

BCIT Events to Come

Tuesday, May 17

- Wood Products Summer Institute in Vernon, 0800-1700.
- Premier screening of new School of Business video *Choices*, Town Square A and B, 1815.

Wednesday, May 18

- Wood Products Summer Institute in Vernon, 0800-1700.
- Educational Council, Administration Building Boardroom, 1130-1415.

Monday, May 23

- Victoria Day Holiday, BCIT closed.

Tuesday, May 24

- BCIT Bookstore used book buy-back, 0830-1530.

Wednesday, May 25

- BCIT Bookstore used book buy-back, 0830-1530.
- Discover Your Business Potential workshop, SE6 BC Tel Theatre, 1830-2230.

Thursday, May 26

- BCIT Bookstore used book buy-back, 0830-1530.
- BCIT Alumni Association, annual general meeting, Rix Staff Club, 1800.
- Discover Your Business Potential workshop, SE6 BC Tel Theatre, 1830-2230.

Friday, May 27

- BCIT Bookstore used book buy-back, 0830-1400.

Friday, June 3

- BCIT Staff Golf tournament, Mylora Executive Golf Course, 1000-1600.

Sunday, June 19

- BCIT staff and family picnic behind the SAC building, 1200-1600.

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.

Today's Chuckle

Five hundred hares got out of the rabbit farm. Police had to comb the area.

\$32-million Downtown Education Centre to be completed by Fall '96

BCIT's new downtown campus will play a key role in making job training more accessible to thousands of British Columbians, said Premier Mike Harcourt before a packed crowd in the IBM Technology Building May 9.

The premier announced that the provincial government will contribute \$11 million towards the \$32-million eight-storey building to be constructed at the northwest corner of Dunsmuir and Seymour streets in downtown Vancouver.

For the past 14 years BCIT has occupied leased space at 549 Howe Street. The new 168,000-square-foot facility is scheduled for completion in the fall of 1996 and will accommodate about 10,000 full and part-time students in a space similar in size to Simon Fraser University's Harbour Centre campus.

The premier also announced the formation of the B.C. Labour Force Development Board.

"These two initiatives mean we are taking significant steps towards meeting the objectives of B.C.'s major new Skills Now plan, which will provide students, workers and the unemployed with the skills they need to find and keep jobs in the changing economy," said Harcourt.

Wynne Powell, the chairperson of the BCIT Board of Governors, thanked the premier for giving BCIT degree granting status and for funds for the Downtown Education Centre.

"We were told when we initially started this process that it would be very difficult if not impossible to get agreement for this facility," he said. "Well, today is proof that we could get such an agreement. Thank you."

Duke Dukowski, the director of the Downtown Education Centre, said the new facility will not only allow BCIT to expand its programs but it will also add an economic boost to the immediate neighborhood.

"I think the City of Vancouver would be most happy to see BCIT in this location," Dukowski said. "We are going to be opening up that part of downtown within two blocks of Pacific Centre, for evening shopping and evening classes. That whole street is designed to become more pedestrian oriented. I expect new retail businesses to develop in our building and around that area to



Premier Mike Harcourt is quizzed by the news media following his announcement to support BCIT's plans to build a new Downtown Education Centre.



Hundreds of staff celebrated the announcement during a barbecue. Bert Schendel photos

serve a new market day and night.

"As far as programming is concerned, we can expand not only the number of things but the variety of things that we do there. A lot of the opportunities we provide now are for people already in the work force who want to be promoted or who want to develop different skills so they can expand their horizons."

He said the new facility will allow for more full-time day offerings, conferences, meeting space, even 24-hour-a-day scheduling.

"We are also looking at initiatives with different educational organizations. We are not at a point where we can announce anything yet but we are working on some advanced accounting systems labs, a gerontology centre doing research in that field, and we are

trying to get a couple of educational organizations to actually live in that facility while we expand to our full capacity."

