



A Newsletter for the BCIT Community
March 16, 1992 Issue 5

Delta's Kevin Lawrence Wins ABCOM Scholarship

The first annual Association Broadcast Communicators (ABCOM) Industry Practicum Scholarship was awarded in February to Kevin Lawrence, a BCIT Advertising and Sales Promotion student.

Kevin is a life-long resident of Delta who graduated from North Delta Senior Secondary in 1988.

The award was presented at BCIT by Barry O'Donnell, the president, and Sherri Haibeck, the vice president of ABCOM.

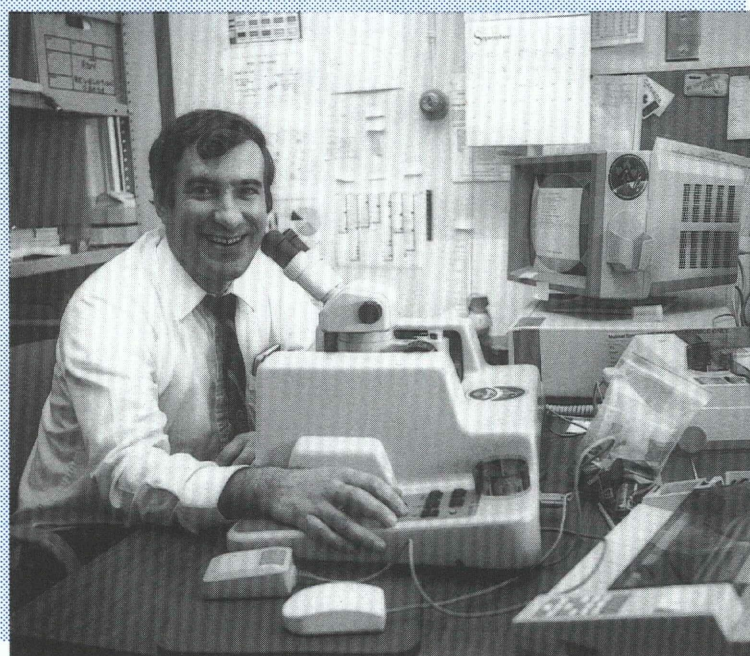
ABCOM is an association of management professionals in the broadcast communications industry dedicated to professional development and recognition of its members.

This award goes to a second-year student in the Advertising and Sales Promotion Program at BCIT who displays outstanding academic, leadership and community service qualities. It consists of a \$1,500 prize and an opportunity to work in nine different ABCOM companies between mid-March and mid-May. Kevin will spend one week at each of the following companies:

CFUN/QM-FM	Category Research
LG73/CFOX	Direct/Agency Sales
CKNW/CFMI	Sales Promotion
CISL	Writing for Radio
BCTV	Television Production
McKim/Baker Lovick/BBDO	Media Planning/Buying
KVOS TV	TV Sales & Planning
UTV	TV Sales & Planning
CHRX/JR	Radio Production.

*From Randy Vandermark
Marketing Management*

GRAD PROFILE



Roy Gagnon
Survey: Photogrammetry '81

While millions of Canadians were watching astronaut Roberta Bondar bounce around the inside of the space shuttle, another group was keeping its eyes on an important experiment. BCIT graduate Roy Gagnon was one of five scientists investigating the back pain experienced by astronauts.

Roy was one of the team from University Hospital, Shaughnessy Site, on NASA's First International Microgravity laboratory mission launched aboard the space shuttle Discovery in January this year.

The project attempted to pinpoint the cause of discomfort experienced by more than two thirds of NASA's astronauts, whose height can increase up to seven cm in microgravity. Stereo photographs and careful height and pain recordings are expected to help obtain precise knowledge of changes in spinal dimensions and shape.

Roy returned from Houston in mid-February and is currently examining the photographs taken during the eight-day flight.

As a payload support engineer, he uses a stereo plotter to view

photographs taken simultaneously from different angles to obtain three-dimensional images of astronauts' backs. Analysis of these images, along with other data, may pinpoint the cause of back pain.

"This is a unique opportunity to find out how the spine functions in the absence of gravity," says Peter Wing, the head of orthopedics at University Hospital. "Observing what happens to the spine in space, may provide us with valuable information for diagnosis and treatment applications here on earth."

