

HAPPY FATHER'S DAY!
JUNE 16TH

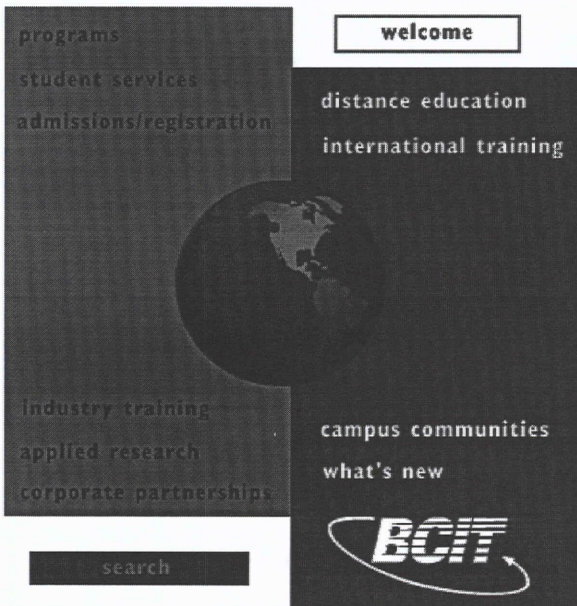


UPDATE

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



BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

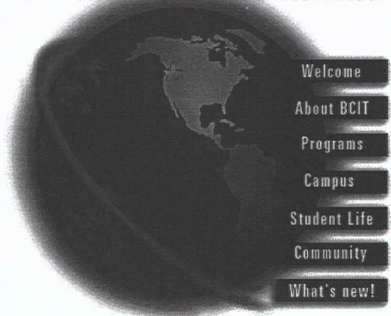


3700 WILLINGDON AVE., BURNABY, BRITISH COLUMBIA CANADA

Phase 2: the Homepage

Now in Phase two, the team in the media studio, in consultation with Carol Dion, is revising the site design and information structures.

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY



Phase 1: the Homepage

Student innovation takes the prize



(L-R) Don Wilson, program head, Plastics Technology; students Eric Wan and William Tan; and Trevor Williams, associate dean, Mechanical Design and Manufacturing Technology.

The Grand Hall was buzzing with excitement and innovation on May 28 when students showed off their award-winning student projects.

Every year there are approximately 670 projects done at the institute and 43 of them were on display.

From a dry survival suit designed by students in Plastics technology, to a membrane controlled keyboard enhanced by students in Electronics Engineering, to a speed-slalom windsurfing fin mold by students in Mechanical

Manufacturing, the projects were as diverse as they were fascinating.

"The benefits to our students is getting to do something that hopefully will help them get a job," says Norman Streat, director of BCIT's Technology Centre. "They get to address a practical problem rather than something theoretical."

Gerry Moss, vice president, Student Services, expressed BCIT's thanks to business and industry for providing the project opportunities, and the faculty, who are also key players in the process.

It's a HIT: 81,000 a month and counting

That's the number of external hits to the BCIT website for the month of April, and according to Neil Bailey, web site project leader and coordinator of the Media Studio, that number is consistently jumping by 10,000 a month.

Since going on-line on January 15, the BCIT website has attracted users from around the world who are interested in the programs and activities going on at the institute.

"Our goals for the homepage are: to enhance BCIT's image and increase the institute's marketing advantage; to provide an alternate mode of publishing BCIT marketing and recruitment information; to provide flexibility to our customers in applying or registering for programs; and revenue generation opportunities," says Carol Dion, managing editor of the BCIT web site.

Dion, together with Zed Vintr, managing director of the ARCS Lab and the Media Studio, championed the web site project. They secured funding from the executive in November 1995 for an official corporate site that would synchronize all existing servers at BCIT.

The first phase of the project, from November 1995 to March 1996, was fast tracked for a quick start in early 1996. "Phase one incorporated home page design, basic information on BCIT programs and services

from existing calendar and other publication sources, and links to existing Schools and departments," says Dion.

The January start date corresponded with the beginning of on-line registration on the PASBC site. This new PASBC system helps students obtain information about, and apply to, post-secondary schools throughout the province. As of May 31, BCIT has received 158 applications via this medium and the BCIT form has been visited a total of 398 times.