At the heart of the new campus is a paperless electronic library and an industry-current multimedia centre that will provide computer links to training innovations from around the world.

Programs offered are expected to cover international trade, accounting, marketing, tourism management and computer-aided design and manufacturing.

The premier said part of the impetus for this announcement came during the Premier's Summit on Skills Development and Training held at BCIT last June. He said all agreed that there was a need for a comprehensive strategy to allocate training resources.

"The message from that summit was clear: we need to revitalize

our training and educational systems to give our people the skills they need for a changing economy. Skills Now is our response to that challenge," said Harcourt.

Dan Miller, the minister of Skills, Training and Labour, reminded the audience that he was once a student at BCIT, taking his millwright apprenticeship training here.

The minister drew attention to a \$6 million matching grant program for new capital equipment. He joked that although BCIT couldn't have all the money, it was there to encourage industry to help upgrade aging hardware found in many shops and labs.

Following the announcement, BCIT staff were treated to a celebration lunch.

— From Terry Jorden

New B.C. Labour Force Development Board announced at BCIT

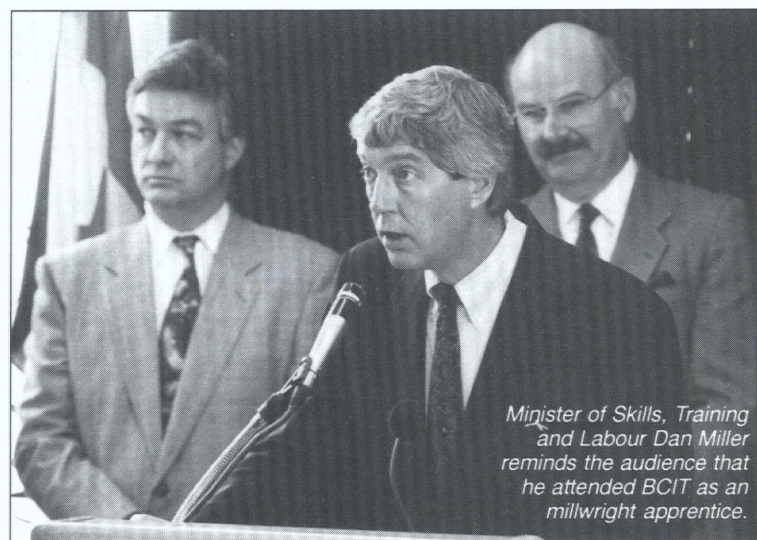
The results of a summit held at BCIT last summer have contributed to the provincial government announcement May 9 to form the B.C. Labour Force Development Board. The 26-member board will include eight members each from business and labour, five from traditionally disadvantaged groups, two from education and training, one from the Provincial Apprenticeship Board and one each from the provincial and federal governments.

The mandate of the new board will be to provide leadership in addressing job training and education needs. The board will have a number of specific responsibilities, such as promoting a shared responsibility for training and involving all the partners in making decisions that lead to fuller employment and a skilled workforce.

"Over the last few years both labour and business have been concerned that the resources

needed to train and retrain workers in British Columbia were not being put to the best possible use," said Angela Schira, secretary-treasurer of the B.C. Federation of Labour.

"We wanted the opportunity to design a made in B.C. approach... we feel that the best approaches on how training and retraining should be done would come from the people, the communities and the specific industries here in British Columbia," she said.



Minister of Skills, Training and Labour Dan Miller reminds the audience that he attended BCIT as a millwright apprentice.

Bert Schendel photo

News Briefs

Grace signs off on CFML

Grace McCarthy, recently retired leader of the B.C. Social Credit Party, was at the Burnaby campus on May 4 to do an interview on CFML's talk show Making Contact. It was her first long interview after announcing her retirement as Social Credit leader. During the interview she admitted to feeling pressured into re-entering politics when she returned to lead the party a few months ago. Afterwards she said she had fully enjoyed her first visit to the Burnaby campus.