Roy and team mates spent six years preparing for their experiments which will be followed up with another study on Spinal Changes in Microgravity scheduled for launch in April, 1994.

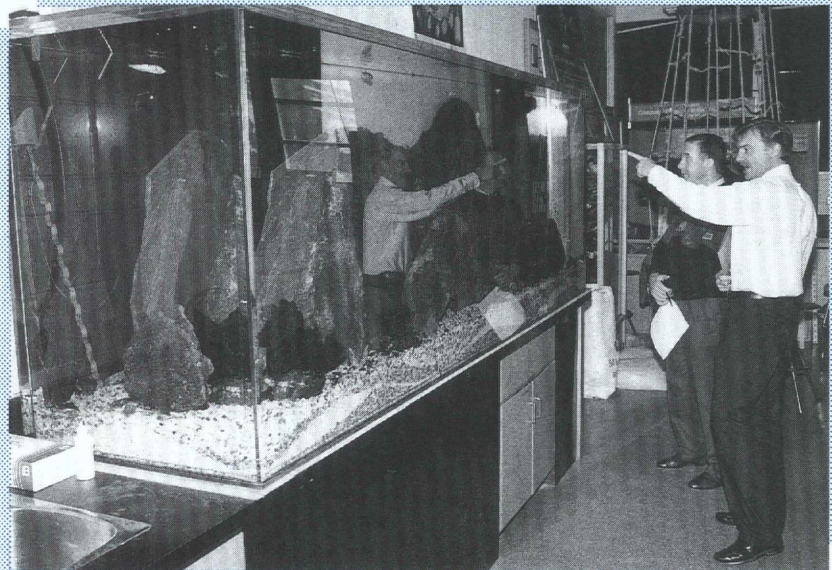
There are already several applications from the research, such as new techniques to measure effectiveness of testing and treatment in osteoporosis patients and new approaches to research design.

*From Terry Jorden
Media Relations*



Former Auditor General Ken Dye visited the Burnaby Campus informally on February 27. Now out of federal politics, Mr. Dye is currently the president of the Workers Compensation Board.

Associate Dean, Mark Angelo points out some specimens in a new 3,000 litre salt water aquarium in the Fish, Wildlife and Recreation lab. The aquarium simulates a west coast marine environment and will assist the department in some of the fish identification work.



Renewable Resources is dressing up

Wildlife instructor Don Guthrie checks out the new mural in the Renewable Resources Department area. BCIT commissioned the painting from Whistler artist Isobel MacLaurin, the wife of longtime faculty member Don MacLaurin. Associate Dean Mark Angelo says this is the first of a series of murals for his area designed to dress up the hallways and establish an identity for the program. The next mural will feature the Black Tusk area, a location many students visit during their second year.

*From Terry Jorden
Media Relations*

Rising to new heights! in customer Service

The Customer Service Committee is pleased to announce the SPRING '92 SCHEDULE for CUSTOMER SERVICE WORKSHOPS.

Staff Customer Service Workshops were introduced last fall and were received very well by staff. The Enrolment Management Project has invited Anne Glover back to guide staff through a Spring session of customer awareness programs.

Program sessions last until the end of June. The schedule for March and early April is as follows. All workshops will be held in Building 2B (Town Square) Room C.

Workshop #1

Customer Awareness

This workshop will familiarize you with customer communication methods, perceptions and awareness. You will examine your own attitudes and behavior towards customers.

Workshop #1

March

24 9 am - 12 pm
25 9 am - 12 pm
26 1 pm - 4 pm
27 9 am - 12 pm
30 1 pm - 4 pm
31 9 am - 12 pm

The remainder of the schedule will appear in the next update.

Register with Kelly Durkin at 8722 in the Registrar's Office. In April, departments may book workshops just for their staff.
Contact: Anne Glover 8782.

Workshop #2

Telephone techniques

Listening skills

Asking the right questions

Develop your telephone and oral presentation skills, listening and questioning skills, and look at your attitudes and behavior towards customers.

Workshop #2

April

1 9 am - 12 pm
2 1 pm - 4 pm
3 9 am - 12 pm

Congratulations to the Drive for 500 winners!

