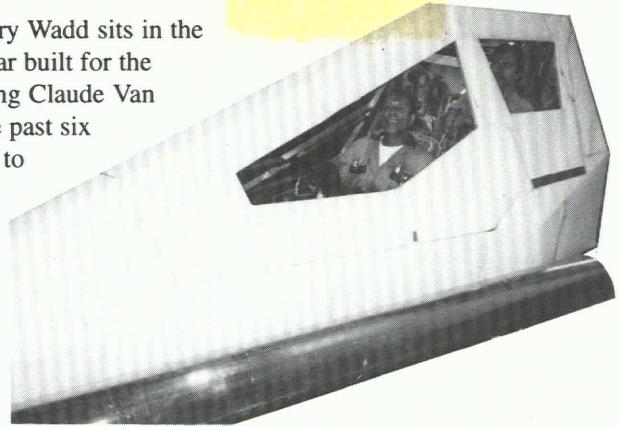




A newsletter for the BCIT Community  
January 17, 1994 Issue 2

### Terry Wadd in the driver's seat

Machine shop instructor Terry Wadd sits in the driver's seat of a futuristic car built for the feature film *Time Cop* starring Claude Van Damme. Off and on over the past six months Terry used his skills to build a variety of equipment and props for the movie's special effects. One scene in particular involved building equipment for a stunt where two men jump from the roof of the Marine Building.



## Automotive winterizing clinic — a classic win-win situation

Everybody loves a good deal these days and in November students and staff enjoyed one of the best.

Automotive Service Technician students planned and carried out one of the most successful repair clinics ever. At the same time dozens of employees had their cars winterized for only the cost of parts.

Over the years automotive students have offered to fix and repair employee vehicles but in November the idea was taken a step further. Instructor Mike Thomas told his class that over the next three weeks they needed to cover the diagnosis and repair of cooling and lubrication systems. It didn't matter how they got there, but at the end they needed to have covered the curriculum.

So with a free reign students conceived a winterizing clinic, set up exactly like a real service centre with customers, cars needing repairs, parts dealers, and cash handling responsibilities. Each day students changed roles, one day working the front counter, the next being a head mechanic, the next an apprentice, etc.

BCIT staff were encouraged to bring in their vehicles. All they had to do was to call in during a one-hour period each day to make a reservation. Mike Thomas knew the idea was a good one when the telephone lines jammed immediately. Over the three-week period, more than 50 cars were serviced with another 50 on a waiting list.

customers were given accurate quotes, would there be less surprised and unhappy customers?" asked chief instructor Rob MacGregor. "We discovered that it was possible."

Normally classes end at 1400 but students were so excited about the clinic that many worked until 1700.



Automotive Service Technician students practice their customer service techniques.

Feedback from industry has also been enthusiastic. Dealers at the Richmond Auto Mall heard about the approach and loved it for its practicality and flexibility.

MacGregor said the video tape of the clinic has even landed several jobs for students within the Richmond Auto Mall.

Now the automotive department has started a pilot project that will make the repair clinics a regular part of the curriculum over the coming terms.

Everything was video taped, and like football players the day after the game, students were able to review the tapes and see what worked and what didn't.

"We wanted to determine that if work orders were properly prepared and

"We're trying to help the students develop thinking and problem-solving skills to complement their technical knowledge," said Thomas. "If we do that, it'll give our graduates more of an edge."

# From the Rockies to the sea...

*Program advisors cover the province with annual school visits*



Pat McCall

**E**very year between September and February program advisors from BCIT and various universities and colleges tour the province visiting over 200 high schools. These travelling road shows help grade 11 and 12 students make decisions about life after high school graduation.

You've heard of tennis elbow? Well what about program advisor wrist?

That's the pain you get from carrying heavy boxes of BCIT promotional material from school to school from Nanaimo to Nechako.

Pat McCall is one of BCIT's veteran program advisors on the road.