Christopher Lee, new Student Association president

Christopher Lee is the new president of the BCIT Student Association for 1994/95. Others elected to the executive include: Peter Odynsky, (Vice President Public Relations and Marketing) Craig MacMillan, (Vice President Student Affairs) Eileen Fitzpatrick, (Recreation and Athletics chair) Joanna Banks, (Business chair) and Steve Pesant (Technical Sciences chair). About 1,200 students participated in the April 27-29 election.

A mini election will be held in the fall to elect a vice president of finance and a chair for Health.

Sixth International Productivity Symposium

BCIT staff are eligible to attend the Sixth International Productivity Symposium June 5-8 at the Hyatt Regency at a reduced conference rate. BCIT worked with the CLMPC to arrange for a special rate. Regular registration is \$800. BCIT faculty and staff are admitted for \$300. The symposium is hosted by the Canadian Labour Market and Productivity Centre. This international symposium is held every two years and this is the first time Canada has been selected to host the event. This year's theme is: "Challenges for the 21st Century: Productivity, Technology, Equity and Sustainable Development." For more information contact Phyllis Johnson at 8529.

New hours for the Rix

The Rix Staff Club hours of operation have been reduced. Effective May 3, the club is open Monday and Tuesday from 1100-1430 and Wednesday to Friday from 1100-1900. "We decided to close on these two afternoons because they were consistently slow," said Mark Angelo. "For whatever reason, few staff use the club on these afternoons after 1400. The rest of the week is fine."

New time for awards ceremony

In the May 2 issue of Update the schools of Engineering Technology and Electrical and Electronic Technology's graduating award ceremony was listed as beginning at 1430 on June 22. The time has since been changed. The ceremony will now run between 1300 and 1500 in the Town Square Cafeteria.

Alumni AGM set for May 26

The annual general meeting of the BCIT Alumni Association will feature a talk by Gordon Farrell, associate dean of Financial Management, on the new Downtown Education Centre. The AGM takes place at the Rix Staff Club, Thursday May 26 at 1800.

Grant deadline now

The deadline to apply for an Education Enhancement grant is May 16. Applications are available through the Learning Resources Centre.

Childcare spaces available

BCIT's Childcare Centre has limited space for two-and-a-half to five-year-old children of faculty/staff and students for this September. For more information contact Nora-Lee Goodwin 8919.

SET Distinguished Achievement award nominations sought

All faculty and staff within the School of Engineering Technology are eligible to be nominated for the Distinguished Achievement Award. Nomination forms are available through your nearest associate dean's office. Deadline for submissions is May 20. The winner will be announced during the June convocation ceremonies.

Return those library materials

Please return all library materials to the library by May 31 for inventory purposes. Renewal of these materials can be arranged through extended summer loans.

Fuzzy Logic workshop held here

The 3rd British Columbia Workshop on Fuzzy Logic with Control Applications will be held at BCIT's Burnaby campus June 9-10 in SE6-204, 0830-1630. Featured speakers include: SFU's Dr. George Bojadziev, BCIT's Maria Bojadziev, Future Electronics' Walter Koop, Imperial Oil's Michael Grieve, the National Research Council of Canada's Jason Farlette and MPR Teltech's Tyron Ebert. For more information or to register call 432-8761 or Fax: 436-0286.

170 happy mothers

One hundred and seventy mother's day hanging baskets were sold during last month's Development Office fundraising sale. Coordinator Kelly Beatty said sales are up from last year when 154 baskets were sold.



Terry Jorden photo

BCIT hosted the regular meeting of the Rotary Club of Burnaby April 29. A highlight of the luncheon was a group of five visitors from England touring the province on a Rotary-sponsored educational tour. (From left) Sheila Collett, Allison Taylor, Mike Gill, School of Business Dean Michael Harrison, Jo Hand and Alison Morse.

