



UPDATE

The mission of BCIT is to provide British Columbians with world-class, job-ready skills for career success.



Changing hands

Nearly a year to the date BCIT's new president and new Student Association executive began their jobs, it was time to reflect on the past year and welcome in a new group of student leaders. A barbecue at the Rix Club on May 8 provided the opportunity for members of the campus community to come and say farewell and welcome aboard to the ingoing and outgoing student executive.

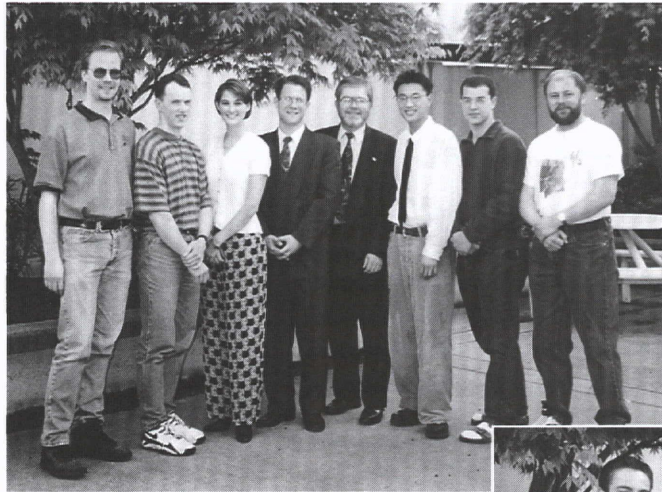
President Brian Gillespie thanked members of the outgoing executive for their support of institute activities, particularly Open House '96, and their contribution to student life. Gillespie reflected on joint ventures between the Student Association and the administration, commenting on the sense of community in the new campus centre.

Outgoing president Mike Bretner took the opportunity to thank the members of the BCIT community who have helped make it a successful year. In response to Gillespie's comments on the new campus centre, Bretner joked: "We like having the executive in the building as well, it allows us to keep tabs on them."

Bretner said that while the Student Association's mandate is to help the students, he feels that their efforts have been directed towards more than that, resulting in a contribution to the BCIT community at large.

Bretner introduced the incoming student executive and welcomed them with the comment: "It's a lot of fun guys, and I hope you have as much fun as we did."

Incoming student president Dave Williams rose to the challenge when Bretner put him on the spot, saying that this was the perfect opportunity to add some remarks. Williams said he was looking forward to keeping the relationship going between the Student Association and the BCIT Executive.



The outgoing student executive (l - r) Kaz Falconbridge, Rod Jacobs, Vivian Farkas, Jim Paterson, BCIT president Brian Gillespie, Thomas Tong, Chris Tilden and Mike Bretner.



The incoming student executive (l - r) Jaison Gaylie, Krista Dennett, Tiffany Stone, Holly Cathcart, Dave Williams and Mike Pattenade

Student Association Executive 1995-1996

Mike Bretner, President
Vivian Farkas, VP Student Affairs
Jim Paterson, VP Public Relations & Advertising
Rosa Socace, VP Finance & Administration
Frank Bifulco, Campus Life Coordinator

Thomas Tong, Technical Sciences Chair
Kaz Falconbridge, Engineering Councillor
Chris Tilden, Business Chair
Rod Jacobs, Health Chair
Stacey Busch, School of Trades Training

Student Association Executive 1996-97

Dave Williams, President
Jaison Gaylie, VP Public Relations and Advertising
Mike Pattenade, VP Finance and Administration
Krista Dennett,

VP Student Affairs
Tiffany Stone, Campus Life Coordinator
Amir Dewji, Technical Sciences Chair
Peter De Souza, Business Chair
Holly Cathcart, Health Chair

Campus crime stoppers



Campus CrimeStoppers are pleased to announce a successful start to the program. The very first call to 669-TIPS resulted in an arrest. Although details cannot be revealed in order to protect the caller, there is no question it had a positive effect on personal safety on campus.

Remember, you can contribute to making BCIT a safe place. It is everyone's responsibility. Stay alert, be proactive.

CrimeStoppers 669-TIPS is a program that allows you to report incidents anonymously.