She remembers the time she was at a high school in the Interior. It was Halloween and the UBC representative was giving her presentation and remarked that it was nice to see the students dressed as high school students.

When it was Pat's turn to speak — she was in her 50s at the time — she said that she was in fact a 23-year-old Miss Canada contestant and had spent the last two hours putting on make-up to look like a middle-aged woman.

It got a laugh but more importantly it got their attention. For the past ten years she has mastered the art of mixing program and career information with humour.

Ask any advisor and they will tell you it's not easy travelling the province. They travel for a week at a time, often three or four times a season, in rented cars and vans, airplanes, staying in no-frills hotels and eating restaurant food. They have driven off roads in snow storms, been stranded in airports, and become lost in Delta.

But through it all these advisors believe their job is vitally important. A personal visit to a school does more than any course calendar or pamphlet can do. It puts a face to BCIT, a smile, a handshake, and someone to call later for more help.

Although only about 15 percent of first-year BCIT students come directly from high school, those numbers increase to 40 percent within three years of high school. Program advisors see themselves as planting a seed that may not grow right away.

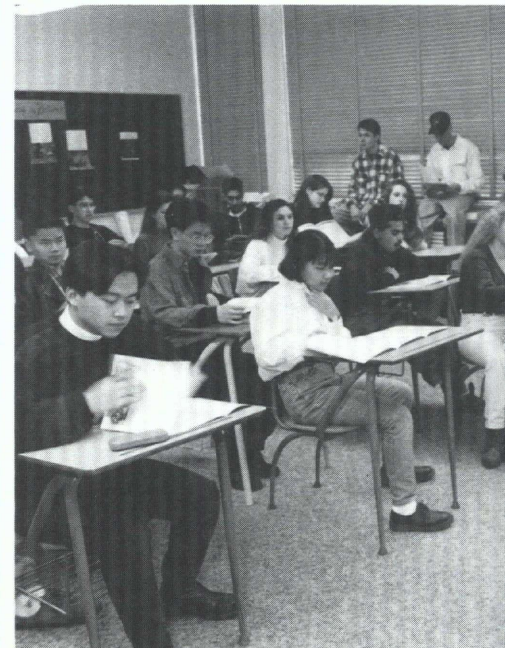
A typical school visit is half a day long. Sometimes there is a general assembly where program advisors from four or five colleges or universities give short presentations. After that smaller sessions are hosted by individual institutions.

Chikako Fong estimates she has probably visited 150 schools over her four years on the road. That includes career fairs, youth detention centres, military bases, colleges and alternate schools.

One thing she has learned is never to assume anything. Sessions have been held in church chapels, restaurants, hallways, and even cafeterias where they have competed with the clanging of pots and pans. And the students and their knowledge of BCIT is completely unpredictable. A big part of the job is just clearing up misconceptions about BCIT and reminding students there are alternatives to university.

Program advisor Raelene Christie has been involved in school visits for over 10 years. During that time she has noticed the widely differing abilities of students. Some are well prepared and goal oriented and others are unaware of what BCIT even stands for.

"That's why we go on these tours. Students have told us these visits leave a very strong impression," said Raelene.



Program advisor Pat McCall has learned a few things from high school students. She is just one of many helping students make career decisions. Here she is...

Katy Bobetsis, as both a BCIT graduate and program advisor, has a unique point of view when talking to students about BCIT.

She is well aware of the increasing stress levels of high school students these days as tuition fees, wait lists and entrance requirements increase. Everywhere she goes she hears about the increasing pressure students feel to decide "what they are going to do for the rest of their lives."

As a 1979 high school graduate with a degree from SFU and now a BCIT diploma in Operations Management she knows career paths are never perfectly straight. While she is quick to promote BCIT, she also tells students that it's okay to just work for a while instead of going to school right away.

"These days you might change your career five or six times," agrees Chikako Fong. "To gain skills for that next career it's likely you may find yourself at BCIT."



