond to the comments honestly and sincerely I have a good chance to earn their respect and reinforce their participation in our joint effort. I can also improve as a teacher.

By Peter Renner

## Staff Publishings....

Gary Smook, an instructor in the Pulp and Paper Option of the Forest Resources Tech. enjoys writing, especially about BCIT. Not only is he the editor of the Conveyor, the technology newsletter, but he also submits articles to magazines. Last August he had published an article called "Hands on Training Produces Skilled Technologists" in the Canadian magazine, Pulp and Paper.

The article exposed the industry to an overview of the BCIT pulp and paper option and discussed the merits of the course as well as the skills students gain from hands on practice.

Gary compared the career paths BCIT graduates have available to those of a university engineering graduate. He quoted feedback he received from industry "When you hire a BCIT graduate, you are looking for a promotable person. If the graduate has a well-rounded personality and is interested in getting ahead, he does alright. I think the training at BCIT is adequate."

The article doesn't only talk about students, it includes information on the instructors and their experience in industry but goes on to discuss their close cooperation with the Industry Advisory Committee.

## 77-78 Calendar Almost Ready

BCIT's 77-78 calendar is just about to come off the press, about two months earlier than it has been published in previous years.

While there was some thought to charging for the calendar (\$2.00) due to increased printing costs, more study is being given to all aspects of it - purpose, market and cost, etc. before this step is taken.

However, the quantity of calendars has been limited this year with emphasis being placed on wide distribution of a student

## Steno Services Committee

When three staff members, on separate occasions, advised Gordon Thom that perhaps improvements could be made to stenographic services at BCIT, he decided to strike a committee to look into them. The three "advisors" were naturally chosen as the task force members; they are Pat Maertz, Chairperson, Lynn Hunter, Secretary-Research Officer and Shirley Borelli (Resource). Also acting as resource persons are Jenny Holden, Personnel Dept. and Eileen McLellan, Supervisor, Steno services.

Over the next two months the committee will be reviewing and assessing what is being accomplished through steno services as the present time and determine what additional services are required. They will look at other like institutions and industry and then make their recommendations by the end of April.

Lynn Hunter told DEVELOPMENTS that the committee members will be talking to department heads to ascertain their needs and also will look at the possible usage of office equipment to speed up the services.

Presently the ratio of stenographers to faculty users is the same as it was when the steno pool began.

recruitment brochure (a much less expensive document) and only serious candidates for entry into the Institute being given the larger calendar. Therefore, faculty and staff who travel on recruitment tours will not be provided with large quantities of the calendar for distribution, but the smaller brochure will be available.

Both brochures and calendars (one per customer) will be available as usual through the Registrar's office.

## ATHLETIC EVENTS

The Athletic Department is hosting the following special events on behalf of the Institute.

April 22, 23, 24

National Rhythmic Gymnastic Championships.

May 14, 15th

National Karate Championships

As the Athletic Department Staff if you want any information on the above.

# HOSPITALITY INDUSTRY SEMINAR "INNOVATIVE"

The Hyatt Regency Hotel provided an opulent setting for the second annual Hotel, Motel and Food Services Administration Seminar held on February 22nd.

