

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



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Registration bonanza

The phones were ringing off the hooks during the week of Jan 5 and thanks to a partnership between the Registration and Information department, the BC TEL Call Centre of Excellence and the Downtown campus, call volume surpassed the busiest day of fall term start-up by more than 1,800 calls.

"The number of calls answered is up, the wait time is down (for callers on hold) and the number of registrations has increased by more than 1,000 compared to this time last year, says Associate Registrar/Systems Randy Friesen.

It was a move behind the scenes that helped people on the front lines juggle incoming calls with in-person registrations and inquiries at both the Downtown and Burnaby campuses.

According to Mike Powley, manager of the BC TEL Call Centre of Excellence, the BCIT registration represents the first genuine inbound activity that has been done in the facility since opening its doors four months ago.

It was made possible thanks to the help of John Laursen, a technician at BC TEL who worked on the technological interface that would allow calls to the registration phone number to be bumped to call centre operators automatically if the regular line was busy.

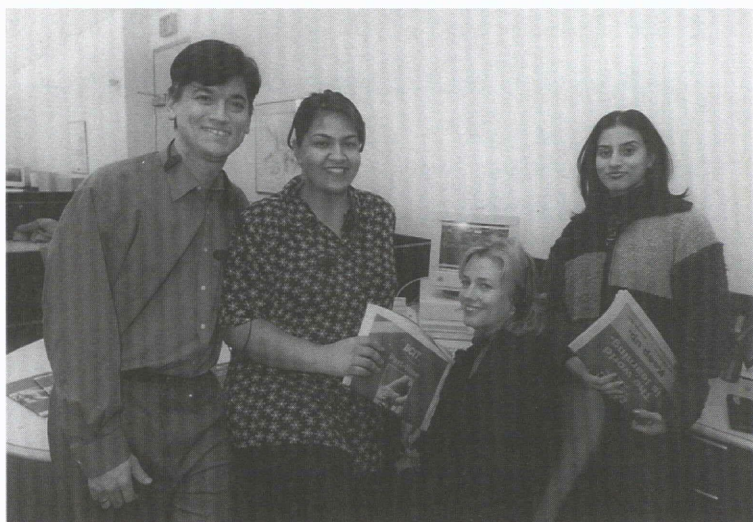
Answering those calls were four members of the Registration and Information department from the Burnaby campus. The work they were doing in the call centre was complimented by the front line staff at the Downtown

campus who were able to process the payment through their system – described by Downtown campus supervisor Anne Glover as "one-stop shopping."

Friesen is thrilled with the accomplishments of all Registration and Information department staff for their hard work and determination through this hectic time, and the fantastic teamwork they've demonstrated.

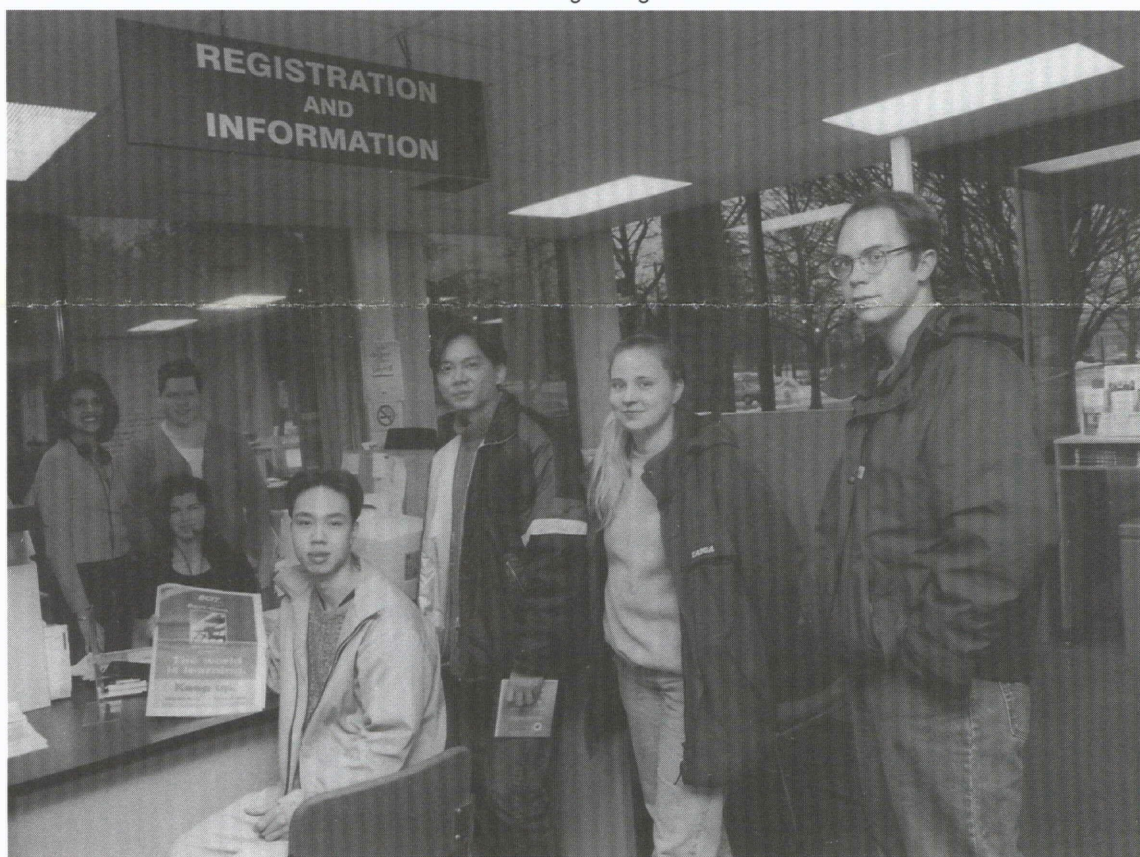
Powley is excited to see the call centre being used as part of the system: "We've got a call centre in operation and we're using it," he adds, noting that there are many other opportunities for the future such as alumni campaigns.

— from Sheila Rees



Behind the scenes at the BC TEL Call Centre of Excellence (L-R) Jorge Chau, Ashifa Manji, Peggy Symons and Maninder Khangura.

Registration and Information staff at the Burnaby campus working hard to provide good customer service to students registering for courses.



Events to come

Friday, January 30

■ A Duty to Accommodate Presentation. Located on the Sea Island campus from 0830 to 1000. Come hear Vancouver lawyer Sue Paish describe the legal and practical aspects of Human Rights Legislation. Find out what your obligations and rights are in dealing with BCIT's policy on students with disabilities and the direct impact on you and your co-workers.

Saturday, January 31

■ Women in Trades and Technology Information Session with Minister of Women's Equality Sue Hammell. Learn about rewarding careers for women in trades and technology. At 0900 in SE6 Room 233 (BC TEL Theatre). Call 434-1610 to register.