"Our goal at this stage is to make the site more accessible."

Also established during Phase one was an advisory committee with representatives from all Schools and departments across the institute, who want to be linked to BCIT's home page. "While this is not an approval body," explains Dion, "committee members work with individuals in their areas who wish to become part of the overall system."

Now in Phase two, the team in the media studio, in consultation with Dion, are revisiting the site design and information structures. "Our goal at this stage is to make the site more accessible to the user by creating the kind of link that will help people find what they're looking for," says Bailey.

"In Phase two we have an opportunity to start getting the BCIT community involved a bit more."

One means of reaching our internal community is through news groups. "These news groups are intended as a discussion forum and an information source for all things 'web' at BCIT," says Bailey. "In addition, people can provide others with mutual support in developing web sites around campus."

Feedback from both internal and external audiences has been supportive. "The web site is an exciting opportunity for BCIT, as an institute of technology, to be seen as a leader in this medium. We are using more and more electronic publishing, and I can see it becoming our primary means of communicating "print" materials within five years," says Dion.

Try out the Newsgroups:

news://news.bcit.bc.ca/bcit.www.general — miscellaneous topics

news://news.bcit.bc.ca/bcit.www.policies — policies: gripes, likes and suggestions

news://news.bcit.bc.ca/bcit.www.technical — technical: tips, tricks, questions and answers

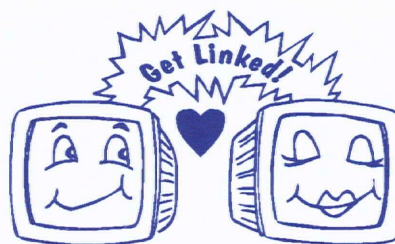
Want to get linked to BCIT's homepage?

If you are interested in getting a link to BCIT's home page, contact your school or department representative listed below.

Once you have obtained copy approval from your School or department, contact Carol Dion at 432-8865.

Please note: Each individual area is responsible for the content and updating of their link.

- ◆ Stephen Barrington, Marketing
- ◆ Neil Bailey, Media Studio
- ◆ Lauraine Baillie, Finance
- ◆ David Browning, School of E & E
- ◆ Paula Carlile, Development Office
- ◆ Kim Chen, Industry Services
- ◆ Debbie Cobb, Human Resources
- ◆ Carol Dion, Community Relations



- ◆ Rob Duncan, School of Business
- ◆ Brent Dunn, School of Engineering
- ◆ Shirley Freistadt, Purchasing
- ◆ Randy Friesen, Placement Office
- ◆ Kumal Gill, Student Services
- ◆ Neil Howard, External Affairs
- ◆ Cynthia Howman, Registrar's Office
- ◆ David Johnson, Technology Centre
- ◆ Phyllis Johnson, President's Office
- ◆ Cindy Kailly, Finance
- ◆ Jack Kearney, School of Trades Training

- ◆ Dale Kearnon, School of E & E
- ◆ George Kidd, Computer Systems Technology
- ◆ Frank Knor, Library
- ◆ Peter Levar, School of Engineering
- ◆ Glenn Millar, Learning Resources Unit
- ◆ Mark Miller, BCIT International
- ◆ Jim Mitchell, Student Services
- ◆ Heinz Muller, School of Health Sciences
- ◆ Bill Murray, Print Services
- ◆ Dave Peppar, Computer Resources
- ◆ Clodine Sartori, Labour Relations
- ◆ Michael Stewart, Bookstore
- ◆ Zed Vintr, ARCS Lab
- ◆ Chi Wong, School of E & E
- ◆ Tim Wong, Physical Plant
- ◆ Dennis Yablonski, School of Engineering



Randy Friesen passes a comment along to employment assistant Phillipa Dermott; he thinks she's great! Look for the new display units holding Comment and Applause cards throughout the campus.

We'd like to hear from you

Providing excellent customer service, both internally and externally, is a responsibility shared by all members of the BCIT community.

BCIT's Customer Service Committee, representing Schools, administration and service areas, has recently implemented a new comment card system to examine customer service concerns and they are looking for your support.

Committee member Randy Friesen, manager, BCIT Employment Placement Services, explains that while comment cards have been around the institute for a few years, the "new and improved" displays with both "comment" and "applause" cards are a permanent fixture.