Recent Crime

Theft from auto: April 23, '96
Where: South Parking Lot near Moscrop
What: Theft from Auto and Rear Window Damage, 1988 Chevrolet Cavalier
Loss: \$1,200 in merchandise; \$100 in car damage

When: between 1730- 2000
Suspects: None

Tips on theft of and from automobiles:

- Always lock your car and place valuables out of sight;
- Engrave your stereo with identification number and put a warning note in your car;
- Use an immobilizer device for the steering wheel.

If you know anything about this crime, CALL 669-TIPS.

June graduation ceremonies

June 19
Graduating Awards ceremonies:

- Business, 0900
- Engineering Technology, 1230
- Computing, Electrical & Electronic Technology, and Health Sciences, 1500

June Graduating Awards ceremonies will be held on campus in the Town Square cafeteria.

June 20 & 21

June 20 Convocation:

- Engineering Technology, 0900
- Health Sciences and Electrical and Electronic Technology, 1330

June 21 Convocation:

- Business, 0900
- Financial Management
- Marketing Management
- Operations Management

- Business; Computing & Academic Studies; and Trades Training, 1330

Administrative Management
Broadcast Communications
Computer Systems
Power Engineering
Tool and Die Technician
Shipping and Marine Operations

Convocation ceremonies will be held at the Willingdon Church Conference Centre.



IBM and BCIT sign partnership

The first phase of a new partnership between BCIT and IBM is underway.

Industry leader IBM has donated a new mainframe computer to the institute, which will greatly boost BCIT's computing capabilities.

"This new mainframe is going to make a great difference to us," said BCIT president Brian Gillespie. "We're looking forward to expanding and bringing onboard some innovations our hardware couldn't handle before."

One of IBM's top models running a new operating system, it will give BCIT staff and students access to the newest generation of computer technology.

BCIT will now become what's called an IBM porting centre, giving software developers a sort of test track — letting them try out applications in the early stages to be sure they run well

on the system. And it makes BCIT the only IBM porting centre in Western Canada, joining similar centres at McGill University and Ryerson Polytechnical Institute.

"We're always striving to find ways to get the most benefits out of what we have," said Gillespie. "This partnership gives us the latest hardware and the opportunity for our staff and students to work with leaders in the software field."

Known in technical terms as a parallel enterprise server, this \$1.5-million computer brings its power in a small package.

It's roughly the size of a large refrigerator — a quarter the size of BCIT's existing hardware — and its 45 gigabytes of disk storage capacity takes up a whopping 95 per cent less room than that of the earlier computer.

Look for information on future phases of the partnership in upcoming issues of Update.

Letter to the editor

For many years now, I've been responsible for a Broadcast night school course called Industry Operations. This is a "fundamentals" course that covers the operations of the CRTC, radio and television regulations, audience measurement (ratings), music licensing, etc. It's always been a Directed Studies course—we meet on the first night only and each student receives a package of information and a batch of assignments. They then do a lot of research on a number of topics and submit their finished assignments for evaluation — and along the way they learn an awful lot about a number of basic topics in the broadcast world. So, in effect, it's a "correspondence" course. It works well.

This term's class started last night. I did my usual introduction, where I provide the background for the course, talk a lot about basic industry operations, review the package of material, discuss the assignments, make sure they know they can contact me anytime via telephone or e-mail or by just dropping by, and then I send them on their way.

All through my introduction, one young woman was nodding and smiling and indicating that she was pretty enthusiastic about this. When we were finished,

she hopped out of her chair and came straight up to me and thanked me for offering such a "wonderful course" and for "being here".

She then explained that she was a full-time student at SFU and noted that all her courses there are totally impersonal. She signs up via computer, she never meets anyone, she completes a series of assignments, has no personal contact, and "might" be able to get through to a "tutor" once or twice a term if she calls at certain hours and if she can get through on the line. Otherwise, it's e-mail or nothing.

Well, I immediately pointed out that this course was a similar course where we would only meet on the FIRST night and never again. She swept aside my comment and insisted that the very fact that we had met gave her a face and a name and a "real person" to relate to and she felt so positive that we actually feel it's important to have that personal contact and that students are free to call for help at any time. She said "I'll be taking more courses at BCIT."

As BCIT moves toward the "efficiencies" of the electronic age, as we move away from dealing with students on a face to face basis, embracing the gospels of "distance education"

etc., perhaps it's important that we consider this sort of reaction. We say we're trying to provide better customer service by "creating the virtual classroom" where students can take courses "anytime, at their own pace," where we're using computers to address consumer needs.