Wednesday, February 4

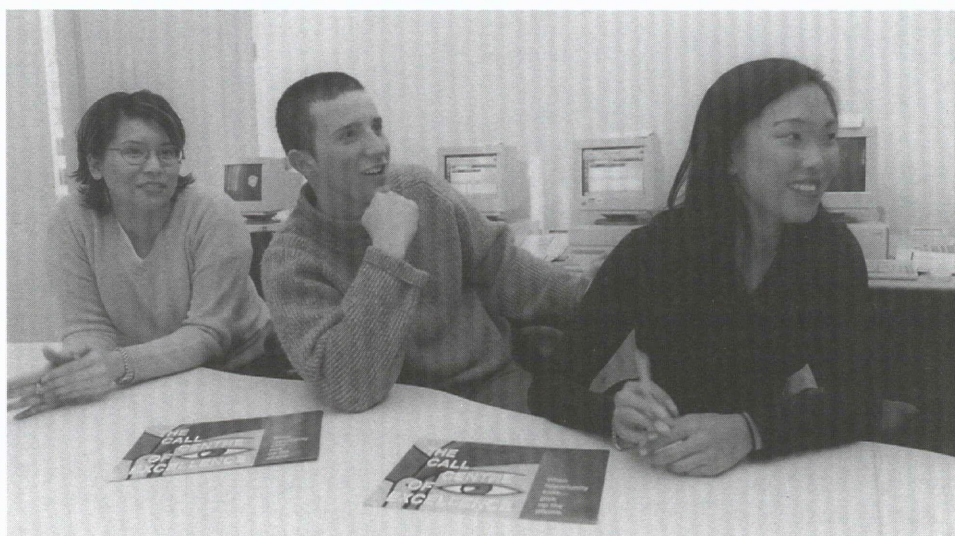
■ Eating Disorders Week. (Feb 1 – 7, 1998) Medical Services is sponsoring an information booth on eating disorders in the Great Hall of the Campus Centre from 1130 – 1230.

Wednesday, February 11

■ Lunch and Learn. "Relationships Can Be Great." Denis Boyd, experienced psychologist and counsellor will offer practical suggestions on how to enhance relationships, both personal and professional. From 1130 – 1230 in the RIX Club.

Students on call

Students in the Professional Sales Option learn about Maximizer in the BC TEL Call Centre of Excellence (L-R) Tania Yuen, Reid MacDonald and Angela Uyeda.



Students in the Professional Sales Option of the Marketing Management program spend a great deal of time in a traditional classroom setting. Recently, a trip to the BC TEL Call Centre of Excellence afforded them the opportunity to explore another potential marketplace.

The students spent a day learning the Maximizer database program at the Downtown campus – not only learning about the computer program but also being exposed to the call centre environment.

The students left at the end of the day having completed 10 per

cent of their grade for their Relationship Selling course and a greater understanding of the use of call centres in a number of industries.

Their instructor in the program, David Chapin, notes the training the students received at the call

centre was the response to a direct request from industry.

The course was taught by Audry Fernandes, a Maximizer trainer who works for one of the centre's donor sponsors – The Client Management Training Centre Group.

Mike Powley, manager of the BC TEL Call Centre of Excellence, is extremely positive about this type of crossover training and foresees more opportunities for full-time BCIT students in the future. In particular he mentions the use of call centres in the finance industry.

— from Sheila Rees

Thai training opportunity

When Industrial Instrumentation Instructor Robert Wagner piloted a course for gasfitters and gas inspectors at the Burnaby campus a couple of years ago, he had no idea that one day he'd be delivering that same course in Thailand. Two weeks before Christmas Wagner was on a plane bound for Bangkok to do just that.

"Communication was never a problem both in and out of the classroom."

Wagner arrived at the Samprakan Technical College on Dec 1 to provide training to Thai instructors in Programmable Logic Controllers PLCs. The course is just one part of the training BCIT has been providing the Thai group with over the past two years — both in Canada and in Thailand.

A familiar face greeted Wagner at the airport, BCIT instructor Bill Bradbury, who has been working abroad through BCIT International for some time. Bradbury suggested the course should be included in the

training during a trip back to the Burnaby campus this past summer.

Wagner was interested in the opportunity and reports that the trip was indeed worthwhile — not only for the training that was well received but also for the experience. "The extra time that was taken to show me some of the Thai ceremonies, customs and traditions was greatly appreciated," he says.

Those ceremonies include the King's Birthday celebration and all the preparatory work that went into it, a house dedication by monks and informal tours and shopping expeditions with his Thai colleagues.

Wagner also enjoyed touring around with Bradbury and his wife on the statutory holiday that is the King's Birthday — not to mention the wonderful Thai food he sampled and thoroughly enjoyed.

In the classroom he worked with 13 students and he notes that he was particularly grateful to director, Wittaya Thongkao and his staff for organizing the necessary computers, equipment, scheduling and transportation.



Robert Wagner in the classroom at the Samprakan Technical College.

"A computer driven PLC simulation program was used to deliver the first part of the course material and the final material was delivered using Siemens S5-102 PLCs," he explains. This was all delivered in English and Wagner says that communication was never a problem both in and out of the classroom.

One difference he noted between teaching in Thailand and teaching in Canada was that in

Robert Wagner with the director of the college, Wittaya Thongkao.

Thailand the student wore a uniform and there was always one student in charge of coffee and tea at the back of the room. He notes that this is not something he's encountered here!

— from Sheila Rees



BREAKFAST SPEAKER SERIES

Issues and challenges facing the home builder



David Podmore.

At BCIT's most recent Breakfast Speaker Series David Podmore, president and CEO of Greystone Properties, discussed the home building industry in British Columbia and the challenges of achieving acceptable returns on capital investment, satisfying customer requirements and confidently forecasting future activity.

Greystone Properties is a private company, entirely owned by B.C. Pension Funds. When it began in 1989, the company focused primarily on guaranteed rental housing. Since 1992 the company has branched out to include condominium projects and is now entering industrial/commercial projects.

In his introduction, BCIT President Brian Gillespie described these developments as characterized by: "good community relations, sensitivity to local social and environmental concerns, quality design and construction practices and a track record of on-time-on-budget."

The projects Greystone Properties undertakes are in what Podmore describes as a "very troubled industry."

"We see compression happening. We're not seeing any upward movement in price or

in what the customer is willing to pay on a square foot basis — yet customer expectations have gone up considerably," he explained.

At the same time he mentioned a 120 per cent increase in the past two-and-a-half years in terms of what companies are paying in municipal regulations — not to mention increase costs for materials. According to Podmore these factors are squeezing down profitability in industry.

Yet despite these market issues Podmore pointed out an opportunity he sees for young people interested in the trades. Following a survey of construction crews on his sites,

Podmore learned that their average age was 46.

"There is a disproportionate number of older people in the trades who aren't being replaced by younger, highly skilled trades people...I think we could be faced with a shortage of them in our industry."

While he described some of the challenges of the home building industry, Podmore also looked at opportunities for what he describes as good builders — both for Greystone Properties and for future homebuilders. However to succeed in an industry that is under attack and to be recognized for a doing a good job, he says that builders will have to put something together in which the customer can believe.

Looking beyond residential building, Greystone Properties will soon embark upon a major initiative in partnership with Marriott Corporation and Marriott International Inc., : the Portside Trade and Convention Centre Expansion Project, a multi-million dollar project for British Columbia.

— from Sheila Rees

It all ads up



BCIT has signed an advertising deal that will see the institute bring in more than \$50,000 for student scholarships and bursaries.

Back-lit advertising billboards have been installed at several locations around the Burnaby campus as part of a revenue-generating initiative that will earn income and help better serve BCIT students.

"We've put considerable emphasis on making sure our students see rewards from this project," says David Bernard, BCIT's director of marketing and public affairs.

"Advertisers are eager to reach post-secondary students. We wanted to ensure the revenue generated benefits students."

Under BCIT's agreement with Montreal-based Zoom Media

Inc., the company is responsible for maintaining the billboards — giving the institute the benefits of leasing its space for advertising but without a lot of work. BCIT's advertising ethics and standards committee continues to oversee on-campus advertising and BCIT can reject an advertisement it feels is unsuitable.

"There's a need to raise revenue but it can't be at the expense of BCIT's core values," says Bernard, whose department coordinates on-campus advertising.

BCIT won't be plastered with advertising and so far the on-campus ad campaigns have come from major marketers including General Motors, Chrysler Canada, Mossimo and Calvin Klein perfume.