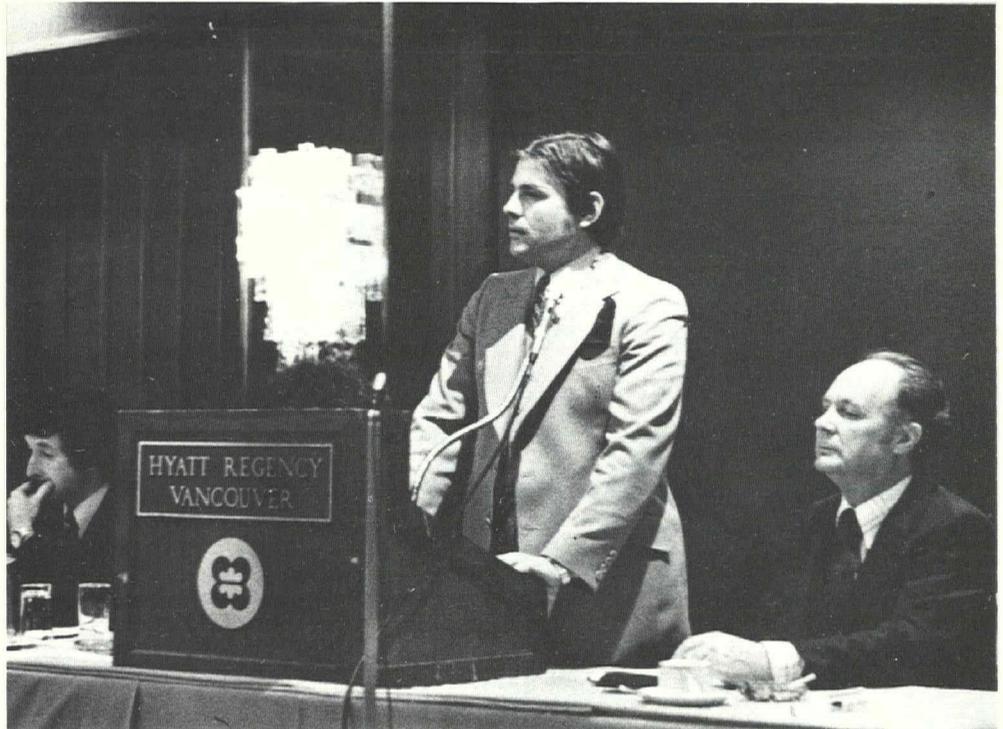
Sponsored by the Hotel, Motel and Food Services Technology, the seminar brought together second year students and specially invited members from a wide variety of areas in the hospitality industry.

The morning session included a panel presentation on current industry trends and topics. After coffee, discussions and an open forum took place where students asked the panels questions relevant to their future in the industry. Panelists included Jack Syrett, Area Food Services Manager for Eatons, Al Thompson, Manager, Brother Jons, Lyle Markham, Food and Beverage Manager, Hotel Vancouver and President-Owner of Orestes Restaurant, Dr. Aristedes Pasparakis.

Students heard the panelists' views on management trainee prospects for graduates, competition for the entertainment dollar, and comparisons between full-time and part-time help. Dr. Pasparakis introduced his own style of management with anecdotes on the large glassware breakage factor at his restaurant. The ancient greek custom of smashing them on the floor, after dinner, is a practice not entirely discouraged by Dr. Pasparakis!

The many instances where BCIT graduates have done well in the 'real world' were recounted and it was emphasized that a diploma is "Only an entrance ticket. The right attitudes and willingness to start at the bottom will get you where you want to go." All the panelists stressed that graduates must go through a training period in their particular organizations, usually starting in the dish-washing area.

Throughout the discussions it became apparent that dealing with labour problems, unions and a knowledge of the BC Labour Laws were very much a part of the management function. In answer to the question from a panelist "Do you study the BC Labour Laws in your course?" the students replied "No". At which point Mike Coltman, Department Head, chipped in with "Just wait, it's coming!"



BCIT graduate Lyle Markham answers a student's question.

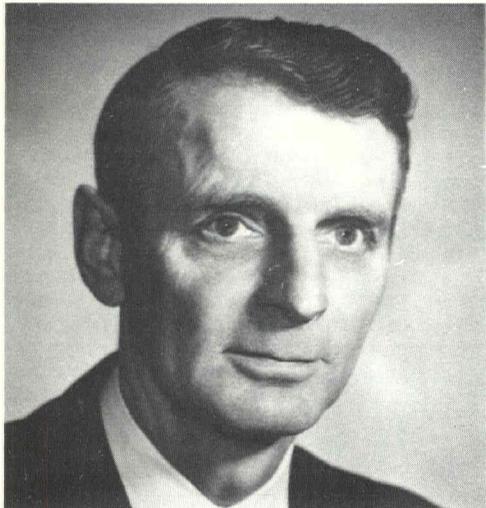
At the luncheon, John Lindenlaub, chief organizer of the seminar, welcomed Principal, Gordon Thom and then introduced the luncheon speaker, Bert Painter from BC Research. The guest speaker developed the argument that workers in service industries, such as the hospitality industry, often suffer from anxiety complexes which must be understood and confronted by management if they are to encourage job satisfaction and productivity. He declined to discuss Maslow and Herzberg acknowledging that students were aware of these theorists and went on to cite examples of how maintenance workers in service industries feel unimportant and suffer anxiety. The reasons for this, he outlined, were because they were not part of the production function and developed the theme that workers face unknown job situations each day which lead to feelings of uncertainty and anxiety. They then develop defense mechanisms and protective ways of handling their jobs, often sabotaging the system they work in.