Maybe what the student "needs" most of all is human contact. Maybe the one thing that could differentiate BCIT from the rest of the world is that we believe in and practice the concept of "high tech, high touch". Maybe we should keep a focus on delivering learning opportunities in a more traditional style. Maybe modern educational philosophy has got it all wrong, and maybe students don't want less contact, maybe they want more contact.

Now that the educational world is moving into this brave new world, we're able to look beyond the hype and actually gauge real people's reactions to the reality of doing things this way.

So maybe there's a lesson to be learned here. If one student can have such a negative reaction to one approach and such a positive reaction to one small situation here, maybe there are many more out there who feel the same way.

—from Brian Antonson



(L-R) Bob Gunn, Mark Angelo, from Fish, Wildlife & Recreation, and BCIT President Brian Gillespie, plant the first tree in a new initiative to naturalize the campus.

Thanks for earth day help

To the campus community who braved the elements on a rainy Earth Day: thank you for helping out with the Campus Clean-up. We had everyone from BCIT President Brian Gillespie to the kids in Child Care to the campus community at BCIT's Pacific Marine Training Campus pitching in.

Committee chaired by Materials Management director Terry Milligan. Big thanks to Johane Imoo in Print Services; Physical Plant's Cindy Themmen; Bob Gunn in Fish, Wildlife & Recreation; Phyllis Johnson in Administration; Shirley Friedstadt in Purchasing, and Ahmad Salmabadi in S.A. Environmental Education. Thanks everyone!



The event was organized by a sub-committee of BCIT's Environmental Awareness

—from Greg Helten

Happy to hear from you

Applause/Comments

BCIT's Customer Service committee is pleased to share some of the feedback received to date in response to comment and applause cards available around the campus.

Received from customers of Student Records:

I called on Monday, April 22 to request a transcript asap. Kaayla was very courteous and helpful. She suggested I come in when convenient and ask for a rush on the documents. For a nominal fee this was provided within 20 minutes of arrival.

Your Student Records department is second to no other department. Kaayla, who served me, was prompt, efficient and very helpful in making sure that my needs were met.

Very quick, efficient service, but the \$10 hurts.

Fast and friendly.

Rush transcript was requested for interview, same day service was excellent. By phone and in person.

Received from customers of the Residence/Housing Office:

I like the hours that the office is open for getting change or help from Helen or Marylyn. They both do a very good job.

Since there is so little kitchen cupboard space something like a pantry in the dining area would help. The bookshelves in each room is a great idea. The vacuums that we have to vacuum our rooms don't work too well anymore. With visitor parking there is only one spot plus one handicap spot. I think there should be more visitor parking.

Staff at Student Records are very helpful; quick, fast and happy. Thanks again Stacey and Kaayla.

Recognition for a job well done

The Manning Award of Excellence for 1995 was recently received by the Industrial Research Assistance program (IRAP) of the National Research Council (NRC) of Canada. The award recognizes their work over the past 50 years assisting Canadian innovators and entrepreneurs.

The NRC in turn presented its more than 250 Industrial Technology Advisors (ITAs) with plaques commemorating

this award. Nick Fong and Gino Simeoni, who work with the Technology Centre assisting small and medium sized Canadian companies by providing technical assistance and funding advice, were recognized for their contributions.

The Technology Centre and its research clients have benefited greatly from the Centre's association with the NRC and the hard work of Fong, Simeoni and past ITAs.

BCIT teams up to offer safety training

BCIT has teamed up with Cansafe, a company that specializes in safety training, to offer confined space courses at the Burnaby campus.

In November, the Workers' Compensation Board of B.C. reviewed Cansafe's confined space manual and pronounced it "one of the better programs we have seen". The manual was revised and a B.C. version produced.

In February, a demonstration course was held at BCIT for

WCB inspectors and education officers. Three Level I and II courses for general industry participation were delivered using Cansafe's portable confined space entry simulator.

Cansafe and BCIT will partner again in June for confined space entry training, this time including Level III, Confined Space Entry Management.

This joint venture is another example of how BCIT is partnering with industry to improve business performance.