Kumal Gill, Marketing Systems coordinator, Enrolment Management, has been working with areas across campus to implement the program and

install the units. "The cards will be available at 30 locations including our satellite campuses, basically they will be in all service areas," says Friesen.

The "comment" card is intended for general comments or suggestions for improvement and the "applause" card is a means of recognizing someone who provides excellent customer service.

Friesen encourages staff who receive good service from another area to fill out an applause card and drop it off in interoffice mail or the mailbox for postage paid service. Replies are then routed through the Customer Service committee and forwarded to the appropriate area for consideration and recognition. Departments and individuals will also be recognized in Update.

If you need more materials for your comment card display contact Kumal Gill at 8306.

Keep safety in mind this summer

Summer is upon us. It is time to remind staff and students that when there are fewer people around, there is a greater need to be aware of personal safety and protection of property. Some of the items stolen in past years are computers, lab equipment, tools, furniture, office equipment and personal belongings.

Don't leave valuables in sight that might attract and encourage strangers to loiter in your area. Keep your office door locked when you are at your work station and when you expect to leave. If you see someone who does not appear to belong, or is suspicious in any way, report the incident to Security at 6856.

If you feel it is urgent, the Security emergency number is easy to remember — just think

BCIT's Safe Walk program isn't just for students! Call 6856 for an escort day or night.

"BCIT" (2248). Remember also that you can call 911 if you feel it is serious enough and then call Security as a back-up. Use the Safe Walk program by calling 6856. Even though it may still be daylight the isolation of your area and the

few people around may make this service advisable.

Every summer we suffer losses, no doubt due to less people being around and equipment not being properly stored. Encourage people in your department to check doors and make certain things are secure during the summer months. Try to make it a routine to check areas where equipment is stored. Remember to report missing property immediately.

Anyone, or any department, that would like advice or direction as to the protection of people and property, should contact Safety and Security at 432-8796.

— from *Safety and Security*

High school student wins Open House prize

When Calvin Chan filled out a draw ticket at Open House '96, he didn't give winning much thought. After all he was one of more than 6000 high school visitors on campus that day.

Chan, a Grade 11 student at Sir Charles Tupper Senior Secondary in Vancouver, was excited then to hear he had won a Pentium computer, donated by AST Canada Inc. and TLD Computers.

"We have enjoyed a strong partnership with BCIT over the years and we are pleased to participate in institute events such as Open House '96," says Wayne Feyer, account manager with AST Computer.



(L-R) Wayne Feyer, account manager, AST Computers; Calvin Chan, contest winner; Melinda Larson, Open House '96 director of sponsorship; Gerry Moss, vice president, Student Services.

BCIT STAFF ON THE MOVE

CARTER GM'S
New deal with BCIT/SA



Fleet Prices on
Great New & Used Vehicles

All Makes and Models

with
Superb Servicing

& Carter GM will donate \$25
to the BCIT Student Assistance Fund
for every Car sold

Contact Garry Vit or Ken Strong at Carter GM by calling 291-2266.
Pick-up your BCIT/SA fleet card and information at the Student Association office.



PAWWS

(Personal and Workplace
Wellness and Safety)

*How well do you
know your Os?*

- 🐾 **Optometrist (OD)** or doctor of optometry is an independent primary health care provider who specializes in the examination, diagnosis, treatment, management and prevention of diseases and disorders of the visual system, the eye and associated structures.
- 🐾 **Ophthalmologist (MD)** or eye surgeon is a medical doctor specializing in defects and diseases of the eye, who diagnoses and treats patients by medical, optical and surgical techniques.
- 🐾 **Optician** is a technician who grinds, fits and dispenses corrective lenses on the written prescription of an ophthalmologist.

Who is this 'Sharp Dressed Man'



After a little digging in the Update photo files, we have unearthed a rare gem.

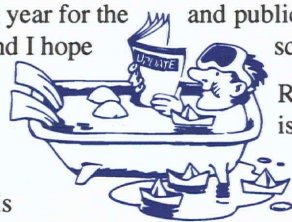
Which BCIT employee from Student Services once made this fashion faux pas?

Ronald before the Arch Deluxe?