Many of the points made by Bert Painter, were applicable to the hospitality industry where "Service with a smile" is a hoped for result of motivation by management. The ideas outlined in this luncheon speech added a new dimension to the seminar and Nick Kruger, Food Services Instructor, thanked Bert for them afterwards.

In the afternoon session ten discussion tables were set up for workshops. Industry-members were assigned topics of discussion and students moved from table to table to take part in them. Topics included the changing tastes of customers, labour negotiations, food service standards and the effect of tourism.

At the reception following the seminar Gordon Thom complimented Mike Coltman and his staff for their innovation and implementation of an excellent idea. He suggested to Mr. Ernie Brown, also present, that this kind of industry exposure could have application to some of the other programs at the Institute.

## SOAPSTONE CARVING - a Relaxing Hobby



Victor Heath well-known as the Head of the Forest Resources Technology, is also making a name for himself in the soapstone carving and repair circles. An unusual hobby you might think, but not for a "woods man" like Victor, whose wood carving hobby spans 25 years.

Seven years ago he discovered the joys of carving the soft, grainy stone and from then on wood took second place. Now Victor and his wife spend parts of their vacations searching for new soapstone and have found good veins in Garibaldi Park, the Fraser and Columbia Valleys and north of Stewart Lake. "It's often right beside the roadway", says Victor who now has a garage full of assorted stone.

Very conscious of his newness to the art, Victor stresses "I am not an expert, there are

many people ahead of me in technique. There is also no relationship between what I do and the other local and Eskimo carvers. For the Eskimo it is an expression of his way of life, a traditional industry which must be protected and retained in its proper place in the art world."

Nevertheless, Victor is often sought out by many of the stores selling the Eskimo carvers' wares to repair damaged pieces. Being of such soft stone, pieces damaged in transit to the marketplace and in homes, are painstakingly filed and polished back into acceptable shapes.

His obvious respect for the traditional work becomes apparent "When I repair such pieces I always try to keep the original look as the artist expressed it." Occasionally a BCIT'er will request some repairs to a favorite piece and when Victor obliges all proceeds go to the Logger's Sports Fund.

Stone carving is not a craft to be taken lightly. "It takes a tremendous amount of time", says Victor, "first you look for changes in the colour, texture and shape then decide how to orient your carving and the stone to illustrate the best features, sometimes you get a remarkable effect with different colours and grains."

What next? "You then block it and work out its three surfaces. The physical work comes now, sawing, filing and rasping until the shape is formed. The files must always be kept clean as the softness of the stone clogs them easily. Hours of polishing and rubbing bring out the grain and colour; the more you polish the finer the finish."

When satisfied with the sculpture you apply oil and let it dry then repeat this process. A fine coat of wax forms a sealer and hardens the piece."

The result of this relaxing hobby and craft is a collection of birds, whales and other animal figures for the Heath household. Mrs. Heath too plays a part in the hobby "Her sense of balance and proportion is much better than mine" confesses Victor, "when I get stuck she points out what I haven't done and is usually right on." On a romantic note, Victor carves a piece every year for their wedding anniversary

The most satisfying aspect is the conversion of an apparently dull, rough stone into an attractive decorative piece.

It may sound like a strenuous hobby, but the texture of the stone, the polishing and rubbing to create something of beauty soon make you forget the hustle and bustle of a BCIT day.



A favorite piece.

# AS THE INSTITUTE TURNS.....

Patrick Thomas  
(General Secretary, BCIT Staff Society)

The major news this month will likely be the introduction of new legislation affecting post-secondary education and training in the Province. To what extent BCIT will be affected remains uncertain.