"There are benefits to having advertising on campus but we're proceeding cautiously and we'll continue to do so," he says. "We recognize that not everyone appreciated the advertising on campus but the benefit to scholarships and bursaries was a compelling reason to support this initiative."

SPECIAL EDITION CAMPUS MASTER PLAN

Plan sets framework to meet next decade's demands

This insert focuses on three major themes: campus access, campus development and utilization and partnership development. It is designed to give the BCIT community a preview of potential campus developments over the next 10 to 15 year period.

A lot has changed since the 1989 Burnaby Campus Master Plan document was prepared — land acquisitions and development control of three corner sites paired with economic, technological and educational trends have led to a 1997 revision that prepares BCIT for the future.

The plan was developed in conjunction with Hotson Bakker and Cornerstone Architects, who worked with the Steering Committee to pen the revisions.

Meant as a framework only, the elements within the plan allow BCIT to prepare for ways to

accommodate future expansion when necessary.

It is unlikely that BCIT will ever be in a position to demolish and rebuild on a large scale, particularly as it has demonstrated success in its approach to incremental upgrades, and given the competition for scarce provincial capital. The Campus Master Plan is founded on the premise of doing what is feasible with what is available — it is promoted also as the strategy with the greatest potential for yielding successful outcomes.

Ratification of the plan occurred at the November 1997 Board of



Members of the Campus Master Plan steering committee and resource members. Front row (L-R) Walter Watkins, Carol Dion, Ron Sterne, David Harvey, Mario Mazziotti; Back Row (L-R) Patrick Muldoon, John Wong, Dave Peppar, Gary Morrison; missing Patti Mark, Keith Errington, Kent Yakel, Janice Baldry, Gordon Farrell, Sam Mulligan, Dave Mitchell, Neil McLagan, Norman Streat, Margaret Neylan, Randy Friesen and Bob Pollard.

Governors meeting. Future progress is dependent on space utilization requirements, government funding, FTE

growth and a number of related factors.

"The Master Plan is a living, breathing document. It is not

one that will be put on the shelf and forgotten," says Walter Watkins, director, Physical Plant.

Facilities needed to accommodate 12,000 FTE

In 1989, facility planning issues included replacement space for portable buildings, current shortfalls, instructional and support facilities, technology transfer facilities and future requirements.

Originally, two time frames were considered:

- A 10-15 year period during which campus enrolment was expected to grow to 8,000 FTE
- An unspecified longer time frame during which the campus would expand to 12,000 FTE on-campus

During the past seven years, on-campus FTE enrolment has

matched expectations, growing to 7,200 FTE. This figure is at about half the target for the entire 10-15 year period.

Facility requirements to keep pace with this growth rate were estimated in 1989 to require 27,000 m² of new developments in the first period, including 3,100 m² of R&D facilities. Since that time, BCIT has developed approximately 13,500 m² of new facilities. If the currently proposed multi-tenant facility were developed at 5,000 m², the total would be 18,500 m², or almost 70 per cent of the original estimate. If Tech Block 2, another proposed

project, is built within the first time period, original estimates will be realized almost exactly.

In the second time period, it is estimated that expansion to 12,000 FTE will require a further development of 31,000 m², including 2,000 m² for R&D facilities. Now that educational trends dictate a shift toward greater on-line delivery and the need to achieve higher utilization rates, this original requirement could be reduced. However, Web-based delivery means more total activity, which may generate the need for more on-campus space.

Full-time enrolment should continue at 2% annual growth

BCIT has met its forecasted full-time enrolment FTE growth of roughly two per cent during the past seven years and prepares the campus for similar annual growth up to 12,000 FTEs. The new plan has been developed to support a campus of this size.

BCIT's enrolment history since 1989 is summarized briefly in the table below.

Since 1989, FTE enrolment on the Burnaby campus has increased by almost 15 per cent, at an average annual rate of more

than two per cent. Enrolment headcount has increased at a higher rate than FTE enrolment, signifying an expanding proportion of part-time students.

Burnaby Campus	1988-89	1995-96	% Change	Av. Annual % Change
Apprentice	4,341	4,419	1.8%	
Career-Technical	3,993	4,484	12.3%	
Night School	16,977	20,832	22.7%	
Vocational-Trades	1,627	2,613	60.6%	
Enrolment Headcount Totals	26,268	32,348	20.1%	2.9%
Total FTE Enrolment	6,268	7,196	14.8%	2.1%

Growing competition from other sources leads BCIT to focus on its core strengths rather than target growth. Based on the document *BCIT's Strategic Direction for the Next Decade*, the Institute will focus on three core roles and delivery modes:

Core Roles	Delivery Modes		
	On Campus	At Work	At Home
Job-ready Training	✓	✓	✓
Career-Enhancement	✓	✓	✓
Industry Performance Improvement	✓	✓	✓

Space utilization is key decision maker for Victoria

BCIT's continuous effort to improve space utilization is a requirement of the provincial government in allocating grants for future construction and renovation.

"The Ministry oversees the development of all post-secondary institutions and has a directive that no new capital funds will be allocated until the Institute demonstrates it is using spaces efficiently," explains Walter Watkins, director, Physical Plant.

A space utilization study is conducted annually. Utilization rates have increased since 1989 and recommendations from the 1997 study lead us closer still to provincial targets.

Key recommendations include:

- adopting the Learning Space Utilization Policy, which guides BCIT in improving space utilization
- eliminating holdings of classrooms and lecture theatres dedicated to trades

education; rooms not scheduled or utilized to Institute standards hamper optimal usage

- dealing with least used spaces more efficiently
- collecting data on unrecorded BCIT use at the Downtown campus, industry services training rooms and high schools
- improving "shareability" of some rooms
- implementing a "smart" scheduling system
- encouraging use at marginal prime hours
- eliminating late cancellation of Part-time Studies courses

Other initiatives discussed in the Master Plan include operating a summer Institute with particular focus on International Education and capitalizing on underutilized facility time blocks for use in revenue-generating or mutually beneficial partnerships with industry.

Impact of Internet-delivery significant in planning

As BCIT moves into the 21st Century, more and more curriculum is available through Internet and Distance Education. Students are demanding access to education any time, any place.

Meanwhile, it is important that many programs continue their campus-based delivery to access specialized facilities and equipment and because this format is effective for many learners.

BCIT has not overlooked the need for a facility to foster

innovative delivery approaches, as LRU is slated to spearhead more concentrated Web-delivery. This move sparks the need for increased facilities to provide on-line access in and out of classroom time.

While the actual number of instructors will increase, instructors working on-line may reduce the actual requirement for office space. The trend will likely dictate a move toward office facilities that emphasize collaboration space.

We'll learn to pick and choose our entrances

Major entrances are to be developed from the bordering city roads in each campus quadrant, in addition to the main entrance from Willingdon.

"Clients/customers will know where they want to go and enter the campus accordingly," explains Watkins. The concept is that drivers will pre-determine their entrance based on where they will park to eliminate the necessity for a ringroad.