Multimedia workshops held in June

Faculty and staff are invited to attend an intensive workshop on Creating Multimedia Lessons. Lead by the Technology Centre's Peter Fenrich, the workshop will provide practical skills needed to develop user-friendly interactive multimedia lessons. The workshop will run over 10 full days 0830-1630, June 6-17 in SW5-2875 with most afternoons filled with guest lecturers and demonstrations. Topics include: videodisc, and CD-ROMs, authoring tools, animation, graphics, instructional design, developing user-interfaces, and evaluation. To register contact the Technology Centre at 8761. Following the workshop between June 20-24 there will be an opportunity to develop initial lessons.

The BCIT UPDATE is published weekly throughout the school year by the Information and Community Relations Department within Marketing and Development. Ideas, tips, fax or written submissions should be forwarded to the editor by **1500 Fridays, five working days prior** to publication. The editor reserves the right to edit for brevity, libel and accuracy.

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Please recycle your BCIT Updates in the White Paper recycling bin.

Quint Essentials set new record in BCIT Quintathalon

The Quint Essentials, a seven-member team made up of members from throughout the institute, broke all previous records, completing the Fifth Annual BCIT Quintathalon in one hour, one minute and 33 seconds May 4.

The rain held off for the more than 70 participants who canoed, swam, ran and bicycled throughout the course.

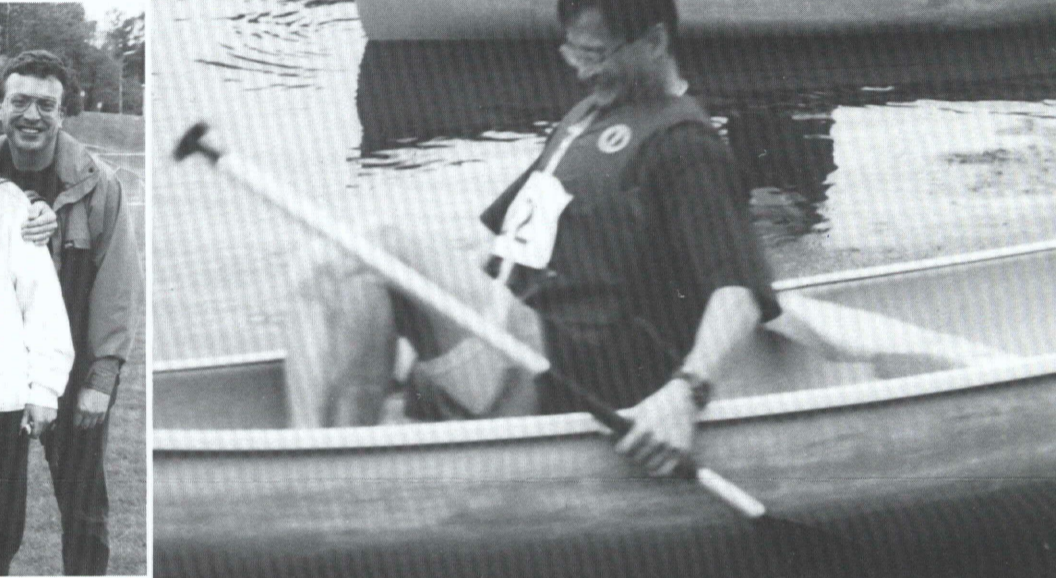
Canoeists Sheila Churchill and Judy Steel started the Quint Essentials off with a speedy cruise over Deer Lake. Dave Conder completed the short run, Clodine Sartori swam, Leo de Sousa completed the long run and Rob Kercher cycled.

Architheletes placed second followed by the S and M Chain Gain in third.



The Trades Tribe placed sixth over all. (From left) Shirley Butler completed the short run, Kate Pelletier swam, Alison Dewhurst completed the long run, Sandie Mooney was team captain, Peter Brunning and Ted Vincent canoed and Owen Collings cycled.

(from left) The winning team known as Quint Essentials were Rob Kercher, Sheila Churchill, Judy Steel, Leo De Sousa, Dave Conder, Clodine Sartori and Mike Smolnicki.