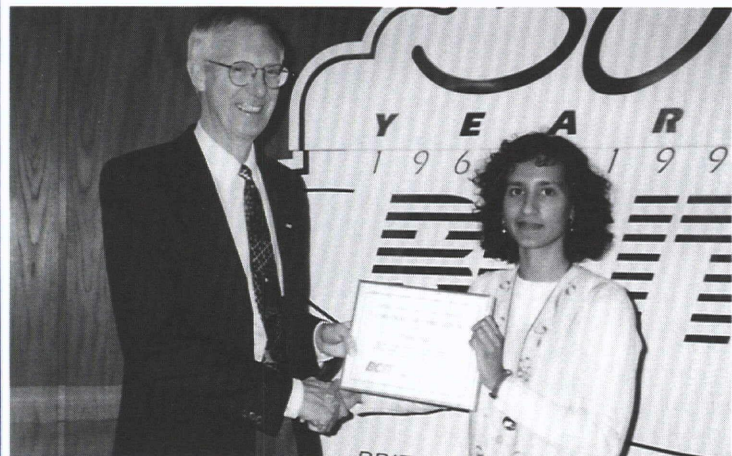
Edco update

At its April 17 meeting the Education Council was updated on the outcomes of the March 30 forum on the Ministry of Education, Skills and Training's strategic planning document, Charting a New Course. Nine working groups identified critical issues arising from the report and EDCO charged its executive committee with formulating a response to the Ministry before the deadline of April 26.

Council also conducted the following items of business:

1. Adopted amendments to its by-laws and standing procedures. EDCO's by-laws will now be sent to the Ministry for the Minister's approval. EDCO's by-laws and standing procedures can be accessed on Profs on the Campus Bulletin Board (F11).
2. Referred the issue of EDCO's advisory role with respect to educational policy under Section 5.2 (1) of the Institute of Technology Act to the Governance Committee for consideration and recommendations.
3. Discussed the proposed new Prior Learning Assessment (PLA) Policy 4104. Further debate with a view to adoption of this new policy will be an item of business at EDCO's May 15, 1996 meeting.
4. Presented outgoing student representative, Anita Dhas, with a BCIT certificate of appreciation and BCIT presentation folder at the conclusion of her year of service on Education Council.
5. Approved several changes to current grading codes on transcripts. The new codes will be implemented for courses and programs commencing September, 1996.
6. Approved amendments to the selection criteria for the President's Award and the Board of Governors' Award for Citizenship. The new nomination forms for 1996 awards will reflect these changes.

EDCO's meeting minutes and schedule may be viewed on the Campus Bulletin Board on PROFS as well as in campus libraries and the Student Association Office. Should any person have concerns or suggestions regarding EDCO, please prof EDCO or call Bob Merriam, chair at 7045.



Bob Merriam presenting outgoing student representative, Anita Dhas, with a BCIT certificate of appreciation and BCIT presentation folder.

Workshops

Transitions: coping with organizational change

Wednesday, May 29 0830 - 1200

In this workshop you will learn a number of strategies for coping with change.

New employee orientation

Thursday, May 30 0830 - 1630

Be informed of the internal procedures to obtain the support or materials you need. All employees welcome.

Critical skills for communication in conflict

June 5 and 6 (for employees with supervisory responsibilities)
June 17 and 18 (for employees who do not supervise others). This two-day Justice Institute course will focus on communication skills used in conflict resolution.

Project management using Project 4.0

Tuesday, June 11 0830 - 1630

Course fee: \$100

This course combines concepts of Project Management and training on MS Project 4.0.

The leader as coach -

brought to you by LRU and HR

Tuesday, June 11 0900 - 1630

Maximize your coaching skills with this "hands-on" workshop for managers, supervisors, program heads and chief instructors.

Recruitment training

Thursday, June 13 0830 to 1630

Hands-on experience for anyone participating in a selection committee.

Occupational first aid - level 1

Tuesday, June 18 0830 - 1630

Course fee: \$20

Covers basic life saving first aid skills to workers in industry.

Managing departmental transition

Wednesday, June 19 0830 - 1630

This workshop provides managers with specific tactics for successfully managing people through change and developing a transition management action plan that participants can implement immediately.

Work group facilitation skills -

brought to you by LRU & HR

June 24 to 26

A three-day session for educational managers and support division managers to enhance mastery of facilitation skills in working with groups.

Banner maps training

MAPS 1 - Mandatory for operating managers. Anyone requiring access to their budget must take the MAPS 1 training in order to get their Banner ID.

Some seats still available in June 4 and June 12 sessions.

MAPS 2 - For staff who require information on monitoring projects or budgets on a multi-year basis.