Techniques over the years to catch the attention of BCIT advisors who each year travel the province. She speaks to students from Burnaby Central.

— Bert Schendel photos



A ceremony recognizing about 40 Malaysian graduates in the Mara Natural Gas Trades Program was held December 10 in Kuala Lumpur. Some of those in attendance included John Bell, the Canadian ambassador to Malaysia (under the flag), Dato' Dr. Siti Zaharah Sulaiman, the Malaysian deputy minister of Public Enterprises, Wynne Powell, BCIT Board of Governors chairman (seated), and Glen Clark, B.C. minister of Employment and Investment (standing center). The program was jointly made possible by BCIT, BC Gas and Mara.

— Henry Arthur photo

## News Briefs

### Mark Angelo, among top B.C. volunteers

The *Vancouver Sun* selected Fish, Wildlife and Recreation program head Mark Angelo as one of ten B.C. residents noted for outstanding volunteer work in 1993. Mark was singled out for his work in river preservation and the establishment of B.C. Rivers Day.

### Hey, got any extra shelf space?

The bookstore's Michael Stewart has seven very large volumes of *Books in Print 1992-93* that he would like to give away. These are not intended for the home but rather for institutional or non-profit use. These volumes contain listings of most U.S. books in print at this time last year. Call Michael at 8696.

### Broadcast grad news

David Dhillon, a 1985 broadcasting graduate, was a recent lecturer in the Broadcast Centre. After graduating, David worked for a year at CKNW before moving to the U.S. when offered a position as special projects producer with San Diego's top station, KKLQ. He moved into special

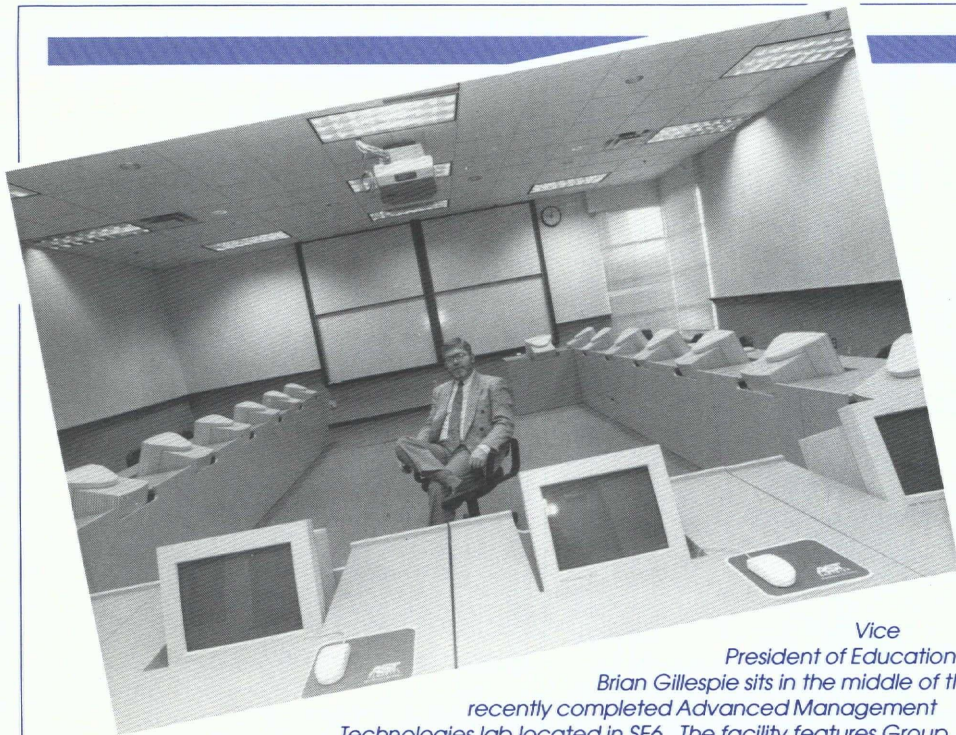
production projects for the entire Edens Broadcasting chain of stations across the U.S. and has parlayed that into a thriving production consulting business with many stations through North America. TV graduate **Sharon McCowan**, producer of *The Lotus Eaters* won three Genie awards this year. The feature was filmed on Galiano Island. Radio graduate **Colin Lloyd** has opened a number of radio stations in Turkey under the company name RAYDIO-TECK. Faculty member Rick Jonasson is presently on leave in Europe and will be dropping in.