Future entrance changes will occur to create the following:

Northwest Quadrant Entrance: a new entrance from Canada Way between building NE1 and the corner site (at Canada Way and Willingdon)

Northeast Quadrant Entrance: enhance the existing signalized

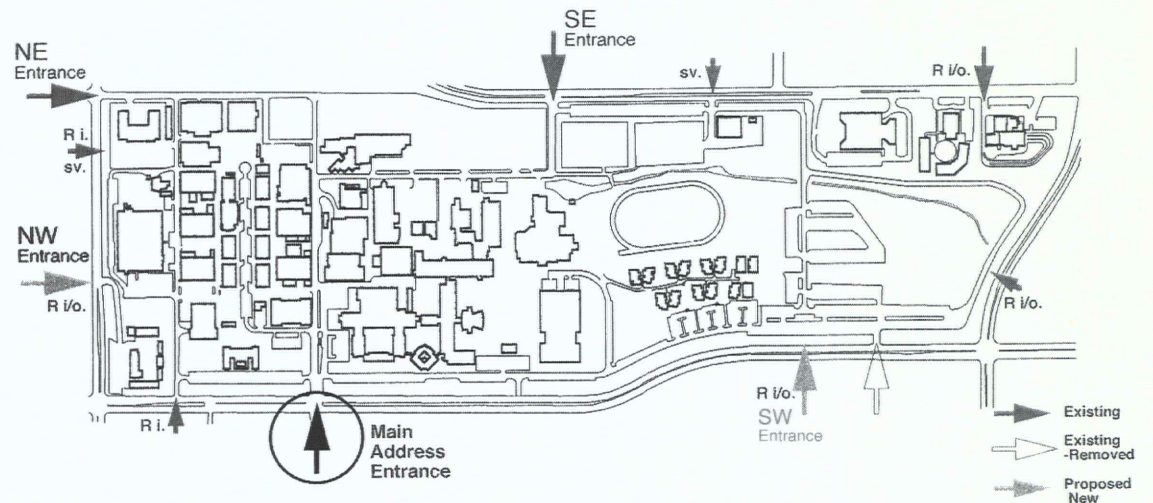
entrance at Carey Avenue from Canada Way

Southeast Quadrant Entrance: enhance the existing entrance from Wayburne Avenue onto Roper

Southwest Quadrant Entrance: relocate and enhance the entrance from Willingdon to align with Kyle

Main Address Entrance: will not change

The development of parking areas will be coordinated with entrances to allow ease of vehicle movement and to assist in directing visitors how best to access the campus. Gatepost signage and a color-coded campus map will accompany each entrance for ease of orientation.



Future segments to complete roadway loop

With future segments planned for the Southeast quadrant and in the Trades Training sector, vehicles can expect to navigate a much smoother path throughout the campus.

A clear circulation pattern with edge roads in the east, west and south quadrants will be

developed and will connect directly to the campus entrances.

Edge roads will feature consistent treatment to create a unique image. Popular recommendations for the character-enhancement include trees lining either side of the roads, distinctive lamps and large-scale signage.

Quadrant system to be further emphasized

The quadrant system divides the campus into four direction-oriented segments labeled NW (Northwest), NE (Northeast), SW (Southwest) and SE (Southeast). Buildings have been labelled accordingly.

While the original plan outlined a color-coded campus (reminiscent of the Expo '86 site), as yet this system has yet to be fully developed.

"Budget restraints keep us from painting the campus accessories

like benches, garbage cans, etc., so that each quadrant is clearly identified," comments Carol Dion, director, Community Relations.

BCIT will continue to use the alpha-numeric building and room codes, but wayfinding will be enhanced with coordinated signage, maps and eventually electronic information kiosks throughout the site.

Transit loop would bring buses on campus

In order to increase student transit ridership, officials say the campus will have to be better served by buses in the coming years.

"There is a growing need for better transit access," says Watkins. "The Campus Master Plan discusses the possibility of designing a bus loop at the main entranceway. It would dramatically increase ridership."

BCIT will also work closely with regional transit authorities to negotiate increased campus access. One initiative is to have the signaled traffic light on Willingdon moved to more

effectively serve BCIT. "Right now, the light is about 150 yards too far south and serves pedestrians using the bus only," says Watkins. "It needs to be relocated to serve all our visitors to the campus."

While on-campus developments in the past three years have made the heart of the campus virtually a pedestrian-only site, Watkins says they would consider opening up the campus to allow transit stops in more convenient locations for students. "The document suggests the need to open Goard Way for through-bus access."

Parking demand addressed

It is increasingly evident that parking is becoming a constraint and could stifle delivery success.

Future requirements based on three assumptions:

- On-campus FTE increases from its current level to 12,000 at the planned campus capacity.
- Parking along Willingdon Avenue (approximately 300 spaces) is removed and replacement spots on campus are required.
- Greater transit and new parking developments will reduce demand for parking to 85 per cent of FTE.

"BCIT currently has a supply of approximately 4,086 spaces,"

says Watkins. "To accommodate the increase to 12,000 FTE an additional 1,500 spaces will be required."

Plans include developing main perimeter parking areas on the east and south sides of the edge roads. Structured parking in the Lot 7 region has been considered in conjunction with a potential multi-tenant development.

"Structured parking is expensive and will mean a hike in parking rates," he warns. "Hopefully new rates and better transit access will encourage students to take advantage of buses and

SkyTrain instead of driving their vehicles to school."

"It won't be long before Wayburne will be a main truck route from the highway to Deer Lake Parkway and residents to our east demand the elimination of student parking in their neighborhood," Watkins predicts. "However, the Lougheed arm of the LRT is slated now for 2005." While the elimination of spaces boosts pressure for on-campus parking, increased SkyTrain access to Burnaby provides an effective alternative for commuters.

Further urban trail development good news for cyclists

BCIT's evolution to a more environmentally sound urban campus is reflected in the already partial leg of an urban trail near Moscrop.

"BCIT built this first portion of the Urban Trail in cooperation with the City of Burnaby," explains Watkins. "This leg ties in with the City's developments

to Discovery Park and Deer Lake Park."

Plans to further develop the paved bike trail system, which enters the campus on the Southwest edge, spells good news for cyclists.

"Any progress BCIT and the City can do to encourage

cyclists will reduce the demand for vehicle parking on campus," says Michael Wilson, a student who chooses bike over car to get to school each day. "Cycling to the campus is cheaper, more environmental and is good exercise, but unless more routes are built I don't know if the idea will be adopted by students."

It's all in the way you walk

While much has been done to decrease through-campus traffic at BCIT, plans are still underway to create a more pedestrian-friendly site.

The goal is to create a campus where students can always access a covered walkway to navigate between any two classes within 10 minutes. While both exterior and interior routes

should be planned as a single system, ultimately students will not complete their route via entering and exiting other buildings along the way.

"We will continue to develop the North-South spine to accommodate wet-weather conditions," explains Watkins. The first segment of this spine connects the Northeast quadrant

with the heart of campus. As well, the Master Plan considers the need for sunshine lovers; open seating will be attractively landscaped in courtyard-style areas.

Pedestrian routes will be marked with a common system of paving, canopies, lighting and signage.

SPECIAL EDITION CAMPUS MASTER PLAN

Front door reception centre on wish list

As a prospective BCIT student, what could be easier than to visit the campus and have all your questions answered in one reception centre? Many American colleges have invested in major one-stop shop reception centres that showcase the institute and help a school to maintain its competitive edge.

A "front door" centre, if developed here at the BCIT campus, would integrate registration and admissions operations, program advising, counselling services, a testing and special needs facility, student records, financial aid and awards, general information and orientation, automated information kiosks and campus tours.

"We want to create an area that has a far more 'welcoming' sense than we currently have."

The new reception area would include the existing admissions site and possibly involve the enclosure of the walkway or the courtyard space in building SW1.