June 20 1430 - 1530

MAPS 3 - For staff who require information on the status of a purchase requisition, purchase order, travel claim or purchase payment.

May 30 1430 - 1530, June 12 1330 - 1430 and 1430 - 1530.

To register or for more information: Profs "TRAINING" or phone Human Resources at 6889.

PAWWS

(Personal and Workplace Wellness and Safety)

Employee and family assistance plan services

Did you know that you, your spouse and your dependent children are covered by an Employee and Family Assistance Plan? Highly skilled professional psychologists, social workers, addictions counselors, and lawyers have many years of experience serving employees and their families in a broad range of personal, family and work related issues including:

- 🐾 marital and family concerns
- 🐾 personal issues
- 🐾 stress and/or anxiety situations
- 🐾 depression
- 🐾 alcohol or other drug misuse
- 🐾 legal concerns
- 🐾 financial concerns
- 🐾 childcare issues

- 🐾 eldercare issues
- 🐾 work related issues or concerns
- 🐾 any issue or concern that creates distress in the personal or family situation

The program is completely confidential, voluntary, and free of charge to you. Services are available at a variety of locations throughout the province and across Canada, for employees or family members traveling or away at college or university.

If you have any questions about the services, or would like to set up an appointment to meet with a counselor, please call the toll free number 1-800-268-5211, available 24 hours per day, seven days per week, and 365 days per year. You will speak

with a professional counselor who will assess your needs and put you in contact with a counselor in the geographic area you choose, with expertise in the area of your concerns.

When calling, you will be asked which employee group you belong to. If you have misplaced the Employee and Family Assistance Plan wallet card, give your Dental or Extended Health Benefits plan group number, as they are identical.

Information pamphlets regarding Eldercare, Childcare, and Employee and Family Assistance Plan services are available from Human Resources, as are replacement wallet cards.

PAWWS Contest Question

True or False:

What is a good general purpose type of fire extinguisher which can be used on most fire types?

Answers must be submitted to PAWWS voicemail (6991) or in writing to Gloria Katnick in SE16 within the next week. Please remember to provide your name and local with your answer. The prize for this month's question is two \$10.00 Elephant and Castle gift certificates generously donated by the Elephant on Campus.

PROFILE

Cottonballs to softballs

If you've ever been to BCIT Medical Services, Carol Braden has probably helped you get an ice pack, aspirin or more serious assistance.

As the Medical Office assistant, she's the first person most patients talk with when they come to Medical Services. She takes patient information, makes

appointments for the doctors and physiotherapist, and helps coordinate the patient charts and paperwork in the office.

"There are two of us out front - mostly we make sure the flow of work is going well, and that things are organized and on schedule," she explains.

If you've never used Med. Services, Braden may still look familiar. She is about to celebrate her 20th anniversary at

BCIT, and is a very active member of the campus community.

"I'm a great advocate of the aerobics classes here on campus - I try to get to them on my lunch hour," she says. "I always try to use the gym as much as I can as well." Along with these activities, Braden and her colleagues are regular participants in campus events like the Quack-a-thon and golf tournament.

But she maintains her favorite sport has always been softball, which she played avidly until last year. Her skill and love of the game earned her a spot on the national women's fast pitch team 22 years ago.

"I played first base for the team," she says. "We traveled around Australia for a summer playing ball - it was a great experience and a lot of fun. But then it was time to settle down and have kids, so I scaled down the amount I played."

This year she says she'll probably play in tournaments or as a spare in occasional league games. Her 28-year-old daughter often asks Braden to

help out her team in Victoria in slow pitch tournaments. However, she thinks her daughter may be asking for a different type of assistance this summer.

"My daughter just had her first baby on May 4 - my first grandchild," she says, beaming. "I can tell you that the ferry to Victoria will be buzzing this summer - I'll be on it all the time!"

Aside from spending time with baby Tyler, Braden's short term goals include trading in her ball glove for golf clubs, and getting out on the course a lot this summer. Over the long term she hopes to "master" the different computer programs being used on campus, including Word and BANNER. She feels this will help her do her job more effectively, so she can keep up with her motivated co-workers, and ensure they're all able to meet the needs of the students.

"I work with a great group in our office, and I really love getting to know the students and helping them," she says. "They keep me young!"



Carol Braden

Classy Finds



Wanted: People interested in playing on a fun recreational mixed slow-pitch team. Play in the Surrey League Wednesday evenings plus some tournaments. Call Michelle at 8398.