Letter from the editor

It's been an exciting year for the BCIT community and I hope you have found our coverage of the year's events both interesting and informative. There is only one issue left to go to press, which will highlight Convocation and the School of Business. It hits the stands on June 28 so don't forget to check your mailbox before heading off on vacation.

Watch out for a new opinion column in the fall, a place to express your views on the issues facing the post-secondary environment and our community's role in that arena. We will also be posting deadline



and publication dates for the school year.

Remember, the Update is an excellent opportunity to celebrate our successes and keep our community

involved and informed with what's happening. In order to do this we need input and support from areas across the institute.

We'll be back in September and look forward to printing your news from the summer months. So get in touch in August; tell us what you've been doing.

Until then, have a great summer.

Sheila Rees

June graduation ceremonies

June 19 — Graduating Awards ceremonies:

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

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

June 20 — Convocation:

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

June 21 — Convocation:

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

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

New procedures in place to purchase Microsoft software

There's a new plan in place that is affecting the way BCIT purchases Microsoft software.

The Microsoft Open License Plan (MOLP) allows BCIT to purchase its software at greatly discounted prices, although we now need to pay for the software as we install it rather than at the end of quarterly periods.

Advantages to this plan include the ability to purchase both application software and operating systems that were not available under the previous plan.

The new procedures involve changes to the paperwork that must be done by the owner of the PC on which the software is being installed:

Before any software can be loaded you must fill out the Computer Resources Microsoft Software Order Form.

You must have the signature of the budget manager on this form before software can be loaded.

Once the software is loaded the owner of the PC will be asked to sign the form verifying that the software has been loaded.

After the installation has been verified an automatic cross charge will debit the Organizational Budget of your department and a photocopy of the original form will be sent to your department for information purposes only. Budget managers will no longer be required to sign separate cross-charge forms.

The MOLP agreement can only be used to load software on BCIT asset equipment. Software for non-asset equipment can be purchased through the BCIT bookstore. MOLP only covers the installation of software, if you require manuals Computer Resources suggests using third party books that can be purchased from the BCIT bookstore.

If you have any questions regarding the MOLP agreement or what software is covered under this plan, please contact the Client Services Help Desk at 8888. Software order forms can be picked up from the CR Reception desk.

This article is an excerpt from CR's online publication News.Bytes@CR. Check it out at: <http://www.bcit.bc.ca/~cr/cmnews/current>.

Focusing on collective results

The Industry Services Marketing Group — ISMG — is an informal partnership within BCIT. Members share a 'total market' view of industry services/training and support each other in an integrated marketing approach to the whole institution, to maximize the value of BCIT's response to the marketplace.

The group includes individuals from each BCIT operating unit that has significant opportunities to offer services to external markets. Representatives are expected to maintain liaison with other stakeholders within their respective operating units. In

addition, institutional service departments responsible for marketing and external communications are represented in the group and the vice president, External Affairs, is an *ex officio* participant.

ISMG is an active body focused on achieving collective results. It has formed a number of active task forces, which have started to produce results from their action plans. Deliverables to date include: criteria for standards of service; an institutional protocol for dealing with RFPs; an interface with the Labour Relations department to address service provider issues; a needs analysis for a contact

management system; a planned celebration event and a selected list of industry prospects.

In addition to meeting twice a month for information sharing, consultation and decision-making, group members also participate in brownbag lunches and workshops on business planning, procedures and guidelines.

ISMG is quickly becoming the recognized institutional network for industry service activities, with important links to Industry Training Units, the Development Office and other initiatives involving the BCIT executive.

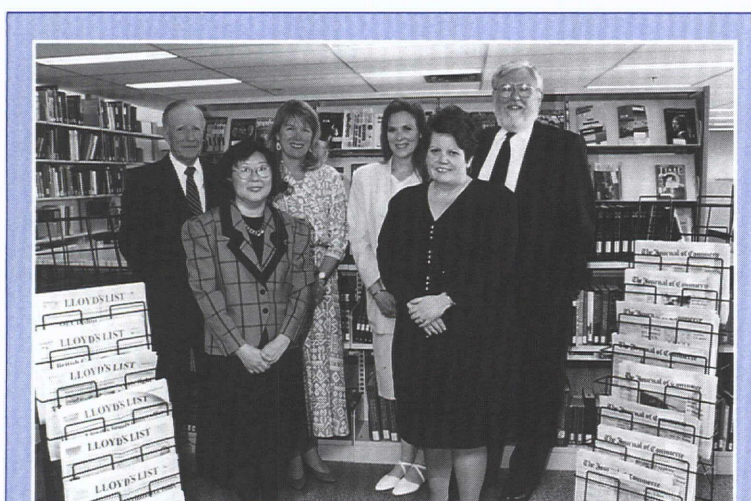
Partnership creates research possibilities