## Voice Mail Tips

When transferring a caller into a voice mail box:

- press transfer key
- dial 6777
- Press \*\* (star twice)
- listen to Marsha say: "Please dial number of the person you are calling"
- Enter mail box number that you wish to direct caller into
- press transfer key prior to hearing personal greeting
- hang up.

— from Gloria Mattie



Vice  
President of Education  
Brian Gillespie sits in the middle of the  
recently completed Advanced Management  
Technologies lab located in SE6. The facility features Group  
Systems V, an electronic meeting system that allows participants to interact  
simultaneously while increasing the efficiency of the meeting. — Mike Gdowski photo

## BCIT Events to Come

### Monday, January 17

- BCIT Alumni Association monthly meeting, Administration Building Conference Room, 1800
- SET Information night, Forestry, Wood Products, Petroleum, Fish, Wildlife and Recreation, Mining and Chemical Sciences programs, Administration Building Boardroom, 1830-2030

### Tuesday, January 18

- Technology Centre blood pressure monitor tests, NE25-309, 0930-1630

### Wednesday, January 19

- Educational Council, Administration Building Boardroom, 1230-1430

### Friday, January 21

- Technology Centre blood pressure monitor tests, NE25-309, 0930-1730

If you would like your event in Update's calendar contact Ronaye Ireland by telephone at 8738, by PROFS RIRELAND or internal mail. Deadline is one week prior to publication.

## Staff news

**Yvonne Eamor** of Broadcast Communications is back from a four-month professional development leave with CKNW and the Western Information Network. She covered the Progressive Conservative leadership convention, the federal election following Kim Campbell and numerous other municipal and provincial political elections and conventions. **Kat Stewart** formerly of JR Country, is filling in for **Rick Jonasson** while on leave. **Ken Mitchell**, a TV faculty member, is back from sick leave. **Randy Vandermark**, the associate dean in Marketing Management, has returned from a four-month leave working with the National Entrepreneurial Development Institute. Also **Nels Stromgren**, instructor in Administrative Management and **Brian Curtis**, program head in Transportation Logistics/International Trade, are both back from professional development leaves. Client Services' **Michele Becket** goes on educational leave January 17 until April 16 to continue work on her degree. So don't call Michele with your computer problems. Call Client Services Hotline instead at 8888.



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## Classified

**For Sale:** Raichle Flex Comp ski boots, men's size 8 1/2. Cost \$600, asking \$325. Used only six times. Call 921-7514.

**For Sale:** Yamaha C3 grand piano, polished black with concert bench, mint condition with valid warranty, \$19,500 or best offer. Call Doug at 525-5423.

**For Sale:** Clarion 6200CD in trunk six-pack CD changer and 3770RC in dash cassette AM/FM CD deck. Both a year and a half old. \$1,300 new will sell for \$450 or best offer. Call Brian at Kaslo 4523.

**For Sale:** Super Nintendo Entertainment System plus Super Mario World Game, less than one year old. \$85. Call Heather at 8369 or 464-8329.

**Wanted:** a set of bunkbeds (boys) in good condition. Call Gary at 8956 or 983-8585.

**For Sale:** Liebermann light mahogany upright piano, excellent condition. Practice pedal. \$2,000. Call Michelle at 8574 or 879-1233.

**Wanted:** To rent recreational property (preferably waterfront) for one or two weeks in the summer. Call Josephine at 8867.