For Sale: Brand new white Ikea wardrobe, seven feet tall, double doors with a rod for hanging clothes and a shelf. Asking \$100 obo. Call Laurel at 224-0883.

For Sale: Group rate tickets to see the Vancouver Voo Doo play the Anaheim Bullfrogs on Saturday, August 10 at 1900. Adults \$11.50, youth: \$6.50. A pre-game skate with the team is also scheduled. For more information contact Tricia at 5141. YABADABAVOODOO

For Sale: Two level penthouse apartment, 800 sq ft; huge rooftop south facing deck.

Upgraded appliances, Carpet and bathroom. Near Edmonds Skytrain Station. Call Rita at 8472 or 451-1420.

For Sale: Cannondale Aluminum Road Bike. Great condition, Series 3.0, Frame 56 cm. Asking \$550 obo. Call Tina at 8318.

For Sale: Panasonic KX—P1123 24 pin dot-matrix printer, very clean and in excellent condition. Asking \$100. Call Rick at 8595.

For Rent: Motor home 23', sleeps six fully equipped. Short

or long term rental. Call 253-4467 or 255-7307.

Sublet: Three bedroom house close to campus. Fully furnished, two bathrooms (one ensuite) available June 1 through August 31. Asking \$1200/month. Call Antoinette at 294-1001.

For Sale: '71 Honda CB750, rare—purchased in Japan, excellent condition, blue, garage stored, less than 19,000 kms, new tires, one owner, \$2500. Call Keiko 985-9374.

Staff News:



New appointments

The Development Office is pleased to welcome **Christin Kyle** (pictured above), who joins BCIT as campaign coordinator for the new downtown campus. Kyle says she is excited about the project and looks forward to an exciting and successful campaign. Prior to joining BCIT, Kyle worked on event-based fund raising campaigns for SMG Events.

Congratulations

BCIT International's **Margaret Neylan** has been chosen to receive the Jeanne Mance Award for Outstanding

Contribution to Nursing. The purpose of this award is to honor Canadian nurses whose achievements have had a significant impact on nursing at the national level.

Congratulations to the Counselling department's **Stu Gibbs**, who recently won the grand prize at the Student Assistant Fund Raffle. The prize is a HP Desk Jet 340 portable printer.

Congratulations to the BCIT team that competed in the 1996 Vancouver Sun Run. The team placed seventh out of 75 teams in the educational division, and Computer Resources' **Leo Desousa** was the fastest runner on the team, completing the run in 41 minutes.

Congratulations to External Affairs' **Neil Howard**, who won the "bet of the year." Howard was challenged by Recreation and Athletic Services' Jim Mitchell to shed 15 pounds in 15 weeks. Not only did Howard achieve the goal, he surpassed it by nearly twice the amount.



(L-R) Cathy Dominato, director of development; Stu Gibbs, coordinator of counselling; Vivian Farkas, vice president student affairs, Student Association; and Steve Smith, manager client services, Computer Resources.

(Bottom L-R) Peter Wong, Rob Kercher. (Front row L-R) Cathy Nolan, Roz Yamashita, Ian Ross. (Second row L-R) Ken Kajiwara, Gordon Storey, Leo Desousa, Tom Nowak, Mike Smolmeki, Dave Conder. (Back row L-R) Kevin Ribble, Gary Lake, Waylim Lee, Loren Boyle).



Thanks to a little help from the campus weight watchers program and some stellar self-control, Howard managed to shed 29 pounds in 15 weeks.

Congratulations to PMTC's **Leslie Todd** and her fiance Eric Hansen. The couple are engaged to be married on September 28, 1996.

BCIT Events to Come

Thursday, May 30

- Alumni Annual General Meeting in Town Square D at 1800.

Thursday, June 4

Friday, June 5

Saturday, June 6

- The B.C. Technology Industries Association will hold its first Summer Institute, a three-day symposium on sales and marketing for B.C. technology companies at BCIT. For further info phone 878-0393.

Saturday, June 9

- The Burnaby Lake Systems project fundraiser dinner and silent auction at the Hart House on Deer Lake from 1730 to 2100. Tickets \$100/person, no host bar (tax receipts issued for maximum allowable). For tickets and information contact Mark Angelo at 432-8270 or Bob Gunn at 451-6860.

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