The BCIT Technology Centre recently signed an agreement to combine the scientific and technical resources of BCIT and the Canada Centre for Mineral and Energy Technology (CANMET), to conduct applied research with BC industry. Collaborative R&D projects will use BCIT staff, students and facilities and CANMET's extensive resources.

CANMET is an Ontario based R&D arm of Natural Resources Canada. It performs and sponsors predominantly commercial and cost-shared R&D with its industry clients. BCIT's agreement is with the areas of advanced materials, efficient metal production, casting, concrete and infrastructure reliability.

Norman Streat, director of BCIT's Technology Centre,

says he is enthusiastic about the agreement and looking forward to meeting with CANMET. "The partnership should generate new applied research projects in the areas of Materials Technology, Mechanical Design and Manufacturing, and Mechanical Trades. It will provide opportunities for BCIT staff and students to work with industry," says Streat.



(Front L-R) Linda Matsuba, librarian, PMTC; Tena Mayzes, marine manager, Dale Intermediaries. (Back L-R) Jack Jones, former employee, Dale Intermediaries; Brigitte Peter-Cherneff, BCIT, librarian; Kelly Beatty, BCIT Development Office; Peter Hindmarch-Watson, president, Dale Intermediaries.

Library donation

The Pacific Marine Training campus received a donation of more than \$10,000 worth of Lloyd's List Law Reports from Dale Intermediaries, the largest Canadian-owned insurance broker, at a ceremony on May 23.

PROFILE

From bargaining committees to board meetings

To Michelle Philippe, BCIT is not just an employer — it's an all-consuming project.

As the board of governors member elected from the Support Staff, Philippe spends much of her time working on ways to make BCIT a better educator and a better employer.

"I enjoy helping the institute turn its plans into reality and promoting the involvement of all levels of staff in the change process," she says.

While she admits her ideas are often controversial, Philippe points out that controversy breeds open discussion and thought on key issues. She is nearly half way through her term on the board of governors, and hopes to use her position to bring the bargaining units and administration closer together.

"In my years of involvement with union activities, I've seen that it's very counter-productive to have the two sides polarized against one another," she says. "I'd like to try and erode some

of the assumptions about union activists. We should be promoting the principles of union agreements, like fairness and work standards, without having to go to battle."

She adds that the elected board position created in 1995 delivers one more route for Support Staff to get involved and to have a voice — an opportunity that's important to Philippe as she has held union positions ranging from Shop Steward to Bargaining Committee member since 1978.

She notes that the board position and other union activities, while fulfilling, often compete with her "real" job for her energy.

As the systems administrator for the Registrar's Office, Philippe is responsible for managing critical documents, including transcripts, statement of marks and admissions letters. Her duties also include administering the Local Area Network (LAN) and acting as the liaison between the

Registrar's Office and Computer Resources.

"Keeping things running smoothly is becoming more and more important. People are finding it harder to find alternative work when the system goes down — everything's on their computer."

Prior to working in the Registrar's office, Philippe worked in the now non-existent Computer-Based Education department and the library. In fact, she began work part-time at the library while still a student in the Environmental Health technology.

When she's not focused on her work and board of governors commitments, Philippe spends time with her son Connor, 16 and daughter Bryna, 12. Not surprisingly, she has also been active politically. Otherwise, she spends most of her spare



Michelle Philippe (R) fulfills her board of governors duties at Convocation by presenting Joan Harrison, chair of the President's Advancement Council, with a certificate of appreciation.

time on her "fix it" skills, learning to do household repairs from basic hammering to electrical work.

"I also cycle and work out regularly. The time I spend at work is very structured and demanding - I try to be really relaxed about how I spend my spare time."