As has been stated by the Staff Society and the Administration of BCIT, it is difficult to visualize any major change in the Institute's situation which would not be for the worse.

If the Government takes a responsible view they will recognize the many factors indicating the generally satisfactory functioning of BCIT in the provincial picture thus far; for example, the objective judgements of the Goard and Winegard Commissions' reports; the well-qualified and effective Faculty and Technical Staff; the close relations with business, industry and relevant professions; the placement record for our graduates; the relatively

stable and constructive "Union/Management" relations.

In the past few years, before the present Provincial Government was in office, BCIT itself recognized the need for a continuous improvement process in order to deliver the most effective service for the public of B.C. within our specific mandate of provincial technological education. Examples are: internally-initiated organization development; performance appraisal systems now in place as authorized by the Collective Agreement; the more recent beginnings of systematic institutional evaluation; continuing involvement of Faculty and Technical Staff in the operation of the Institute to ensure its greatest effectiveness.

Ministry officials have continually assured the Administration and Staff Society of the

high regard in which BCIT is held.

Despite all this, disquieting indications have been emerging that, in the name of centralization and the achievement of political ends of the Government, the new legislation might in fact attack the autonomy of BCIT and the mature responsibility which autonomy encourages.

We hope that such indications of possible interference in the educational effectiveness of BCIT will be shown to have had no basis in fact. In the meantime, until and unless such unwarranted intrusions by external agencies are made, the Faculty and Technical Staff of BCIT will continue to deliver the same high quality of service and the same high productivity for which they have been known in the past.

## Audio-Visual

### HEY LISTEN TO THIS!!

Have you ever wished you could wake up your students in the 8:30 am class? Or, how about adding a spectacular dash to your Forestry lab by falling a giant Cedar right in the classroom? If you want to create a certain "Mood" to your classroom but were at a loss how to do it, you can call on Audio Visual to help.

The answer to these situations is audio tape. Any sound you hear anywhere can be transported into the classroom or lab on audio tape.

If you want to stimulate a discussion on advertising tactics, playback a recording you have made of radio commercials "off the air". The advantage of this is that once recorded, the commercials may be replayed numerous times for analysis and comprehension. Try a trumpet fanfare or the wrath of King Kong on your not-quite-awake 8:30 am class. The effect is guaranteed to bolt them to alertness and have their undivided attention to your verbal gems.

A cassette recorder capable of operating on D.C. (battery) power can be toted anywhere. With it you can capture sounds of industry, nature and interview people at job sites, in offices, or on the street. Let your creativity flow and discover new ways to use audio tape to enhance your teaching and student learning

Set the mood for a lecture or presentation with a thematic pre-recorded musical selection. This will create the atmosphere and help to focus the student's attention and anticipation of what's in store. Give yourself a break. Pre-record exercises, lab procedures, quizzes and even lecture materials. As well as saving you time and enhancing your teaching skills, pre-recorded audio tapes offer self-paced learning for individual students.

Above all students should be encouraged to use cassette recorders for gathering and reviewing information. Students who take a cassette recorded on field trips can record their observations and thoughts on tape much faster than by pen on paper. Later, at home, the tapes can be reviewed and reports compiled with word for word information.