The mass start of the canoe portion of the event. Photos by Mike Gdowski

Customer Service Tip

Battle burnout: controlling stress before it controls you

Working with customers can be rewarding and interesting work. You feel proud and satisfied when you solve a customer's problem, answer a tough question, or improve the relationship with a customer in some way. There is a challenge in cutting through red tape, finding new solutions for problems and performing dozens of miracles for customers.

However, the demanding level of energy can be difficult to maintain. As you pour yourself into each customer contact at some point it can begin to take its toll. The phones never stop ringing. There is always one more problem to solve, one more

question that cannot go unanswered. Help!

Surprisingly, the more that you enjoy your work and the more seriously you take your profession, the more vulnerable you may be to burnout.

Here are a few tips to survive customer burnout:

- 1) Never take work personally. When customers complain, they are not usually complaining about you personally. Keep in mind that even when the customers lash out, their frustration is over the discrepancy between what they want and what they are receiving. They don't know

Anne Glover



you; it's just human nature for them to strike out at the closest target.

- 2) Don't take problems home. Give your work your complete attention while you are on duty, but leave it there when you go home at night.

In the words of Ralph Waldo Emerson, "Finish each day and be done with it... Tomorrow is a new day; begin it well and serenely."

- 3) Find ways to reduce stress. It has become a cliché to recommend exercise to reduce stress. But exercise has proved to be nature's true stress reliever. Find a physical activity you enjoy (walking is great) and pursue it with passion.
- 4) Get help from others. Don't let yourself feel isolated and alone. Your co-workers are going through their share of

stress-building situations. Talk them over together. You will feel better.

- 5) Remember the good news. Customers usually call with problems, not praise. But don't let that give you a warped perspective of the world. Remember, most customers are happy with our organization and its product and services. Most of the customers who aren't happy do become satisfied once you have handled their complaint or problem. Keep a mental warm and fuzzy file with all the good news.

—from Anne Glover

BCIT staff and family picnic set for Sunday, June 19

This year Father's Day will be extra special.

BCIT is having a staff and family picnic Sunday, June 19 between noon and 4 pm on the grounds behind the Student Activity Centre.

There will be a barbecue, face painting, clowns, live music and games for all ages.

In the event of poor weather, the picnic will move into the SAC gymnasium.

Watch for further details.

New School of Business video to premier Tuesday, May 17

A major new recruiting video for the School of Business is nearing completion. The video is the result of a project by Marketing Communication and Television students.

The first showing of the video will be on Tuesday, May 17

following a Burnaby Chamber of Commerce event in the Town Square A and B rooms at 1815.

Marketing Communications student Marshall Lee, who acted as a producer and writer for the project, says the video features well-known personalities and alumni.

The script follows the journey of several young people who travel from Swartz Bay on Vancouver Island to the top of Grouse Mountain, making important career choices along the way.

Are You Prepared for Retirement?

Nearly three quarters of all public relations professionals have employer-sponsored pension programs. But, in the end, we are alone in our responsibility to provide for ourselves in retirement. Do you know how much you can reasonably anticipate receiving from your plan when you retire? Do you know how much money you will realistically need? What if your pension plan is inadequate? What if you don't have a pension plan? This session will help you find the answers to these difficult questions and guide you in making decisions today that will have an impact on how comfortably you'll live when you retire.

DATE: Thursday, May 19, 1994
TIME: Reception — 11:30 am
Luncheon — 12:00 noon

LOCATION: The Four Seasons Hotel
791 West Georgia Street
Vancouver, B.C.

TICKETS:	Advance	Door
Members:	\$25	\$30
Guests:	\$30	\$35
Students:	\$22	\$27

(Prices include GST)

RSVP: Call 926-2056 or 926-4033
by May 16, 1994

Cancellations must be received prior to May 16 or you will be invoiced for the cost of the luncheon plus a \$5 administrative fee.