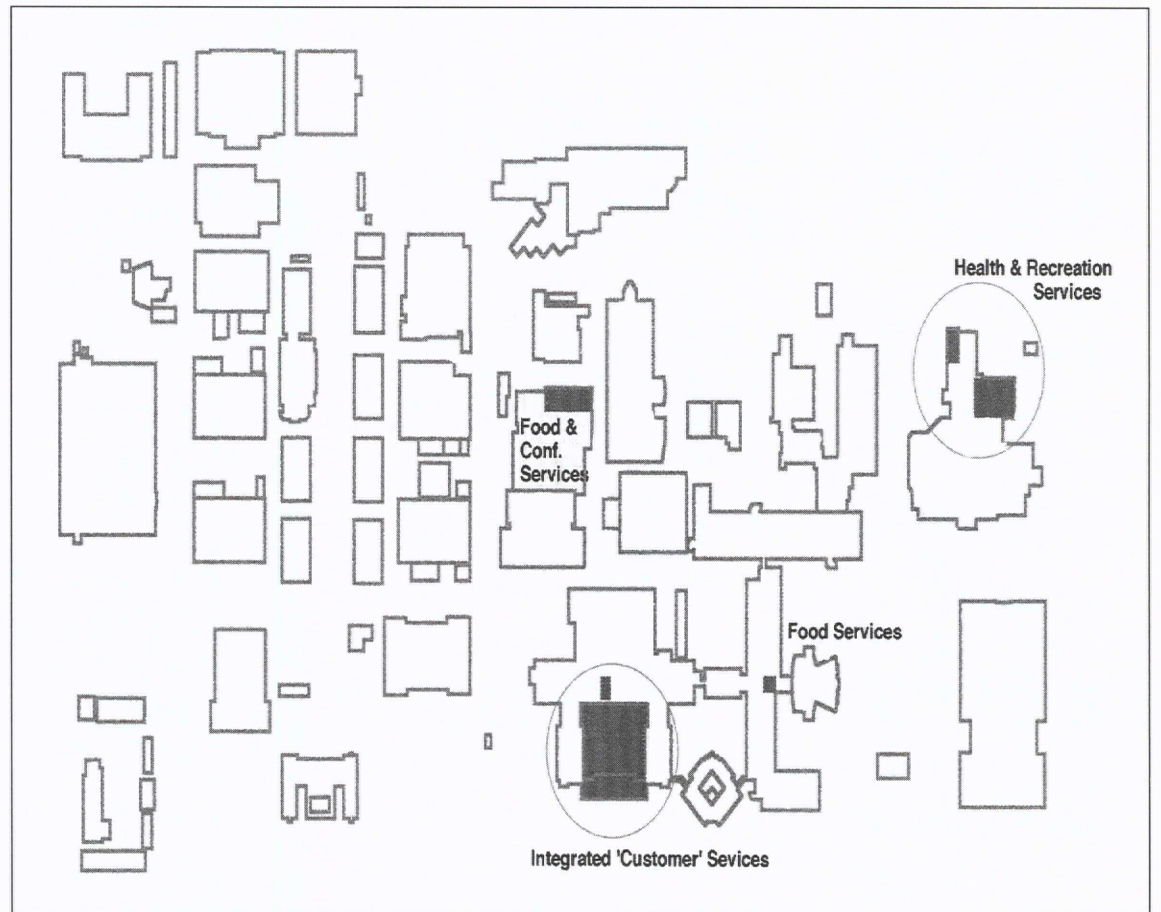
While issues like changes to information technology, operational realignment and current facility restrictions mean obstacles remain for this goal to be realized, the benefits seem to outweigh the challenges.

Jim Mitchell, director of Student Services, knows the reception centre would go a long way to emphasize personal service on campus. "When people visit BCIT, the natural expectation is to come to the main floor of such a large campus. We want to create an area that has a far more 'welcoming' sense than we currently have," says Mitchell.

"We also have a whole bunch of ideas for implementing self-help kiosks, which would enable our clients to find a lot of their own information," he adds.

Mitchell says he would really like to provide more display space to help sell what BCIT actually delivers, for example our industry-sponsored student projects.

"From a comparative perspective," continues Mitchell, "UBC has developed a very nice mall-style 'fair' in the renovated student building. It provides an



easy route for both prospects and students to gain access to campus services. Unfortunately at BCIT we suffer from a lack of space, and therefore our services are closeted in old classroom

areas that are not as easily accessible as they need to be."

Other developments to boost campus services include possibly redesigning the Student

Athletic Centre (building SE16) around a health, wellness and recreation theme, and improving food services outlets in SW1, SW3, NW1 and the Rix Club.

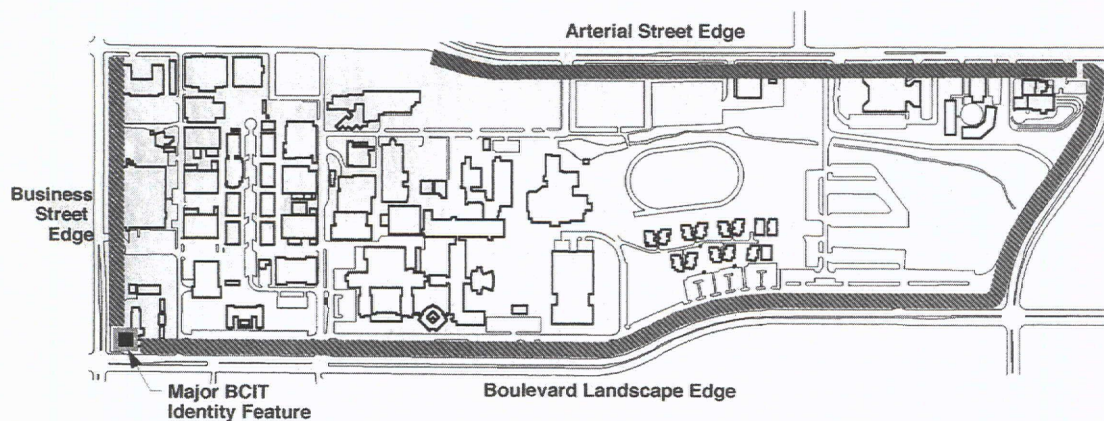
Campus cosmetics to receive facelift

One of the most important elements of marketing a product has always been attractive packaging, and, according to the Master Plan, BCIT's cosmetic "package" has a facelift in its future.

New editions will likely include a tree-lined perimeter punctured by building facades and other important elements. The corner of Willingdon and Canada Way is earmarked to showcase a campus identifying structure, and each street edge may be treated uniquely.

Commemorative designation for special features and outdoor spaces is also being considered to maintain BCIT's connection to its history and alumni.

In developing the campus identity and landscaping the perimeter, the goal is to present an image consistent with BCIT's stature as a major provincial institution. The physical appearance of BCIT is one element that sets it apart from surface comparisons of post-secondary institutional campuses in the Lower Mainland.



Functional groupings to increase efficiency, space usage

As space utilization is key to the success of this Master Plan, newly designated functional groupings will boost "sharability" of resources and efficiency of spaces.

Initial plans include developing an instructional facilities pool along the north-south spine to include class/lecture space in large clusters. Computer labs would be installed in groups of

six labs minimum to facilitate technical support.

LRU, and its Distance Education arm, will potentially relocate in close proximity to Computer Resources and the library as these resources are essential to curriculum development.

The organization of offices would restructure to ideally accommodate 50-150 people. These office "nodes" would be

centrally located for easy access and highly efficient sharing of resources (for example, meeting rooms, copy centres, reception services) becomes a viable option.

In accordance with the realignment of 1997, other areas will be reserved for development to focus around Construction, Transportation and Electronics.