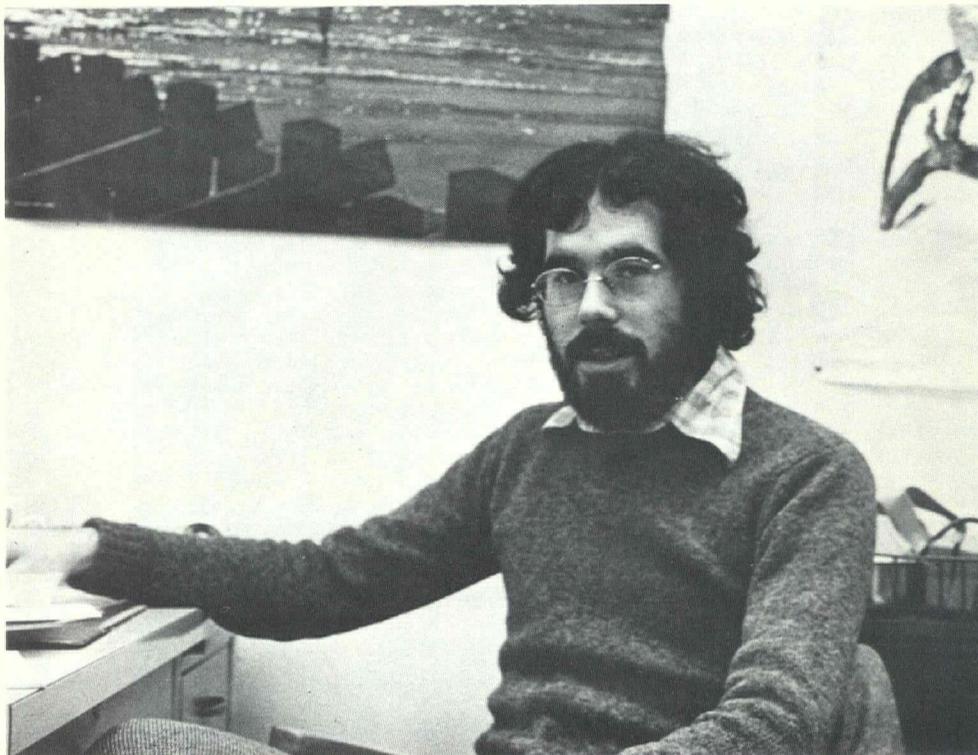
If you have questions, suggestions, or would like more ideas or assistance, please come to the Audiovisual Portable (beside the bank) Monday to Friday 9-5, or phone local 374.

## Congratulations to.....

Peter Sawrenko, Engineering Technician in the Health Division is the proud father of a baby girl, Jennifer Christina, 7 lbs 8 oz. Jennifer was born at Burnaby General Hospital on February 15th. Congratulations to the Sawrenko's.

## HEALTH NEWS...

### DR. MULLARD JOINS HEALTH SERVICES



Dr. Mullard recently joined the Health Services team on a part-time basis. He brings to the Health Department a varied medical background and a wealth of experiences from travelling the globe.

Born and raised in London, England, he attended medical school there and, to satisfy his search for knowledge on eastern religion and philosophy, spent two years in the far east and India. A seasoned traveller, David has trekked to India over land three times and while there studied their medical practices as well as studying their religions.

After the eastern sojourn David and his wife returned to England where their daughter was born. It was during this time that David decided to study psychiatry in London.

A visit to Vancouver in 1967 was enough to motivate David and family to pack everything and move to Canada two years ago. He has just completed two years of psychiatric studies at UBC and felt "I had gone as far as I could go, now was the time to get into practice and I looked for a job related to student health problems, it's a very challenging area." David enjoys his work at BCIT and at the Surrey Mental Health Unit where he spends two days a week.

Many of the problems treated by Dr. Mullard involve sexual identity, shyness with the opposite sex and, of course, pressure of work stresses. "Shyness is a common problem," says David, "and I counsel people using psychotherapy techniques. Patients are given assignments in assertiveness practice to help them cope better."

The search for knowledge of alternative forms of medical treatment have lead David to study homeopathy and naturopathy. These forms of medicine are little known in North America but are more practiced in England. Homeopathy involves the use of medicines which have natural bases rather than chemical substances and treatment takes into account a person's physical, psychologically, and physiological character as well.

The doctor is available to all BCIT staff and students on Monday, Wednesday and Friday.

## DENTAL HEALTH FAIR



The UBC Faculty of Dental Hygiene, a hygienist from Lakeview Dental Clinic and a qualified nutritionist from Burnaby Health Unit are preparing a Dental Health Fair in the North Foyer on April 6th.

The Fair will be open from 11:30 - 2:30 and 5:30 - 8:30 p.m.

Slide shows, information on X-rays, cancer, fluoride, crown and bridge work and nutrition will all be part of the fair. Demonstrations and free samples will be available.

Come and ask questions and learn how to keep your teeth - not lose them.