WCB coverage to now include all students working off campus

Compensation for students

Effective January 1, 1994, Provincial Workers' Compensation Board coverage is to be in place for all students while participating in a required practicum at a recognized work site.

Effective September 1, 1994, Provincial Workers' Compensation Board coverage will be in place during classroom/lab/shop instruction

for student apprentices only; it will not be in place for any other students.

Accident insurance now available

BCIT has arranged an Accident Insurance Plan to cover all registered students (excluding apprenticeship and general interest students) who are actively attending classes or participating in approved BCIT activities.

Effective September 1, 1994, coverage will be in effect for all eligible students while on BCIT property or premises, participating in approved BCIT activity or travelling directly to or from a BCIT-approved or organized activity.

BCIT has selected Policy Option A, which provides \$15,000 accidental death and dismemberment. Additional benefits are available under this policy, which are outlined in the brochure available at all campuses.

The cost of the plan is \$3.40 per student, per year. Premium funding for this insurance plan will be paid 100 percent by BCIT. The policy is not intended to replace the B.C. Medical Services Plan.

The insurer will only reimburse an insured person for expenses that are in excess of, or not insured, under personal, group or provincial hospital or medical plan of insurance for which the insured eligible, whether enrolled in the plan or not.

In Edmonton

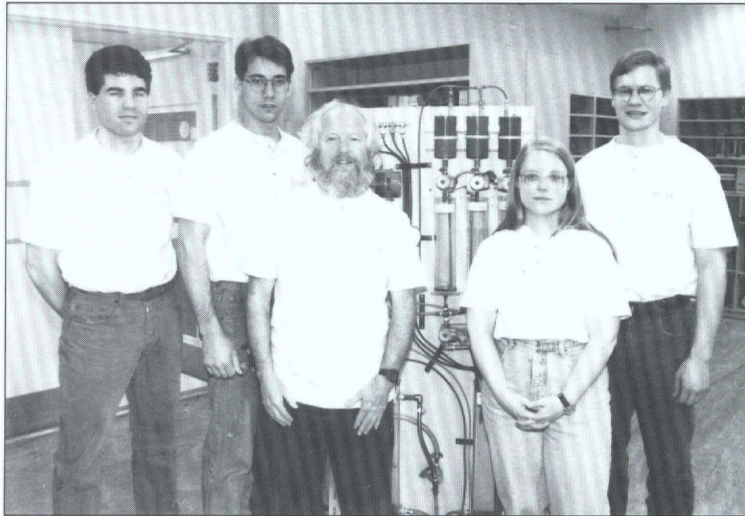
Electronic Engineering Technology students take second place

Four students from the Automation & Instrumentation option of the Electronic Engineering Technology

program ranked second in the Western Canada playoffs of the "Student Skills" competition in Edmonton April 12.

The competition was sponsored by the Instrument Society of America and was hosted by Northern Alberta Institute of Technology. There was a practical (LAB) portion and a Reach For The Top style question and answer period where the teams competed head-to-head. BCIT won the question and answer portion of the competition, finishing second overall. The winning team came from NAIT.

Congratulations go to Pam Borman, Carl Sheehan, Paul Fogh, and Scott Souter. Thanks go out to their faculty advisor Ian Ross, and to the local Vancouver section of the ISA for funding BCIT's entry in the competition.



(From left) Scott Souter, Carl Sheehan, faculty advisor Ian Ross, Pam Borman, and Paul Fogh.

Board of Governors May 3 decisions

The following issues were dealt with at the May 3 Board of Governors meeting.

- The board heard a presentation from Mark Angelo, the program head of the Fish Wildlife and Recreation program, on the success so far of the Burnaby/Deer Lake Project by BCIT students, community groups, municipal governments and industry. A motion to give the project a \$10,000 grant per year over the next three years was tabled and referred to committee.
- the board heard about the formation of the Technology

Degree Committee, to assess quality assurance and quality control procedures for the Bachelor of Technology degree program. The committee will be made up of the vice president of the Education Council, Vice President of Education Ray Walton, faculty members Joffre Berry, John Emes, Jeffrey Skosnik, Donald Mallory, David Sabo and two members of the Board of Governors.