Classy Finds

For Sale: Wedding dress, size 10, satin material, short, puffy sleeves, pearl appliqué on body, skirt and train. \$500 firm. Headpiece for sale, pearl headband, pearl veil down back, \$150 firm. Call 434-4814.

For Sale: Sony Camcorder (CCD-F77). Top-of-the-line, five years old, well cared for, includes all original accessories. Features Hi-Fi, 10x Zoom, macro-focus, auto-exposure control with manual over-ride, editing features including titles. A great camera for only \$550 obo. Call Rich at 8388.

For Rent: Waterfront Gulf Island getaway on Mayne Island. Three bedroom (plus), furnished log home with all amenities. July/Aug rate \$600/week (Sat-Sat) or \$100/day. Cheaper off-season time also available. Call Kathleen at 5291 or 468-0810.

B&B: Summer in Whistler: biking, hiking, water sports, tennis, snowshoeing, glacier skiing and much more. \$50/single; \$75/twin; \$15/extra person (children under six free). Suite sleeps four \$150/night. Call Marnie at 7079 or 987-2297 after 1800.

For Sale: Ideal for your summer cottage or home - 10 yrs. young Kenmore 650 Watt, Kenmore microwave oven — excellent condition. \$75.00 obo. Call Andrea at 432-8682.

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.

For Sale: Motorcycle: '71 Honda, CB 750, rare, purchased in Japan, excellent condition, blue, garage stored, less than 19,000 kms, new tires, one owner. \$2500, call Keiko at 985-9374.

For Sale: Booklet of BC Transit Adult two zone faresaver tickets. Eight left in booklet, asking \$16.40 (\$2.05 each, normal fare is \$2.25). Call Andrea at 7120.

For Sale: 1990 Chevrolet Sprint, 5-speed, 3 cylinder. Great gas mileage, excellent condition, new exhaust. \$3500 obo. Call Barb at 538-5553 or 8944.



Founding principal Cec Roper (R) being honored at Convocation 1995 with Gordon Thom, BCIT President Emeritus.

In memorium

On Thursday, May 30 longtime friend and member of the BCIT community Cec Roper passed away at the age of eighty-two.

Roper was the founding principal of BCIT and was honored last year with BCIT's first bachelor of technology honoris causa, in recognition of his contributions to the early years of BCIT's development. He was also recognized by the

BCIT Pioneers with a distinguished service award.

Roper recently visited BCIT in April '96 at Open House where he celebrated the 30th anniversary of BCIT's first graduating class with fellow pioneers and colleagues.

Donations to the BCIT Scholarship and Bursary Fund are still being accepted in memory of Cec Roper. For more information contact Susan Walters at 432-8868.

Congratulations

The BCIT Burnaby Lake System project is this year's winner of the "Outstanding Partnership Award" part of the Chamber of Commerce's Business and Education Awards. Mark Angelo,

program head, Fish, Wildlife and Recreation, says the project is a great example of a community environmental initiative and credits the success of the project to its partnership aspect.

Campus CrimeStoppers: stereo stolen from lot

Theft from a car on May 14 in the student parking lot N. Theft of stereo equipment valued at approximately \$2100 from a 1989 black Mustang. Theft took place between 0800 to 1700 and

there are no suspects. If you know anything about this crime, Call 669-TIPS.



The last edition of Update before the summer hits the stands June 28 — be sure to pick up your copy!

BCIT Events to Come

Wednesday, June 19

- Graduating Award Ceremonies in the Town Square Cafeteria. See page 3 for details.

Thursday, June 20

- Convocation at the Willingdon Church Conference Centre. See page 3 for details.

Friday, June 21

- Convocation at the Willingdon Church Conference Centre. See page 3 for details.

Saturday, June 22

- Open House at the Sea Island Campus from 1000 to 1500

July 2 - July 12

- Mini-technology Summer Camp for students aged 11-14. An opportunity to explore chemical sciences, mining and petroleum technology. For information call 432-8723 or 432-8393

The BCIT UPDATE is published throughout the school year by the Community Relations Department within External Affairs.

Ideas, tips, fax or written submissions should be forwarded to the editor by 1500 Fridays, ten working days prior to publication. The editor reserves the right to edit for brevity, libel and accuracy.

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