Material Management, Physical Plant to pack bags

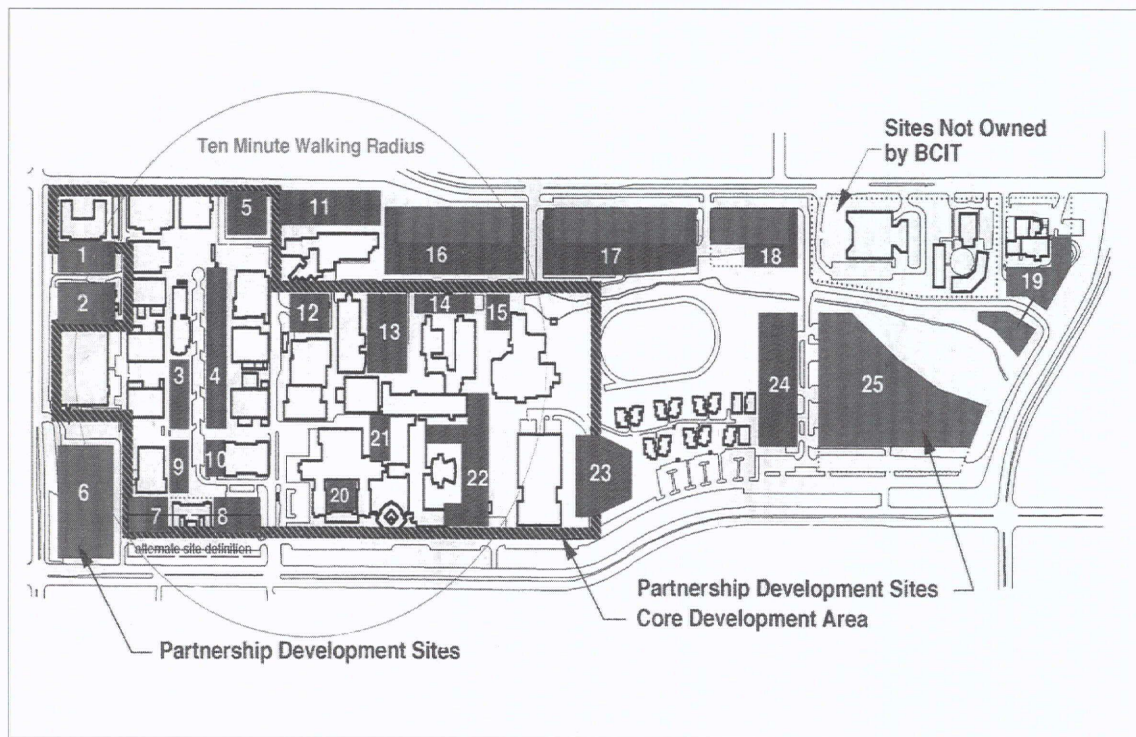
Now that BCIT has control of the building in the Northeast corner at the corner of Canada Way and Beta Avenue, Material Management (Purchasing, Central Stores) and Physical Plant should shortly be packing their bags to relocate.

"The biggest benefit is that a relocation of these

departments moves all truck traffic to the Northeast corner," says Watkins. "It will release facilities to potentially reposition other departments more effectively."

The move also increases the functional relationship between the two departments and to consolidate their operations.

SPECIAL EDITION CAMPUS MASTER PLAN



Guidelines flag capacity, access, zoning

Capacity estimates outlined in the plan should be consistent with any partnership rollout to ensure space utilization guidelines are met. As in all aspects of this plan, development is to accommodate the on-campus enrolment target of 12,000 FTE.

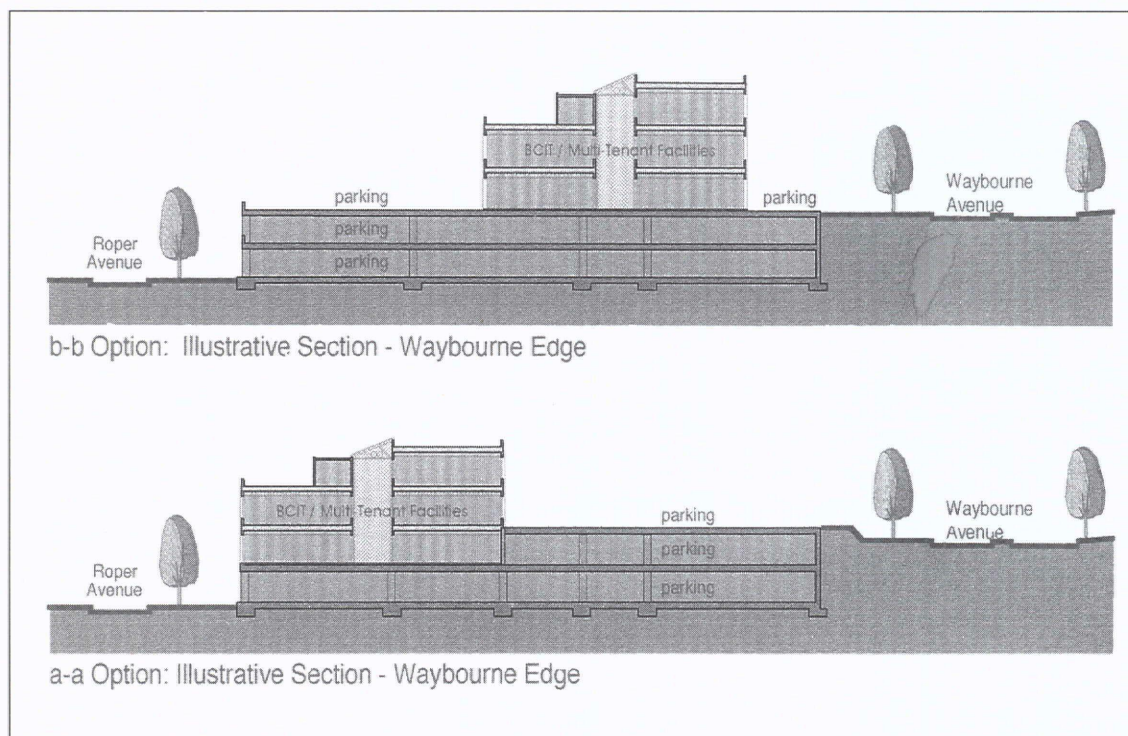
Potential on-campus partnership agreements will adhere to *Guidelines for Development Proposals on the Burnaby*

Campus. BCIT will maintain design control over the developments and restrictions to ensure campus access is not hampered by new initiatives that will be put in place.

Watkins says there's a challenge with putting partners on the campus. "It's not an easy one - educational institutes are zoned for educational developments. It is our hope, now that the plan has been ratified by the Board,

that Board members will both influence government and Burnaby planning on the issue of partnership developments."

While new partnerships mean added bodies on campus resulting in a parking demand hike, the potential for structured parking combined with a multi-tenant facility is great. Such a development is already poised to be built in conjunction with structured parking along the Wayburne edge.



Steps in place to facilitate implementation

While many variables will dictate core development on campus, some preparatory steps will facilitate implementation. Key stakeholders will seek to:

- Ensure all key BCIT organizational units are aware of Institute planning directions and its partnership development guidelines
- Boost awareness of core development site capacity limitations

- Implement mechanisms to manage development of core area land base to achieve highest/best land use consistent with campus development principles
- Establish mechanisms to monitor land market value information and to set financial targets for lease revenue returns
- Design a proposal call process to gauge market

interest for multi-tenant development

- Integrate strategies for partnership development and those for improving campus access (one aspect of this is shared use parking development).
- Liaise with City of Burnaby representatives to avoid conditions that might impede development.

Partnerships to offset govt. grant

As reflected in BCIT's strategic direction, prominence will be given to revenue-generating initiatives such as partnerships to reduce reliance on the government operating grant. The Institute hopes to encourage activity in off-peak periods.

"There will be two types of development sites on the Burnaby campus that both meet BCIT's total educational requirements," explains Watkins. "The first type is sites developed solely by BCIT for educational purposes." He clarifies these developments are not necessarily classroom space, they could also be office space.

"The second type is partnership development sites, developed with other companies," he says. "According to the plan, our target is to operate with 50 per cent government funding, 50 per cent private funding."