- the board heard that the 1994/95 BCIT operating grant from the provincial government was very close to early estimates. Clayton McKinley,

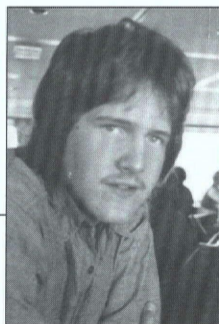
the vice president of Finance and Administration, said his department had estimated the government grant would be near \$78.2 million. The grant has now been confirmed at \$78.4 million.

- the board heard a presentation from Cathy Daminato, director of Development, on a new planned giving program.
- The board is considering a program to assist students suffering hardships due to student fee increases.

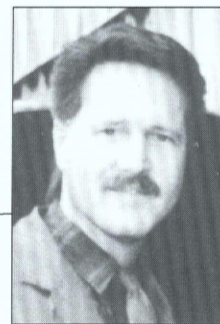
The next meeting of the Board of Governors is Tuesday, June 21 in the Administration Building boardroom at 1630.



Rob MacGregor Chief Instructor, Automotive



1970



1990

My father was the director of post secondary education for B.C. and the Yukon, and when he visited BCIT, I'd come and play around on the grounds while I waited for him. So, I've been coming out here since I was 10 years old.

In 1970, I started at BCVS, training in aircraft maintenance. I was three-quarters of the way through when I went out to an interview in Pitt Meadows and decided it wasn't for me. On the way home, I stopped at Metro

Motors and asked for a job as an apprentice. It was a Thursday, and he told me to start Monday.

A few years after graduating, I substituted for a friend of mine at Port Moody High School for a couple of nights at their night-school tune-up course. I wasn't sure what to expect, but I was calm when the class came in, and I found that I just loved teaching. I thought, "That's it! That's what I want to do in life." Whatever it took, I was going to teach.

After 11 years on the bench, I got my foot in the door at BCIT as a substitute. Fred Raadsheer, who had been my instructor for three of my four years of apprenticeship, knew there was somebody coming in to substitute but didn't know who it was. He was pretty surprised when I showed up! Fred was my mentor; I patterned a lot of things I did after him, because I admired the way he instructed.

Now, my former students are instructors. This is the best job I've ever had in my life, and my best days are when I'm in front of the class.

Staff news

Brenda Ireland is BCIT's new First Nations Advisor. She joined BCIT on May 2 on a six-month contact. Working closely with Student Services, she will be establishing the new First Nations office at SW1-2130. She will be on campus on Mondays, Tuesdays and Wednesdays from 0830-1630 and Thursday from 0830-1300.

Now it can be told. **Terri Carde's** favorite TV show is

Home Improvements. The program assistant in Administrative and Operations Management was featured in the *Province* newspaper's May 4 Smile of the Day feature. Readers also learned that her favorite food is pasta.

Clodine Hansen, in Personnel/Employee Relations, tied the knot April 9 to Tony Sartori. Clodine is now going by the last name of Sartori.

Classified

For Sale: 27-foot Catalina traditional styled sailboat, 1992 15hp Mariner outboard electric start, VHF DS knotmeter, shorepower new genoa, and lots of extras. \$17,000. Call Lauraine or John at 274-4824 or 8763.

For Sale: maple six-drawer chest, mirror, and two nightstands, \$450. Vilas maple (candlelight) queen size headboard, \$100. All in mint condition. Call Pat at 8676.

For Sale: Marpole Oakridge Community Centre fitness tickets. Six tickets for reduced price of \$10. Call Cindy at 8640.

Watch for the special edition of *Update focussing on the School of Engineering Technology on May 24*