I am pleased to announce the winners of the last four "Drive for 500" lottery draws. The January 10th \$500 prize was won by "Team Personnel/Employee Relations," consisting of Colleen Goose, Marilyn Duggan, Anne Fahlman, Eric Mackay, Dave Harvey, Sarah McKee, Susan Ney, Audrey Watson, Kathy Nolan, Pat Balluff, Betty Bach, Clodine Hansen, Debbie Cobb and Marylou Murray.

The January 24th \$500 prize was won by Earl Scott, Assistant, Athletic and Recreation Services who described the win as "awesome."

Dawna MacKay, Systems/Course File Assistant in the Registrar's Office, won the February 7th \$500 prize. With Eric's win on the Team Personnel ticket, this marks the second win for the lucky MacKay family.

Carol Dion, Manager of Special Events, cried "hallelujah" when her name was drawn for the February 21st \$500 draw.

Get your ticket from the Development Office today and you will be eligible to WIN BIG on our March 20 BONUS DRAW. Three prizes totalling \$1750 will be drawn -- one \$1000, one \$500 and one \$250 prize.

Congratulations again to all our winners!

*From Jim Mitchell
Family Campaign Chair*

Program advising on the road

Program Advisor Ann McNaughton described our programs to students at Vancouver Technical School recently. Program Advising staff travelled the province this winter and spring visiting more than 220 high schools and community colleges, as part of the B.C. Secondary School and College Liaison Committee together with representatives from UBC, UVic, SFU and various regional colleges, to provide students with information on careers and post-secondary education choices. The program, now in its 17th year, is based on the belief that post-secondary educational institutions should work together to meet the concerns of potential students.

*From Terry Jorden
Media Relations*





Over the hill at 10 years old?

Susan Walters in Development celebrated her 10th birthday on February 29. It was a double celebration because not only was it Susan and twin sister Judy's leap year birthday, but it was also the day when Judy's son, who was given up for adoption at birth 21 years ago, decided to make contact for the first time.

Happy Birthday...

Happy 31st (March 26) birthday to "Everyone's favourite secretary" Alice Cooper (Alias: Lorna Peacock). Love from your sweet little sister, Cindy (this is payback for childhood torture!!)

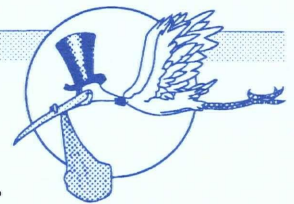
Remember the RIX!

Fine food, friendly service and a great atmosphere.

Open for lunch from 11 am thru dinner from 4:30-6:30 pm.



Diapers...



Bob,
Marketing
Management,
and Marion

Brett have a new arrival in their family, a daughter, Kathleen Brett, born February 21. I don't have all the "weights and measures" but I know that mom and dad are tickled "pink."

CLASSIFIED

For sale: 1987 Toyota Tercel hatchback. Excellent condition. One owner - only 65,000

kms, new brakes, exhaust and tires. Includes extras - sunroof, stereo, etc. Asking \$6995, call 263-1534.

For sale: '79 Dodge Diplomat, 2-door, economical slant-6, ps, pb, great condition inside and out, am/fm cassette, with snow tires. \$1250, call 435-1787.

For sale: "Mint condition" '75 Olds Cutlass, 2-door coupe, 350 v-8, 79,500 original miles, new 4 barrel carb, new paint (acrylic powder



blue), under coated, white interior, am/fm cassette, new gas shocks, battery, z-28 mags ... a collectable classic. \$2250, call 435-1787.

For sale: Golf bag (Don't ask why!) HOT Z, U.S. made. Excellent condition (Never thrown in anger!) Reasonable! 434-7184 or Ext. 8218.

For sale: 3 Ferry tickets to Howe Sound (Sunshine Coast) for vehicle and passenger. Value: \$74.25 will sell for \$50 obo. Call Brenda Mason at 8254.

For rent: Whistler - Springbreak/ Easter or midweek rentals. Cozy Condo, sleeps 7. Sauna, VCR, Microwave, Dishwasher, Laundry. \$150/night. Call 987-2297.

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