BCIT will consider proposals where other agencies in partnership with BCIT utilize existing facilities for revenue or other mutual benefits.

"Partners" must go extra mile to be considered

To BCIT, establishing a new partnership means far more than simply a land-lease agreement. Companies who will be considered for the title of partner must demonstrate that they've got a lot to offer our community.

Successful applicants will show their willingness to hire BCIT graduates and host student projects. They will provide faculty with professional development opportunities and lend guest lecturers with current industry experience. Partners will be dedicated to enhancing learning opportunities for British Columbians and provide opportunities for technology transfer to or from the organization.

They will demonstrate commitment to the human resource development of the province and consider sharing space with BCIT. Institute resources such as the library and recreation facilities would be seen as revenue generators for partnership use. And of course, any successful candidate would enhance BCIT's image and support BCIT in meeting its mandate.

**Special Master Plan
Insert prepared by
Crystal Sawyer,
Community Relations**

Project priorities

- Multi-Tenant Applied Research Building: SE quadrant
- Tech Block 2: for electrical and electronics education, SE quadrant
- Construction /Transportation Centre: NE quadrant
- Canada Way - Willingdon Corner Site: Campus identifying piece
- Material Management/Physical Plant relocation & consolidation: move to NE corner
- Integrated Front Door Services, Wellness Centre, Food & Conference Services: changes to SW and SE quadrants
- Educational technology and curriculum development relocation: Computer resources, LRU (and Distance Education) and Library to consolidate
- Utilization Realignment Projects: recommendations of *Learning Space Utilization Report*
- Remove portables
- Installation of fibre backbone to all LANs
- Upgrade critical buildings (SW1, SW3, SW9, NW6, SE8, SE12, SE14)
- Complete room numbering, internal signage
- Implement major vehicle entrance in each quadrant: realign SE entrance when feasible, develop NE entrance in conjunction with corner redevelopment, develop gatepost signage at each entrance
- Relocate traffic light on Willingdon to serve main campus entrance
- Upgrade edge roads in south and east sectors
- Expand "front door" parking on west side of campus
- Upgrade quality of south parking lots (paving, lighting, signage)
- Develop transit loop on campus
- Continue upgrade of north-south pedestrian spine to south parking lots
- Extend canopy system south of SA Campus Centre
- Continue development of Campus Square with landscaping, outdoor furniture, identity/amenity feature
- Upgrade yard east of NE16
- Remove R-2000 Building
- Consider interim improvements to Canada Way-Willingdon Corner
- Plan for commemorative dedication of selected outdoor areas
- Various utility, electrical and lighting improvements

Teaching and Understanding Learning Styles:

A practical human dynamics workshop by Susan Booth

Sponsored by Trades Training programs and the Safer Campus Initiative

Every student brings to the classroom fundamental distinctions in his or her way of taking in and processing information. When these distinctions are not understood, they can create confusion and stress for both student and teacher. When they are understood, they can be used to accelerate learning.

Human Dynamics model, tested since 1979 on more than 3000 students worldwide, acknowledges three basic human personality and learning dynamics: relational (emotional), physical and mental. This model

is gaining international attention by its immediate, practical impact on the ability of instructors to understand their student (and their own) teaching and learning. It also has broad applications for awareness of learning distinctions related to race, nationality and gender.

The instructor, Susan Booth, is an educational and management consultant with experience in the areas of learning, work and communication processes, career development and team empowerment.

When: Feb 5 and Feb 6
0830 to 1630

Where: Town Square D

Cost: Free for BCIT staff and instructors
Members of B.C. Colleges and Institutes: \$200
Others (i.e. universities, private trainers) \$300

Reservations:
Call Penny Wells at
(604) 432-8259

Join the fun with Big Brothers

Did you know that...

☞ Big Brothers Program is a volunteer friendship program matching boys from male-absent homes with men of suitable character. This service is also a key resource to single mothers whose sons require positive male role-models in their lives.

☞ Little Brothers are boys, usually between the ages of seven and 12 who need a dependable friend to share time, hobbies and interest.

☞ Big Brother Volunteers are 19 years of age or older and can be married, single, with or without children. They have a variety of backgrounds and interests and are sincere, caring volunteers with whom boys can build important friendships.

Join us...share a few hours each week with a Little Brother. It is easy to get started. Just call the Big Brothers office at (604) 876-2447. They will answer all the

questions that you may have and get the process underway.

**Be a Big Brother
Call (604) 876-2447
Big Brothers of Greater
Vancouver
102 - 1193 Kingsway
Vancouver, B.C.
V5V 3C9**

BCIT awarded CPP designation

On June 19, 1997, Laura Stroppa received the designation of Certified Program Planner by the Learning Resources Network (LERN), an international association in lifelong learning.

BCIT was invited to receive the award at the 1997 International Conference at Lifelong Learning Program, Dec 4 - 6, in San Diego, California. Awards were presented on Dec 5 during the closing session of the LERN conference. Awardees receive a gold medallion, a CPP lapel pin, and a framed certificate to recognize their achievement.

"The CPP designation is a standard of achievement in the knowledge and understanding of lifelong learning," noted LERN president William Draves. "By becoming a Certified Program Planner, Laurel has helped to professionalize the field of educational programming."



Laurel Stroppa receiving her award.

LERN is the leading association in lifelong learning programming with more than 5000 members in eight countries. The headquarters office is in Manhattan, Kansas.

Also in attendance were Anne Glover from the Downtown campus and Jodie Wilson from the Marketing and Public Affairs department.

Employee and Family Assistance Plan

Please note that the recent transfer of Health & Dental coverage to Maritime Life has not affected our Employee & Family Assistance Plan, which

remains with CHC (Corporate Health Consultants).

The toll-free access number is still 1-800-268-5211 and is accessible 24 hours per day,

365 days per year. If you have one of the pocket sized referral cards — **hang on to it** as the telephone number is still valid.

— from Kathy Nolan

Call for nominations

Women of Distinction

The Vancouver YWCA Women of Distinction Awards program is an exciting celebration of talent and achievement, imagination and innovation.

Created in 1984, the Awards program encourages and recognizes women whose outstanding activities and achievements contribute to the health and future of our community.

A YWCA Women of Distinction nominee is a woman who displays a sustained and significant commitment to society, whether locally, nationally or internationally, both in her field of endeavor and beyond.

Nominations are currently being sought by the Vancouver YWCA for Women of Distinction in a number of categories including: arts and culture; communications and public service; education, training and development; entrepreneur/innovator; health and wellness management, the Professions and Trades; Recreation, Sport and Active Living; Science and Technology; Voluntary, Community and Humanitarian Service and Young Women of Distinction.

A complete nomination package must be delivered to the YWCA by 1700 Feb 12, 1998. For a complete nomination package contact Verna Magee-Shepherd at local 8295.

Open House '98 Reminder

Request forms for Open House displays

Just a reminder that Open House '98 is just around the corner — April 3rd and 4th. Now's the time to get on board with your program displays. Facility Display Request Forms were distributed to all program areas in early November via interoffice mail. These forms must be returned in order to reserve your space at Open

House and for your display to be included on the locator map.

Deadline for display submissions is Feb. 11. Please return forms to the Open House office via interoffice mail. Confirmation for room bookings will be sent out on Feb. 18.

— from Erika Mervyn, Student Director of Logistics

If you did not receive a copy of the Display Request Form please contact:

Jennifer Wilkinson at 8598 (Business Programs)
Art Kumagai at 6704 (Computing and Academic Studies)
Lorri Ekeli at 6973 (Electrical and Electronic Technology Programs)
Shameem Hameer at 8404 (Engineering Technology Programs)
Andrea Labe at 8682 (Health Sciences Programs)
Lucy Schryer at 8950 (Trades Training Programs)



Invitations to industry to attend Open House '98

Open House provides an excellent opportunity for people in industry to interact with the students at BCIT and to create personal contacts. This type of networking and exposure cannot be understated.

Please take a few moments to review your industry contacts and select no more than 100 people you would like to receive

a personal invitation to Open House '98. Please provide names, titles, addresses, and telephone numbers no later than Feb. 11 on Microsoft Word 6 in label format. Drop off or send via interoffice mail to Open House, SE 14.1 room 107.

— from Allison Dixon, Student Assistant Coordinator

If you require further information call the Open House office at 8648.

Savour BC promises evening of succulence

Who ever thought a bunch of crazy students and a dozen flamboyant chefs could design an evening of succulence? They'll do just that on March 4, when Savour BC comes to The Waterfront Centre Ballroom.

The Culinary Team B.C., presented by the Culinary Arts Foundation, is made up of British Columbia's most acclaimed chefs from such establishments as the Four Seasons Hotel, the Empress Hotel, the Waterfront Centre Hotel and the Metropolitan Hotel, to name just a few. They've paired up with the BCIT American Marketing Association to bring you Savour BC, a rare chance to savour the best of B.C.'s best!

Savour BC celebrates B.C. flavor, freshness, aroma and wine.

Twelve chef stations will present your palette with special creations, each paired with a B.C. wine to introduce you to a new culinary experience!

To spice up the night, we've got a host of silent auction items that will make you drool (like the dinner party for 10 hosted by one of the chefs), and you'll be seduced by the bluesy notes of vocalist Jennifer Graveness.

This special evening supports both groups to showcase British Columbia on the world stage: in late spring, Team B.C. will compete in Singapore against the best chefs of the world, and the BCIT-AMA students compete once again for Chapter of the Year at the AMA Collegiate Conference in Dallas, Texas.



Date: Wed, March 4, 1998

Tickets: \$50
\$35 students
\$25 BCIT-AMA members

Time: 6:30 p.m.

Place: The Waterfront Centre Ballroom

For tickets call the ticket hotline: (604) 451-6777 and enter 4TIX on your touch-tone phone. If you'd like more information or want to know how you can become a sponsor, contact Amanda Marshall, (604) 602-1273.

PAWWS

(Personal and Workplace Wellness and Safety)

Give a foot massage

When your feet ache, your whole body suffers. Did you know that if your feet feel great, the rest of your body could too? Reflexology, an ancient technique, uses the fingers and hands to apply gentle pressure to specific points on the feet. It is based on the principle that the foot mirrors the body. For example, the toes represent the head, the ball of the foot corresponds to the ear and lungs and the heel affects the intestines.

Here are instructions for a 10-15 minute foot massage to relax and soothe:

1. Sit in a comfortable place.
2. Pour a small amount of non-greasy lotion into your hands and rub them together.
3. Begin massaging one foot using kneading, wringing motions. Massage until lotion is absorbed.
4. Then, holding your foot firmly in one hand, slightly bent, on the sole of the foot near the heel.

Apply even pressure with the thumb and "walk it" forward "like an inchworm." Press one spot, move forward, press again, move forward.

5. When you get to the toes, go back to the heel and trace entire sole of the foot that has been worked.
6. When you finish the bottom, "walk" the top of your foot with your fingers.

Work feet twice with this procedure.

Classy finds

For Sale: 1996 Pontiac Sunfire, fully loaded: auto, a/c, tilt steering, spoiler, dual airbags, two-door, extended warranty, like new. Asking \$16,500. 14 ft Carpet runner, Indo-Persian, made in India, hand-knotted, 100 per cent wool, off-white with pastel green, pink, beige floral border, like new. Asking \$339 obo. Call 689-3313.

For Sale: Complete king size bed with custom headboard (Serta mattress and box spring). Light oak, all in very condition. Asking \$250 for the works, obo. Call Lynn at 8841.

For Sale: Secluded house in Sudden Valley near Bellingham, a planned, private community with extensive recreational facilities (golf, tennis, pools, swimming, boating, parks and walks), is a nature reserve. House has three bedroom, two bathroom, sauna, large kitchen, dining/living room, fireplace. Call 224-5177.

For Sale: Brand new, custom made house: 1739 Hampton Dr., Coquitlam. Main — 1953 sq ft; upstairs: four bedroom, 1694

square foot; downstairs: two bedroom, rec room: 1953 square foot. Call 8416 or (603) 294-1275. Asking \$650,000, builder's cost price.

For Sale: New black leather sofa. Asking \$975. New four poster wood and iron queen-size bed — includes mattress and frame. Asking \$850. New black nine-drawer dresser. Asking \$250. Black three-drawer dresser. Asking \$125. New black wooden dining room suite, four velvet covered chairs. Asking \$650. Call Lisa at 8431.

For Sale: NordicTrack treadmill, excellent condition. Cost \$1,000 three years ago, asking \$500. Professional knitting machine with tons of wool, patterns and books, worth more than \$800, asking \$400 for all. Girls white hoop bed with mattress. Very pretty, good condition, asking \$40. Jazz, tap and soccer shoes, various sizes, individually priced, all good condition. Call Paula 420-3027 or profs prosett.

For rent: Manzanillo, Mexico. Four bedroom, four bathroom house in Las Hadas beach area of Manzanillo Bay. Charter flights available direct from Vancouver. Why not put a small group together for Spring Break (Mar 6 - 13)? Other dates available as well. Golf, tennis, private pool, in a tropical setting. For more details please contact Stu at 8436 or 988-2899.

For Rent: Whistler Creek Tamarisk one bedroom condo sleeps four. Fully equipped, fireplace. Seasonal rates, excellent rates for mid-week, seeking flexible, shared rental arrangement for ski season. Call 222-1022.

For Rent: Apartments, condos and villas in Bucerias, Mexico. Just a few miles north of Puerta Vallarta. Bucerias is a little village on the Bay of Banderas with beautiful sandy beaches, tropical climate and lush surroundings. Prices range from US \$30/day for a one bedroom apartment to US \$2,700/month for three bedroom plus private pool and golf course green fees.

Just like the good old days...50's dance

BCIT Town Square Cafeteria

Saturday, January 31

doors open 7:30 - till midnight

\$15/person - includes 50's burger served between 8-9 p.m.

Drinks: \$3.75 each

Dress up from the 50's and bring your friends and relatives! You can buy a table of eight or individual tickets.

All proceeds go to BCIT Scholarships and Bursaries

Ticket sales:

Jan Wadsworth,

Broadcast Centre, Local 8863

Susan Walters,

Development Office, Local 8868

Carol Dion,

Community Relations, Local 8865

Linda Gravel, Medical Services, Local 8608

Diane Pollock, Trades, Local 8254



Special thanks

Kudos to staff and students in Health Sciences and Engineering programs for their generosity in the holiday season. Engineering's Sharon Cameron and Health Sciences' Andrea Labe organized donations of food items, gift certificates and gifts to needy students in the NOW Project.

— from Deanna Rexe

For more information call Sherry or Lori at 299-0908 or profs smccarna.

Wanted: 1994, 1995 or 1997 four door Nissan Sentra, Mazda Protégé, Ford Escort, Honda or Toyota. One previous owner, no accidents, low mileage, excellent condition, Prefer five-speed. Call 294-4909.

For Sale: Motorola cellular flip phone, extra battery and car charger. Less than one year old. Asking \$60. Call 464-7891.

For Sale: Silk wedding dress, size six, veil included. Asking \$400. Call Carroll at 298-6855 or 5157 to view.

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